



Committee and Date
Health and Social Care
Scrutiny Committee

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Item

3

Public

Update on Accommodation for Adults with Learning Disabilities – Community Living Service and Shared Lives Service

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1. Summary

This report provides an update on two accommodation services for adults with learning disabilities that transferred from the Council to independent providers during the summer 2014

2. Background

In March 2014 Shropshire Council's Cabinet approved the transfer of two accommodation services for adults with learning disabilities from the Council to an Independent Provider.

The Community Living Service transferred to Midland Heart. However, since the Update provided to Cabinet in July 2015, Midland Heart have given their notice on the contract. This has now been retendered using our supported living framework and the successful provider, Perthyn, will take over the running of the service on 1st April 2017

The Shared Lives service continues to be provided by Positive Steps and this contract has recently be extended for a further 12 months to provide us with an opportunity to fully review how the service can be developed going forward and necessary amendments to the contract can be made

3. Recommendations

- A That members note the transfer of the community living contract to new providers Perthyn, on 1st April 2017
- B That Members review the service developments achieved by Positive Steps since the last update in July 2015
- C That Members consider how the services are meeting the demand across Shropshire both geographically and in relation to care needs, i.e., have they expanded to cover mental health and older people
- D That Members consider areas for improvement.

REPORT

4. This report is in two parts. Part 1 relates to the Community Living Service and Part 2 the Shared Lives Service.

Part 1 Community Living Service

The Community Living Service was an in-house CQC registered domiciliary care service provided by Shropshire Council until June 2014 when it was transferred to Midland Heart following a competitive procurement process.

There are currently 18 geographic locations, supporting 37 customers; 3 x 24 hour Services in Oswestry, 1 x 24 hour service in Much Wenlock, 5 x 24 hours service in Shrewsbury and a further 9 locations within these areas where the support is not Provided on a 24 hour basis.

Service Ethos and Developments

Due to the transfer of the community living service from Midland Heart to Perthyn, a summary of the service delivery model applied by Perthyn has been provided highlighted examples of service users living in Shropshire who are already supported by Perthyn

As a part of their person centred approach, Perthyn supports individuals in maximising the opportunities to access activities and local amenities whilst supporting them to present a positive image of themselves in their local community. They facilitate Person Centred Planning and Reviews with a focus on Positive Risk Taking and use of the Active Support Model to identify opportunities, plan and take action to meet individual's needs and wishes, to achieve positive outcomes and a good quality of life.

Teaching staff about the impact of their behaviour on how others see the people they are supporting and how this affects their integration, paying attention to how they engage with the individual in public; promoting skills and abilities, not doing things for them because it is quicker or automatically speaking on their behalf.

Supporting people with their appearance and developing social skills and patterns of behaviour that encourage others to respond positively and want to engage with them is essential in building sustainable and supportive relationships. Helping people to be actively involved within the community; seen as a valued customer and good neighbour as well as thinking about how they can use their skills to help the community and meet their own cultural and religious beliefs. Perthyn support people into education and employment by working with local colleges and businesses, providing additional support needed initially to help people engage, reducing gradually over time.

As part of Perthyn's management development programme they are providing dedicated resources to support managers to look more widely at what the community has to offer. This includes setting up of opportunities in very small groups for people to make the links with identified volunteer groups, local colleges, religious communities etc. Their approach to volunteering in particular is to look for opportunities for people to volunteer, making sustainable links, as well as potential opportunities to receive some support.

Staff recruitment

Perthyn adopts a range of recruitment activities to attract local people to work for them, many of whom have not previously worked within the care sector.

They advertise using Shropshire free radio, Shropshire Star, Express and Star, Oswestry Chronicle as well as digital platforms

They work in partnership with the Job Centre attending local job fairs to attract local people. They attend regular jobs fairs they organise in Shrewsbury College, and the army barracks.

They also attend commercial jobs fairs e.g. Theatre 7 in Shrewsbury.

Perthyn works with other providers via SPIC to consider the wider issues facing the sector, look at problem solving, sharing creative ideas and solutions.

