

# WIRRAL COUNCIL

## HEALTH & WELLBEING OVERVIEW & SCRUTINY COMMITTEE

UPDATE FOLLOWING MEETING HELD ON 20 JUNE 2011

<b>SUBJECT:</b>	<i>PROGRESS REPORT ON CHANGES TO SERVICE PROVISION - UPDATE REPORT</i>
<b>WARD/S AFFECTED:</b>	<i>ALL</i>
<b>REPORT OF:</b>	<i>HOWARD COOPER, INTERIM DIRECTOR OF ADULT SOCIAL SERVICES</i>
<b>RESPONSIBLE PORTFOLIO HOLDER:</b>	<i>COUNCILLOR ANNE MCARDLE</i>
<b>KEY DECISION?</b>	NO

### 1.0 EXECUTIVE SUMMARY

- 1.1 This report to the Health & Wellbeing Overview and Scrutiny Committee is in order to update members as to progress and current position regarding changes to service provision in DASS.

This item falls within the Social Care and Inclusion Portfolio.

### 2.0 RECOMMENDATION/S

- 2.1 That members of the Health & Wellbeing Overview and Scrutiny Committee note this report and the developments contained within it.

### 3.0 REASON/S FOR RECOMMENDATION/S

- 3.1 As above

### 4.0 BACKGROUND AND KEY ISSUES

- 4.1 The Cabinet resolution of 9 December 2010 proposed that the services offered by the following facilities would be re-provided by appropriate voluntary or independent organisations from 1 April 2011.

- Maplehome: 23 beds for learning disability respite
  - Fernleigh: 8 beds for mental health respite and four beds for crisis based respite
  - Manor road: 4 residential care spaces for people with a learning disability
  - Poulton house: 38 beds for older people's intermediate care / respite care
  - Pensall House: 25 beds for older people's intermediate care / respite care
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- Meadowcroft: 23 beds for older people's respite

The programme for closure has been underway since mid January, we have made very good progress in all areas. Subsequently a full tendering exercise was undertaken and a report taken to Cabinet on 17 March to seek approval to award contracts, this was agreed. The report contained a proposal to retain one of the service previously identified for closure, Fernleigh Resource Centre.

In parallel to the tender process officers across DASS worked extremely hard to manage the transition process for all people who use services, their carers and families.

The needs of people using these services have always been the most important consideration and work is currently taking place with people to identify the most appropriate alternatives. We will not hand over responsibility to independent providers until we are completely confident that they can retain, and wherever possible, improve standards. Continuity of care will be a key priority moving forward and the Council will retain its statutory responsibility for monitoring these services in terms of delivery, value for money and return on investment.

Throughout this process, appropriate support continued to be provided to every individual currently using our facilities, even if it is in a different building.

All people who use services and their carers were contacted to discuss these options in more detail. Appropriate support will continue to be provided. This may not necessarily be in the same building as people had previously used, but the quality of care will be maintained and we will continue to provide people with quality services that are appropriate to their needs.

On 17 March the Council successfully opposed an application to the High Court for a judicial review which would have prohibited it from closing Mapleholme, Pensall House, Poulton House, Meadowcroft and Fernleigh at the end of March 2011.

## **Contracts**

Wirral continues to do business with all care home providers who have had their tender submissions accepted, including those who have raised concerns about new price rates via the Fairer Fees Forum. As previously stated, the Council is of the firm view that it has entered into new legally binding contracts with all these care home providers; as such we will be making it clear to them that the Council expects them to honour their contractual obligations, including compliance with the new rates, in full. If any provider refuses to provide care services to any new user/resident then the Council will write to that provider and/or their legal representative setting out its position again and challenging the refusal. The Council has been entirely reasonable in relation to all its dealings with the care home providers, but will be stressing that the needs of the people who use the care home services must come first. We continue to monitor the situation and ensure that all people are supported. We would like to emphasise that people living in those establishments remain unaffected by this matter. In the last two weeks we have had a number of providers notifying the

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Department that they will be accepting care placements under the new Wirral contract and this number continues to grow.

Some people are already choosing alternative provision and personal budgets as the transition continues. People who use our services are being supported on a case-by-case basis as they make the choices they wish to make about future care provision and care packages. We continue to stress that we will be as flexible as necessary to allow people to make the change to new providers in as stress-free a way as possible. Their care and wellbeing remains a priority. Now that we have a list of accredited providers, the people who use services, their carers and their families, will be supported to make their choices.

We have already had several meetings with people who use services, families and Carers and staff. We will continue to hold these meetings and forums throughout the transition period and have various other forms of communication including a weekly email briefing note and a regular newsletter.

Operationally we have put together a team of skilled professionals who supported people to ensure the transition is as smooth as possible and ensure that they are able to exercise choice and control over how they receive their care and support in the future. This includes enabling people to use their Personal Budgets to explore different types of support, if they so wish.

The Council's new accredited providers of Personal Support at Home (including Supported Living Services) have now been officially notified (this happened w/c 2 May). The list has now been circulated widely. The Council has 45 accredited providers. A total of 17 new providers have been identified as being successful under the tender interview process subject to references, financial viability and other documentation being received.

Throughout the process carers and people who use services have been a key and integral part of the selection process. People who use services have drawn up their own service specifications and have selected the providers they feel can best meet their individual and personal needs.

