

WIRRAL COUNCIL

Cabinet

10 February 2015

SUBJECT:	Proposal to realign the Joint Carer's Commission (in line with Wirral's Strategy for Carer's 2014-17)
WARD/S AFFECTED:	All Wards
REPORT OF:	Director of Adult Social Services
RESPONSIBLE PORTFOLIO HOLDER:	Councillor Christine Jones
KEY DECISION?	YES

1.0 EXECUTIVE SUMMARY

- 1.1 Under the Care Act and in line with Better Care Fund resource allocation, Health and Social Care commissioning is increasingly becoming integrated.
- 1.2 This paper sets out the outcome of a Social Care and CCG review that was undertaken to set better outcomes for Carers overall by using resources more effectively across the Health and Social Care economy.
- 1.3 The Better Care Fund Plan identified joint investment of £765,000, of which £65,000 is already committed, to achieve the outcomes of:
- Protecting social care services
 - Joint assessment
 - Acute impact
 - Resources pooled for commissioning of Carers support services across the Council and the CCG
 - Joint commissioning service review 2014/15 with a view to jointly re-commissioning a single service

The key performance indicators include supporting increased number of Carers receiving an assessment or review. A specific Carers experience survey will also be undertaken.

- 1.4 The paper sets out the reasons for, and outcomes of, a tender for Carer services.
- 1.5 In addition, the draft Short Breaks (Respite) Care Practice and Procedure Guidance has been amended as a result of the comments received through the consultation period and were used to shape the final Guidance.

2.0 BACKGROUND AND KEY ISSUES

2.1 The Care Act and the Better Care Fund are the drivers to integration of Health and Social Care. Existing NHS and Social Care funding will form pooled budgets to improve outcomes for people through integrated services and agreed spending plans for 2015/16. The Better Care Fund includes the Carers Short Breaks money currently allocated to the CCG.

The Care Act 2014 introduces new duties in relation to Carers, through assessment and Carers Services to improve the health and wellbeing of Carers.

Support for Carers has predominately been provided through DASS-commissioned voluntary, community and faith (VCF) sector organisations, as well as, non-commissioned agencies. However, the Local Authority is currently still a provider of services that provide a break for Carers in the form of day services and community residential services for learning and physical disabilities.

2.2 A review of commissioned Early Intervention and Prevention services took place in 2013/14 with Phase 1 contracts starting in April 2014. This provided a fresh approach to commissioning support for people who use services and their Carers with services being divided into four 'lots':

- Information and advice
- Advocacy
- Day services
- General support

Organisations were encouraged to work collaboratively to deliver more flexible and diverse services through a consortium. This process has made it possible to realise efficiencies, whilst improving joined up services that improve the pathway for service users and Carers through a single point of contact and make referrals to appropriate support. Each of the 'lots' have a positive impact on Carers either directly or indirectly, direct support for Carers falls under information and advice through a Carers helpline; Carers advocacy and general support for Carers. Carers receive a break from their caring responsibilities through day service provision. The contracts for these services are commissioned to the end of March 2016.

VCF Services funded by the Department of Adult Social Services 2014/15 (Phase 1)

Service	Delivered by	Funding	Contract end date
Support 4 All	Wirral MIND (lead) Consortia	220,000	March 2016
Practical Support			
Advice 4 All	Age UK (lead) Consortia	130,000	March 2016
Info & Advice			
Advocacy	Advocacy in Wirral	130,000	March 2016

Wellbeing 4 All	Age UK (lead) Consortia	520,000	March 2016
Day opportunities			
Total		1,000,130	

2.3 Services provided to the cared for

Often the Carers needs can be met through providing support or services to the cared for person. DASS provides a range of support that meets this outcome through day services, nursing and residential short breaks. In the externally commissioned services, there are 12 short break beds on a 12 month contract and people are in receipt of help at home to provide support for Carers. As part of this commission the CCG agreed to match fund the cost of the short break beds to double the number of beds available.

People receive a Personal Budget to meet the outcomes for the Carer and the cared for needs.

2.4 The CCG commission services that also provide support to Carers. The services are: Carers identification and short break scheme; dementia outreach service; dementia day care; early onset dementia day care and outreach service and respite through domiciliary care and an activities club.

Carer Services and Services for the cared for that benefit the Carer funded by the CCG 2014/15

Service	Organisation	Funding	Contract end date
Carers Identification and Short Breaks contract	Wired	654,000	September 2016

Carers Support	Age UK	28,000	March 2015
Early On-set Dementia Support	Age UK	145,000	March 2015
Dementia Outreach Project	Alzheimer's Society	118,000	March 2015
Care Attendance Scheme	Crossroads	73,000 (for full year)	September 2014
Sandhills Dementia Day Care	Hoylake Cottage Hospital	210,000	March 2015
Total		1,226,000	

Taking account of current provision as above, a new set of priorities emerged following consultation leading to a re-shaped commissioning requirement and tenders as follows;