They work with local volunteering agencies, drawing on their skills and experience in management of volunteering. This provides opportunities for people they support to work alongside volunteers with specific skills while contributing to the ongoing delivery of those voluntary services.

Following a pilot in Nottinghamshire, Perthyn will be introducing an apprenticeship scheme within Shropshire from May 17 which will provide people with a pathway to secure, permanent and sustainable employment within Perthyn.

Individual highlights for service users currently receiving support from Perthyn

- a) J lives in Shrewsbury with two other ladies who Perthyn support. She has lived in a variety of locations in the past, with different support set ups, some of which have broken down, and as a result J can get very attached to people around her. She asked for a review meeting in February and told staff a number of things she would like to work towards in the coming months. As a result, J has got herself cat - which she now looks after herself and helps meet her need to care and look after something. She has also started to use some of her 1:1 support to learn to use the bus independently. J said at the meeting that she would like to get involved in interviewing new staff and has recently helped take part in two rounds of interviews for new support workers. Finally, she told staff at her meeting that she would like to work, either as a waitress or a shop assistance, and though she has not quite achieved this yet, she is currently waiting to hear back for a number of enquires she has made at local charity shops.
- b) B is 74 years old with a learning disability who has lived most her life in institutional care. Having lived in a long stay hospital when young, she moved into a care home for the elderly in Shrewsbury 3 years ago. In recent months, challenging behaviours - which had been occasionally exhibited - escalated to the point where she was in crisis. The LA considered an emergency admission into a secure hospital, whilst at the same time asking Perthyn to investigate the possibility of her moving into Hillsvie in Church Stretton. When B first visited Hillsvie she was clearly extremely agitated and had a large bruise on her forehead where she had banged her head repeatedly against a wall at her current care home that morning. The care home had decided to serve notice on her residency there because she was regularly upsetting other residents and going in and out of their bedrooms.

Some very speedy work was done with B's social worker, community nurse and, most importantly, L, another service user who has lived at Hillsview for many years with support from Perthyn. L was initially reluctant to consider B as a fellow tenant, but agreed with the help of his advocate to try living with her as long as regular reviews were built into the first few weeks of her stay. B moved into Hillsview in May with a 1:1 support package for 12 hours each day. By the time of her second review in mid-June, she was acknowledged by all present to be like a different person. After a disrupted first week, B had settled fantastically well. She had discovered that, for the first time in her life, she had her own space and access to her own kitchen. She was able to wash up, potter around her home or go out into her local community whenever she wanted to. The support workers she was with would respond to her requests about what was coming next, what she wanted to do and who was going to be supporting her. They had supported her to manage the pressure sores which (unknown to Perthyn), she had developed at the care home, so that she was now no longer in pain when she sat on her newly adapted chair. She was eating better, sleeping better and had put on a little weight.

B was even able to tell the review meeting how happy she was now she had moved, using a complexity of language that other professionals had never known she had. Even L now tells staff how much he enjoys spending time with B and having some new company around!

- c) C who lives in Gobowen has been supported to get the internet in her bungalow and purchase an iPad for the first time. She was supported to gain some funding towards this from a local charity 'The Sequal Trust'. Staff are supporting her to learn how to use some of the games and 'apps' on the pad, and also building up pictures and symbols as part of her ongoing communication support. One unexpected benefit of the technology has been the impact it has had on C and her family. Relations have not always been smooth over the years, but staff are now regularly supporting C to e-mail her parents and brother, and also send over photos of what she has been doing. C struggles to communicate over the telephone, so for the first time her family is able to keep with what C is doing on a day to day basis, and feel more involved in her life and support as a result. C is also now taking part in her own food shopping for the first time in a number of years.
- d) C lives at Blackfriars in Oswestry. She started to be supported by Perthyn in the summer following a transfer of services, and a lot has changed for her since. In particular, she is now able to move around her home in comfort as joint working has taken place with OTs and her staff team to assess her mobility needs, and ensure that she is supported using all the equipment she needs. She has been supported to move into a brighter and more spacious room. Changes to the management and support have provided the springboard to look at what C is doing with her time both in her home and out in the community. Her staff are starting to support her with a regular pattern of community activities, including Zumba, bowling and aromatherapy sessions. She is also in the process of choosing her own mobility car for the first time as her service changes from registered care to supported living. Just before Christmas, her support team helped her get in touch with an old friend who she hasn't seen for years who lives in a service now also provided by Perthyn in Welshpool. Regular visits have been set up and C is very much looking forward to renewing this relationship.

e) Volunteering opportunities:

Following on from a Person Centred Review L was supported to find a voluntary position with a local charity shop. L will be completing jigsaws (something she likes to do at home) that have been donated to the shop, to ensure that all the pieces are there before they are sold.

