

HOUSING CABINET MEMBER MEETING

Agenda Item 61

Brighton & Hove City Council

Subject: Contract Unit Performance and Monitoring Working Age Adult Learning Disabilities Services, January to June 2009

Date of Meeting: 11th November 2009

Report of: Joy Hollister

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Key Decision No

Wards Affected: All

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 To provide governance information on the performance and monitoring of Under 65s (working age adult) services to people with learning disabilities, for the period 1 January to 30 June 2009, in order to drive up quality through robust and transparent monitoring procedures
- 1.2 For the report to cover both the independent and council sector. Services referred to in this report involve spend of approximately **£30,864,000** per annum of which **£9,418,000** is funded by client contributions, Health and other joint arrangements. This total figure includes all in-house services.

Service type	Gross budget	General income	Health funding	Net budget
In-house services	£8,831,000	£1,582,000	£5,248,000	£2,001,000
Community Care	£22,033,000	£2,081,000	£ 507,000	£19,445,000
TOTAL	£30,864,000	£-3,663,000	£5,755,000	£21,446,000

2. RECOMMENDATIONS:

- 2.1 That the Cabinet Member notes and provides comment on the report.
- 2.2 A further recommendation is to produce reports on a regular basis. The next report will cover the period 1 July to 31 March 2010, and thereafter every 6 months.

3. RELEVANT INFORMATION

Service user data has been drawn from CareFirst 6.

Definitions of types of care and payments are found in Appendix 1.

LEARNING DISABILITIES

3.1 Learning Disabilities were the Adult Social Care pilot service for individual budgets using the Resource Allocation System assessment as a tool to identify the needs of the individual. There are now 24 people with learning disabilities with individual budgets paying for 43 services (covering a range of respite, community support and day care). 15 of these services were agreed up between January and June 2009 and 5 in the same period of 2008.

3.2 RESIDENTIAL CARE HOMES

3.2.1 There were only 11 referrals of people with learning disabilities into residential care homes within the 6 months between January and June 2009. However, only 3 of these were new placements; the remainder involved movement between homes (usually due to changing needs of the individuals). This reflects the joint strategic commissioning approach taken by BHCC and NHS Brighton & Hove which is to provide a variety of flexible and easily accessed services in community settings.

3.2.2 However, there is a long-term core of people who are currently in residential care. 271 people received residential care between January and June 2009, compared with 281 in the same 6 months of 2008; a small change, but reflecting the approach to support people in their own homes. Additionally rolling (or regular) respite care was provided for 27 people in January to June 2009 and 25 in January to June 2008.

3.2.3 Residential establishments are subject to CQC national standards and are rated accordingly:

Type of home	No. in BHCC+	Capacity (beds)	CQC rating				
			Poor	Adequate	Good	Excellent	NYR*
Local authority	7	35	0	1	4	0	2
Private	29	231	0	2	22	4	1
Voluntary	3	23	0	0	2	1	0
TOTALS	39	289	0	3	28	5	3

+ Excludes 1 home for OPLD

*NYR = not yet rated

Of the 39 providers 33 are rated either Good or Excellent by CQC, which is 84.6% of the total. Excluding those not yet rated this figure is 92%.

3.2.4 Any home that receives a poor or average rating will not have any new BHCC clients placed there until they reach the required standard. However, a service user who is in such a home is risk assessed and if deemed to be at no risk will not be moved (unless the home deteriorates more).

3.2.5 The Contracts Unit also undertake Desk Top Reviews once a CQC inspection report is made public. If the risk assessment outcome is medium or high then monitoring visits, contract reviews or audits will be undertaken to the homes to support the managers to reach the required standards. Between January and June 2009 3 DTRs took place. The outcome was LOW risk for all three so no further action needed to be taken.