#### 4.2 Specific Updates

**Respite services:** People who previously used respite services at Mapleholme, Meadowcroft, Pensall House and Poulton House are being guided through the process of choosing new providers by our staff.

Mapleholme, Meadowcroft, Pensall House, Poulton House and Manor Road closed as planned on 31 March.

**Supported Living:** (vulnerable people we support to live independently): Assessments of people began w/b 21 March. We have a number of providers who are already accredited so will continue to provide this service. There has also been a good response from new, independent, community and faith sectors providers to re-provide from the current in-house services. These tenders are shortly to be evaluated.

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**Fernleigh:** People who use and their families have been advised of the changes in our plans and we will be consulting with all key stakeholders, staff and partners, initially through the well established Local Implementation Team but also through wider communication and engagement with people who use both crisis and respite facilities and their carers.

**Sylvandale & Girtrell:** To ensure continuity of care and choice for people wishing to access in-house service, Girtrell Court and Sylvandale are to be retained as in-house services for people with learning disabilities to ensure continuity of service provision after the closure of Mapleholme. Additional provision has also been identified in the independent sector in order to increase options available to people.

**Intermediate/Rehabilitation Care for Older People:**

We have appointed two new providers to deliver these services:

- Hoylake Cottage Hospital
- Grove and Park House

By Friday 1 July 29 intermediate care beds will be available out of the 39 planned. Meetings have taken place with the new providers and health and social care partners with the aim of improving pathways and communication in relation to admission and discharge targets.

**Day Services:**

Respite provision at both Meadowcroft and Mapleholme has now stopped. However, day services will continue as normal at Meadowcroft. Day services at Mapleholme will move to Sylvandale on 4 April. Day services at Pensall House will continue to be provided by Age Concern.

**Reablement Services:**

A project plan has been in place to implement the new STAR service (Short Term Assessment and Reablement) a partnership service which replaces the HART service. The Council is working with new providers to deliver this service and ensure continued high standards. Officers are meeting regularly with three newly accredited STAR providers to agree the service implementation timetable and work plan which includes an intensive training programme for their staff. The new providers are:

- Housing 21
- Local Solutions
- Professional Carers

To date 57 staff from across the three providers have been trained in reablement. The first referrals onto the new service were taken at the end of May and have steadily grown in number to an average of 70 people on the service at any one time. The aim is for full service capacity to be achieved by August. The service has also been restructured into four teams three of which will be locality based with the fourth team planning to be based in Arrowe Park Hospital.

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### 4.3 Communicating with service users and their families

The Care Changes information area on [www.wirral.gov.uk](http://www.wirral.gov.uk) continues to be updated as necessary. Since it went live on 14 February the page has had 1,800 hits (as of 01.04.11) this is a significant amount of traffic, it's the 49<sup>th</sup> most popular page on the website for that period. To put that into context over the last 6 months the most popular Social Care & Health page was ranked 66<sup>th</sup>, therefore we feel this central portal of information has been a great value to a great many people.

A letter outlining developments involving Girtrell Court, Sylvandale and Fernleigh has been sent to those service users and their families who are affected. A new newsletter is in production. We continue to liaise with our staff and with NHS Wirral on the dissemination of key messages and information for NHS patients and staff, and is helping with the production of information for staff, people who use services, and carers in whatever way it can, including staff briefings, newsletters and information for Wirral's hospitals and GP surgeries.

In recent weeks the Transitional Support Team has contacted all 322 people who are recorded as using our respite services, all assessments have been completed and have now completed the assessments and support plans of the 80 people who live in Supported Living establishments.

## **5.0 RELEVANT RISKS**

5.1 N/A

## **6.0 OTHER OPTIONS CONSIDERED**

6.1 N/A

## **7.0 CONSULTATION**

7.1 Further consultation will take place with people who use Fernleigh Resource Centre in order to explore all options. We will include other stakeholders such as carers, private, voluntary and community groups.

## **8.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS**

8.1 N/A

## **9.0 LEGAL IMPLICATIONS**

9.1 N/A

## **10.0 EQUALITIES IMPLICATIONS**

Equality Impact Assessment (EIA)

- |                                       |                           |
|---------------------------------------|---------------------------|
| (a) Is an EIA required?               | <b>Yes</b>                |
| (b) If 'yes', has one been completed? | <b>Yes</b> (8 March 2011) |
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## **11.0 CARBON REDUCTION IMPLICATION**

11.1 N/A

## **12.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS**

12.1 N/A

### **REPORT AUTHOR:**

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## APPENDICES

### Appendix 1 - Timeline for Market Management Process

<b>Implementation Milestone</b>	<b>Effective Date</b>
Task Force recommendations made to Cabinet	9 December 2010
Cabinet authorises DASS Interim Director to invite Tenders	“
Cabinet sets standard price for Personal Support	“
Tenders posted via Chest	15 January 2011
Tenders returned by	15 February 2011
Cabinet (17 March) DASS clearing meeting	21 February 2011
Complete Tender evaluation	28 February 2011
Complete New provider interviews	6 March 2011
Cabinet briefing	7 March 2011
Cabinet to agree award of contracts	17 March 2011
Contracts awarded – Planned date	1 April 2011
Actual date: Residential & Nursing	24 March 2011
Actual date: Supported Living	28 March 2011
Contract commencement date	11 April
Transition commences	11 April
Complete Transitional arrangements	1 October 2011
Benefits realisation review	30 October 2011