

Scrutiny Overview

Context

The purpose of this briefing is to provide an overview of the scrutiny process into the 'Transformation in Adult Social Care,' and to support panel members in their consideration of recommendations.

Overall aim of the review:

To consider transformation of Adult Social Care services in the context of the Health and Social Care Act 2022, including challenges and opportunities associated with this, new developments in services, and the greater focus on preventative measures.

Objectives of the review:

Background & Context:

- To understand the impacts of the Health and Social Care Act 2022 and the wider legislative framework, and how our response to this will impact on services and service users.
- To review the vision for Adult Social Care in Islington, and to assess if the council's current and emerging plans for future development and reform are adequate, with a particular focus on improved outcomes for residents.
- To review the access to adult social care services in Islington, demographic pressures, and the most effective operating models to meet those requirements.

Focus:

How ASC are designing & transforming our services in a way that will prevent increased need and enable residents to live their lives as independently as possible.

Scope of the review and evidence received:

The review has focussed on;

1. The Legislative Framework in which we operate now and into the future, including the risks and opportunities within the 2022 Health & Care Act
2. The context we work within and developments necessary to meet changing needs and expectations;
3. An overview of core Adult Social Care services; our Vision, and Prevention and Early Intervention based Operating Model; use of preventative approaches to reduce inequality
4. The experiences of service users, what they value in our services, and areas for improvement;
5. How we are working with our partners to optimise service delivery.

Evidence Presented

15th November 2022 – Overview and Integrated Working

This session was used to provide an overview of the legislative framework in which Adult Social Care works, and to describe the vision and ambition that we have for service delivery to Islington residents. This includes our co-produced priorities and our new Operating Model designed to focus more on preventing need rather than only responding to more acute need.

The session then heard evidence from both Whittington Health and LBI (London Borough of Islington) ASC on the work that is being carried out to integrate services, to provide a more preventative response in a more joined up way. This included evidence on;

- The **Integrated Urgent Response & Recovery Service**, which is being developed to assist people to regain independence when coming out of hospital, and to prevent the need for hospital admission.
- The **Integrated Front Door** that is being implemented between Whittington Health and LBI ASC, and which will ultimately include colleagues from Camden & Islington Mental Health Trust and LBI Housing colleagues. This will enable a single health and social care front door to effectively triage and ensure that people receive a timely and co-ordinated response. This will be focussed on Strength Based Practice and identifying a preventative solution.

24th January 2023 – meet with people who have used the Reablement service

Panel members met with people who have used our Reablement Service, in preparation for the session on the 31st of January looking at this service and our proposed 'Take Home & Settle' Service. This was an opportunity for members to discuss the service and find out first-hand about their experience. Key areas of discussion were;

- The residents really valued the reablement service. One was currently going through his second round of reablement, the other had finished reablement towards the end of last year.
- There was a perception that people in the wider community did not know this was a service Islington offered, and we should be shouting about this more.
- On what could be improved, the service users said it would be better to have more regularity in the carers that attended. One said that they were visited by several different people (up to 13 different carers) and more consistency would help them to feel more familiar with their carers.
- The partner of a service user commented on the lack of physiotherapy support; they recognised that social care is facing staffing and resource issues, but apparently there is only one physio for the whole of the service, and they were worried that their partner was not receiving adequate support in this area.
- There were some comments about carers arriving late, but it was recognised that they had high caseloads.
- One service user had since moved on to domiciliary care, however this was short lived. He did not have a good experience of the service. He commented that the carers were always late (up to an hour), and because of this he had found his own ways to get washed and dressed in the morning.
- Another service user commented that they were currently going through the process of having their finances assessed, and agreed the forms were "unbelievably complicated."
- Members suggested that it may be helpful to check-in with those who recently ended reablement, perhaps a couple of weeks afterwards, to see if they are OK and need any help navigating the care system.
- The service user who had ended reablement commented that he had a telecare alarm necklace, however had to take this off while showering, and he commented that this was the time he was most likely to slip/trip. He wondered if there was a waterproof version he could use.