3.3 COMMUNITY SUPPORT SERVICES

- 3.3.1 Learning Disabilities community support services are an area that will be subject to expansion in the coming years within BHCC because of the strategic shift from provision of residential care to supporting people to remain independent, either in a supported environment or in their own homes. This reflects the key messages of the government's strategy for people with learning disabilities "Valuing People Now: a new three-year strategy for people with learning disabilities" (January 2009).
- 3.3.2 Community Support Services for people with learning disabilities includes Supported Living, Supported Accommodation, Day Care, home care and Shared Lives services.
- 3.3.3 Between January and June 2009 64 people received community support/home care services in comparison to 61 in the same period in 2008. However, many service users receive several services that build up their individualised service agreements that allow them to remain in the community. Thus, the 64 people in the 2009 figure above received 99 services and in 2008 61 people received 112 services.
- 3.3.4 Between January and May 2009 the Contracts Unit supported the tender process for the Westbourne project, a 10-unit Supported Living service. One 5-bed unit is to support people short-term before moving on to more independent living and the other 5-bed unit is for long-term service users with complex needs and potentially challenging behaviours. The tender included participation from service users, families and advocates as part of the evaluation and interview process. Westbourne opens in November 2009.

3.4 ACTIVE LIVES (DAY CARE)

- 3.4.1 277 people with Learning Disabilities attended Day Care services between January and June 2009 and 299 in the same 6 month period in 2008 which represents a reduction of over 7%.
- 3.4.2 As day services are not registered and inspected by CQC the Contracts Unit carry out annual audits to monitor the quality of provision to ensure that the service is meeting standards based on those used by CQC for other services. There are 5 day centres for people with learning disabilities in BHCC which are audited on a rolling timetable. In 2008 concerns were expressed about one service which continued to be monitored; in 2009 it had improved and was providing a good quality service. Currently no day services are a cause of concern.

3.5 SAFEGUARDING

- 3.5.1 The Safeguarding of vulnerable adults from abuse and neglect is a critical aspect of social care. The Contracts Unit is part of the safeguarding process in place within BHCC and also uses the information to feed its performance monitoring systems, namely desk top reviews, audits and contract reviews. The Contracts Unit encourages reporting of all alerts to the Unit and has active involvement in strategy meetings and follow-up actions.

3.6 QUALITY

- 3.6.1 The performance monitoring carried out by the Contracts Unit is designed to maintain and improve the quality of social care services for BHCC residents with learning disabilities as well as keeping people safe and obtaining value for money. In addition to reviewing CQC reports and carrying out desk top reviews etc of services all service users have individualised person centred care plans which identify specific goals and outcomes and are monitored through review. This should then ensure that both the service provision and the services that individual service users receive are of good quality.

4. CONSULTATION

- 4.1. All BHCC monitoring arrangements relating to care homes and other services have been agreed with the relevant providers via the contracting processes.

5. FINANCIAL & OTHER IMPLICATIONS:

5.1 Financial Implications:

There are no direct financial implications arising from the report. Services referred to in this report involve spend of approximately **£30,864,000** per annum of which **£9,418,000** is funded by client contributions, Health and other joint arrangements. This total figure includes all in-house services.

Finance Officer Consulted: Neil Smith Bentley, Accountant for Housing Strategy
Date: 16/10/09

5.2 Legal Implications:

There are no specific contractual/procurement issues, however in general contracts must be entered into in compliance with the Council's contract standing orders and where appropriate EU and UK procurement laws; and in such a manner as to ensure transparency, non discrimination and value for money. The Council must take the Human Rights Act into account in respect of its actions but it is not considered that any individual's Human Rights Act rights would be adversely affected by the recommendations in this report.

Lawyer Consulted: Sonia Likhari, Contracts Lawyer *Date:* 08/10/09

5.3 Equalities Implications:

Equalities underpin all social care contractual arrangements.

5.4 Sustainability Implications:

None identified

5.5 Crime & Disorder Implications:

None identified

5.6 Risk and Opportunity Management Implications:

None identified

5.7 Corporate/Citywide Implications:

Measuring the performance and quality of care homes and community support providers helps towards meeting the Council's priority of ensuring better use of public money.

6. EVALUATION OF ANY ALTERNATIVE OPTIONS

This Report is for information and not an evaluation of any alternative options.

7. REASON FOR REPORT RECOMMENDATIONS

- 7.1 The reason for this Report is to ensure monitoring processes are transparent and robust which will result in improvement to services and value for money. It is also to ensure that the Cabinet member for Housing is kept abreast of key governance arrangements in care homes, community support and day care services for people with learning disabilities.