2.5 Carers Health and Wellbeing Service. A new carers commission has been undertaken through a procurement exercise.

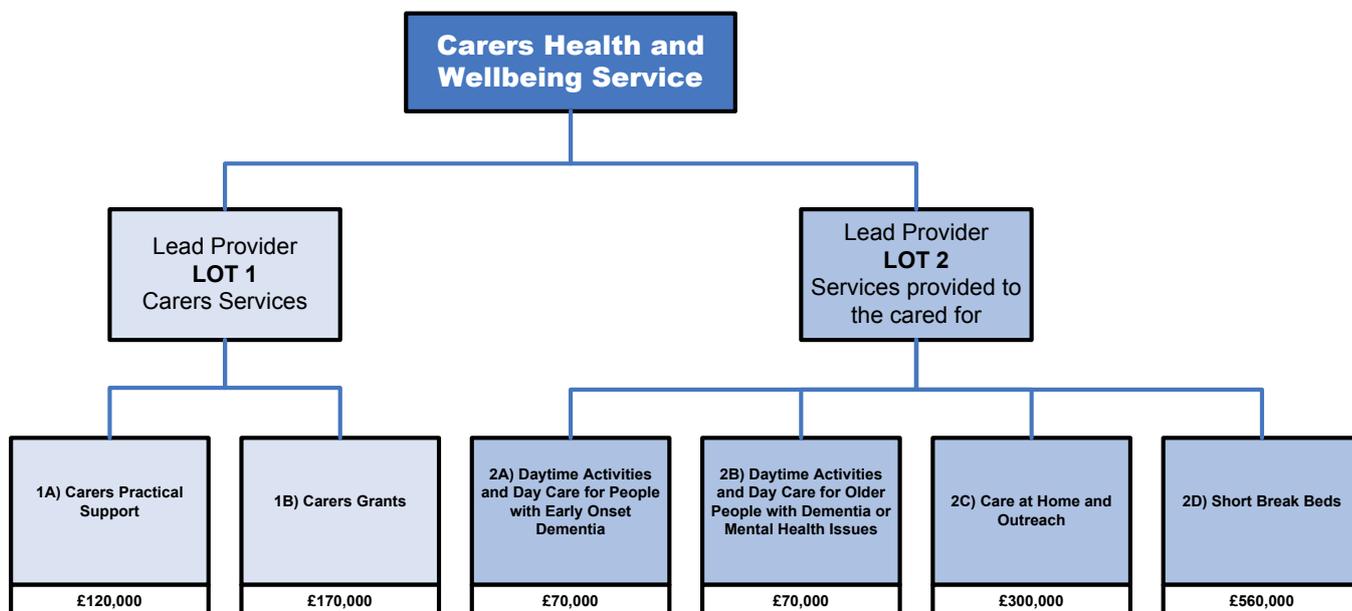
The commission is divided in to two Lots:

2.5.1 Lot 1 is for Carers Intervention and Resolution. This is intended to provide easy access to short breaks for Carers and provide practical support in the home and community settings to enable the Carer to have a break from caring, support them in their caring role and maintain a life outside of caring. It includes specific training for Carers and Carers Awareness training for professionals.

2.5.2 Lot 2 is for services provided to the cared for that benefit the Carer, care at home and breaks for carers to enable a Carer to have a break from their caring role through services provided to the person they care for. The service provided to the cared for allows the Carer to have a life outside of their caring role. It includes care in the home, planned, unplanned and emergency response to Carers in a crisis; day care and residential short breaks (respite).

Below is a diagram of the Carers Health and Wellbeing Service.

Carers Health and Wellbeing Commission



3.0 RELEVANT RISKS

- 3.1 Not all elements of the Lots are to be awarded post interview and will, therefore, require further action.
- 3.2 The incumbent providers may not be the same providers as the new commission.
- 3.3 TUPE may apply to parts of the commission; the risk is for the VCF organisations not ourselves.
- 3.4 Reviews of clients will be required to ensure that they are receiving short breaks and services to meet their needs.
- 3.5 Carers assessments will remain a function for the delivery teams in DASS, performance monitoring will be required to ensure that Carers are being identified and offered assessments.
- 3.6 The new commission could potentially increase the number of Carers referred into the Department of Adult Social Services for Carers assessments, placing increasing demand on the workloads of the delivery teams.

4.0 OTHER OPTIONS CONSIDERED

- 4.1 Outsourcing Carers assessments to VCF sector was considered as an option. It was agreed that Carers assessments would be retained in-house as it is a core statutory requirement under the Care Act.

5.0 CONSULTATION

- 5.1 A range of consultation events on the Carers Health and Wellbeing Support Commission have taken place:

- Carers Partnership Board – 25 July 2014
- Providers x 2–29 July 2014
- Carers – 7 August 2014
- Providers – 1 September 2014
- Carers – 1 September 2014
- Dementia forum – 12 September 2014
- Providers Networking – 15 September 2014

In addition, individual meetings have been held with:

- Alzheimer's Society
- Age UK Wirral
- Sandhills Day Centre (Hoylake Cottage Hospital)
- Crossroads
- Wired Carers Support
- Mencap Wirral

- 5.2 Feedback received as part of the Carers Health and Wellbeing Service consultation were used to shape the final structure of the service.