31st January 2023 - Reablement

We presented around **‘Developing our Reablement Service’** on the 31st of January where we described our relaunched reablement service and our proposals for a short term ‘Take Home and Settle’ service, to support people with relatively low-level needs when they return from Hospital. This work is intended to maximise people’s independence and help them recover the skills and social networks they may otherwise have lost.

Key elements of these services that were outlined included;

- The newly developed Reablement Service now has all staff in place and is fully operational
- It has increased available capacity by 53% while maintaining high quality care
- The service now forms part of an integrated pathway alongside services provided by Whittington Health Care. This ensures a joined up and coordinated experience for local residents.
- The proposed Take Home and Settle service, if successful, will allow us to further increase this capacity to support more residents to live independently with a view, if successful, to assessing the longer-term viability for delivery, including the option to commission and work with external providers, to deliver an In-House service offer (alongside our new reablement service), or as a mixture of both.

27th March 2023 – meet with Central Point of Access organisations

This evening was an opportunity for panel members to meet with the three voluntary organisations involved in the Central Point of Access. This service is working with us to provide residents with low level needs the key services and support required to keep them independent and connected. The three organisations are;

- Age UK
- Help on your Doorstep, and
- Manor Gardens

The three organisations were all able to describe the services they provide and how the work was developing in partnership with LBI ASC. There were several areas of discussion that emerged over the evening. These included;

- The possibility of more ‘Provider Forums’ between LBI ASC to support future developments
- More involvement in this planning of local residents
- Joint working between ASC and the voluntary/community sector have improved, but still opportunities to strengthen links further
- Work to strengthen capacity in the voluntary/community sector
- More information for members about the role and involvement of the voluntary/community sector
- Need to work together with ASC to increase the volume of referrals into the Central Point of Access. This could include representation in the LBI Access Service and with Reablement triage
- Need for more capacity within Mental Health services to meet the needs of people with high level needs

Meet with senior managers from Kent County Council re 'Take Home & Settle' service.

We heard from a senior manager from Kent County Council, with responsibility for overseeing reablement in Kent, about their highly regarded service and the related Take Home and Settle service. She described how both services worked and how they were able to monitor delivery and the overall effectiveness of the services. This give a very good overview of the model we are implementing in Islington.

Suggested Recommendation Area's emerging from evidence sessions

Suggested early recommendations emerging from the ASC Scrutiny process, related to the scope and evidence presented. These are grouped into three key areas; modernisation of practice, collaboration and cultural change, and smarter travel.

1. Modernisation of Practice

- Increased use of technology for Reablement e.g., Use of tablets to record during visits. Reablement carers have tended to be digitally excluded, so would require appropriate technology and skills training
- Improving feedback loops for residents using ASC services, inc. Reablement. This would require work to further develop several feedback mechanisms, both directly and via third parties.

2. Collaboration and Cultural Change.

- Work to develop a shared ethos across integrated health and social care services. This would need to be agreed across partner agencies and would very much focus on developing a shared Early Intervention/Prevention approach, building upon Strength Based Practice approaches. This would involve developing a Shared Vision and consistent training and clear development plans for all staff.
- Work to identify where further collaborative working might add value for residents using our health and care services. This may include work with Mental Health services, Housing, and the Voluntary/Community sector.
- As this work develops, collate information across agencies around inequality and use of services by communities we struggle to reach. This will involve support from VCS (Voluntary & Community Sector) and community-based groups. This could also involve developing a shared 'insight' function to make best use of soft and hard intelligence.
- Work to strengthen collaborative working between ASC and key voluntary sector organisations to further develop our prevention offer, including use of 'Provider Summits' to encourage partnership working
- Collaboration between ASC and the Central Point of Access to facilitate more referrals into the service.

3. Smarter Travel

- Reablement carers to look at use of LBI's electric bikes to improve environmental impact and potentially reduce costs.

- Use of SMART routing for Reablement carers to ensure efficiency and reduce environmental impact.