SUPPORTING DOCUMENTATION

Appendix 1

Definitions:

Residential care	Includes care homes for long or short term care which provide accommodation, meals and personal care and the vast majority of care falls within this category. It also includes respite care.
Shared Lives	Formerly the Adult Placement Scheme this refers to family-based services for adults with support needs, where they share family life. This type of support is both flexible and highly personalised. The opportunity to share family life reduces isolation and promotes community involvement, as well as helping people to learn the skills that they need to live as independently as possible. Shared lives can provide long term accommodation and care/support or short breaks and day care.
Home Care	Home Care services offer practical help and support to people at home with essential daily tasks they are unable to manage safely for themselves. For example, this help may be in the form of assisting you to get up or go to bed, to get washed or to get dressed, or help with shopping, laundry, etc. Aim to help people live as independently as possible and to encourage people to regain skills they may have lost because of illness or disability. Support at home can be arranged yourself using Direct Payments or the service can be provided to you by a private or voluntary organisation.
Supported Living	Services for people with learning disabilities and comprise accommodation and separately provided support. Support can be for a few hours a week, everyday, overnight or 24 hours a day. The support is carefully planned to meet their needs to live independently People can choose to live by themselves or share with others.
Supported Accommodation	Covers learning disabilities, physical disabilities and mental health, with these services it is the same provider for accommodation and support. Can be short or long term, includes necessary personal care, meals and laundry to help you cope with every day living.
Community support (stand-alone service)	Part of Home Care, the service user is supported to enhance their social skills and engage in community activities e.g. theatre visits, holidays, attending college etc.
Day Care/Active Lives	Day care includes any kind of planned activity that takes place out of the home during the day including going to a Day Centre. Day centres are provided by local social care services, by voluntary or community organisations, or are privately run. Many day centres provide a range of planned activities inside and outside the centre, including horse riding and gardening. Day care also includes outreach services into the community. This is a specific function and is identified in Person Centred Plans.
Direct Payments	A critical part of the government's personalisation agenda as stated in "Putting people first: a shared vision and commitment to the transformation

	of adult social care” (December 2007). DPs allow people to have greater choice and control over their lives as they make their own decisions about how their care is delivered.
Individual budgets	Another aspect of personalisation, Individual Budgets are designed to bring about independence and choice for people receiving care or support by giving people a clear, up front idea about how much money is available for their support. Thus, people are empowered to take control and make decisions about the care that they receive.
Desk Top Reviews	DTRs are a performance tool used by the Contract Unit to assess residential care homes. They take place after a Care Quality Commission report has come out. A DTR includes an analysis of all available information including the CQC report, Service User, relative and advocates questionnaires, feedback from reviewing officers, Safeguarding alerts and health and safety issues. A risk assessment is then made (low, medium, high) and recommendations may be made, including whether to continue placing at a home.
Care Quality Commission	The CQC is the independent regulator of health and social care in England.

Appendix 2

Care Quality Commission Key National Minimum Standards performance data from the Local Area Market Analysis 2009

The data below refers to performance management, i.e. the quality of the services offered and the calibre of the staff, and how many homes meet each key minimum standard.

The data compares the total figure for England for each category with the figure for BHCC, and then converts each to a percentage of the number of services that meet the standard, so that it is possible to compare BHCC with the national picture.

Please note that these figures include mental health and physical disabilities (including sensory loss) as well Learning Disabilities services.

Performance management sets clear targets for delivering priorities. Progress is monitored systematically & accurately. Innovation and initiative are encouraged & risks are managed.

	England	Brighton & Hove
Day to Day Operations		
Care Homes Younger Adults	83.1% (met the standard) (of 6917 homes)	91.1% (45 homes)
Management		
Shared Lives (Adult Placement Schemes)	80.6% (129)	33.3% (3)
Qualifications		
Care Homes Younger Adults	86.4% (6832)	77.8% (45)
Recruitment		
Care Homes Younger Adults	81.1% (6817)	88.9% (45)
Staff Training		
Care Homes Younger Adults	81.1% (6859)	93.3% (45)
Adult Placement Schemes	78.3% (129)	33.3% (3)
Quality Assurance		
Care Homes Younger Adults	77.9% (6892)	86.7% (45)
Adult Placement Schemes	93.8% (129)	100.0% (3)