5.3 A range of consultation events on the Short Breaks (Respite) Care Practice and Procedure Guidance were held through September to November, including events at Wallasey Town Hall and Girtrell Court as follows:

- The introduction of the draft guidance was included as part of the Carers Commission consultation events held in September.
- Carers Partnership Board (CPB) - 26 September
- An electronic copy of the draft guidance circulated to the CPB organisations to forward the document to Carers and feedback their comments by 5 December.
- Wirral Carers Association – 29 October
- Carers x 3 - 21 November 2014 (2 morning and 1 afternoon)
- Carers x 2 - 27 November

5.4 The draft Short Breaks (Respite) Care Practice and Procedure Guidance has been amended as a result of the comments received through the consultation period and were used to shape the final Guidance. In particular, amendments were made to the content on page 9. The amendments include:

- The standard allocation is up to 28 nights and the allocation will be based on the Carers and cared for persons needs through assessment, the guidance does emphasise that a person could receive up to 42 nights.
- The service can be provisionally booked 12 months in advance
- There is an expectation that the residential short breaks provider will meet the individual's needs for daytime activities to replace attendance in day services or 1:1 community activities.

6.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS

6.1 This commission provides an opportunity for organisations across the VCF sector to work collaboratively.

7.0 RESOURCE IMPLICATIONS: FINANCIAL; IT; STAFFING; AND ASSETS

7.1 An investment of £1.2 m has been identified for the Joint Commissioning of Carers Services.

8.0 EQUALITIES IMPLICATIONS

8.1 Has the potential impact of your proposal(s) been reviewed with regard to equality?

Yes and impact review is attached.

9.0 RECOMMENDATIONS

9.1 Cabinet approve the awards being offered to the provider organisations for the delivery of the Carers Health and Wellbeing Service, as follows:

Lot	Service	Awarded to
1A & 1B	Carers Practical Support and Carers Grants	Wired (lead) Consortia
2A	Daytime activities and Day care for people with early on-set dementia	Age UK Wirral
2D	Short Break Beds: Age UK – 6 residential EMI beds Hoylake Cottage Hospital – 6 nursing beds	Age UK Wirral (lead) Consortia
2D	Short Break Beds: 6 residential EMI beds	Norens Ltd

9.2 Cabinet acknowledge that the following services have not been awarded as part of this tender and will require further action.

Lot	Service	Action required
2B	Daytime activities and Day care for older people with dementia or mental health issues	Re-advertise or offer within existing capacity
<p>Reason: Due to the service provider not being able to offer the service within the stipulated budget, we feel that a contract with this organisation is not sustainable if the contract runs for two years and therefore not viable.</p>		
2C	Care at Home and Outreach	Re-advertise or offer to current preferred providers
<p>Reason: The organisations confirmed their agreed rate at £13.50 with administration costs being met by the providers. Commissioners consider that the service could be provided at the Wirral rate of £12.28 per hour, any agreement to the higher rate of £13.50 could de-stabilise the market.</p>		
2D	Short Break Beds: 6 residential beds	Re-advertise
<p>Reason: There were no applications made for the 6 residential short break beds, this service will require re-advertising.</p>		

9.3 Approve the revised Short Breaks (Respite) Care Practice and Procedure Guidance with amendments that have been made, taking account of feedback provided during the consultation period.

10.0 REASON/S FOR RECOMMENDATION/S

10.1 A range of Short Break beds, day care and care in the home are required to provide flexible support to meet the needs of Carers and the people they care for.

10.2 The Short Break (Respite) Care Practice and Procedure applies to all client groups. It is intended to ensure that there is equitable practice across adults and older people and their Carers who are eligible for support. The current situation has been that people with learning disabilities have, as a standard, been offered six weeks respite, whilst older people and people with physical disabilities do not receive the same allocations. The Short Break (Respite) Care Practice and Procedure Guidance intends to implement legislation fairly across all client groups, so that the number of respite nights are allocated based on their level of needs as opposed to their disability.

REPORT AUTHOR: Carol Jones
Carers Development Officer
telephone (0151) 666 5200
email caroljones@wirral.gov.uk

APPENDICES:

Short Break (Respite) Care Practice and Procedure Guidance

BACKGROUND PAPERS/REFERENCE MATERIAL

Better Care Fund Plan 2014

Wirral's Strategy for Carers 2014-17

Care Act 2014-TSO 2014

Care and Support Statutory Guidance - Department of Health, October 2014

BRIEFING NOTES HISTORY

Briefing Note	Date
Informal Cabinet – Wirral's Strategy for Carers	December 2013
Wirral Health and Wellbeing Board – Carers Partnership Board Report	12 March 2014
Executive Member (delegated) Decision Report	26 September 2014