J who lives at Gains Avenue in Shropshire has got a job at a local hospital one day a week and is waiting on a DBS check to start a second voluntary job

JG who lives at the Elms has secured a new day service working at Ditton Priors farm and has started a voluntary gardening job at the Derwen College

M who lives in Shrewsbury has started to go mountain biking with his support worker on a regular basis in the Shropshire Hills

Handover of Midland Heart contract to date:

Perthyn have been working closely with Midland heart since the beginning of February 2017. They have a Regional manager assigned to the transfer as well as office and frontline staff.

Midland Heart have been relying on agency staff to support a number of their schemes, therefore Perthyn now act as an agency for Midland Heart, supplying their staff to individuals who require support. This proactive approach has enabled Perthyn's staff to get to know both the individuals they will be supporting in the community prior to the transfer and to work closely with the Midland Heart staff who will TUPE over. Once the service does transfer to Perthyn, they will have continuity of staff working with individuals and less reliance on agency staff going forward.

The regional manager of Perthyn has been visiting the properties and talking to service users, carers and staff to find out what has been working well and what can be improved, so that measures can be put in place to implement new ways of working at point of transfer. Perthyn have also been having 1:1 meetings with Midland Heart staff who are transferring and discussing working patterns and how improvements can be made in this area and Midland Heart staff have elected a staff representative group who can relay staff views to Perthyn.

It is clear that Perthyn have been working extremely hard to make the impending transfer of services as seamless as possible, dedicating additional resources to ensure all are aware and involved in the processes and any changes that they plan to make are done so jointly with both service users, staff and carers.

The Shared Lives service transferred in June 2014 to Positive Steps a newly formed local organisation.

The new provider continues to develop the service through recruiting new Shared Lives Carers. The table below indicates the improvements made in increasing the number of shared lives carers since the last report

There are currently 6 long term vacancies are 4 respite vacancies. Positive Steps are working closely with Social Work teams to fill these vacancies, and sending weekly reports. They hold 3 monthly meetings with team managers from North, Central and South Shropshire and this has really helped to complete the matching process and place individuals.

Table 1 Recruitment of new Shared Lives Carers

	July 2015	March 2017
Number of Shared Lives carers	45 Long term 25* Short term 20 *11 of these carers also provide Short Term replacement care	55 Long term 33* Short term 22 *7 of these carers also provide Short Term replacement care * 28 carers recruited by Positive Steps Shropshire since June 16th 2014.
Number of people supported	69 Long term 34 (includes LD 22, MH 1, ABI 1,MH/LD 10) Short term (replacement care) 35 (includes LD 33 and PD 2)	85 Long term 50 (includes LD 35, LD & dementia 2, MH 3, OP 2, MH/LD 8) Short term (replacement care) 35 (includes LD 34 & MH 1)

As you can see from the table above, the number of carers has increased by 10 since the last report (28 new carers have been identified whilst others have deregistered) The variety of placements offered has also changed during this time and Positive Steps are now able to offer more Shared Lives placements to individuals with mental health needs, dementia care and support for older people.

The development of the Shared Lives service supports people to live in their local communities including for periods of respite. The tables below indicates the number

of long and short term Shared Lives carers in each geographic location of the county and the location of carers by town and village

Table 2: Geographic location of Long and Short Term Carers

Location of Shared Lives Carers				
	July 2015		March 2017	
	Long Term	Short Term	Long Term	Short Term
North	10	9	15	12
South	12	6	14	3
Central	3	5	7	4

Table 3: Location of Shared Lives Carers by Town and Village

March 2016

South	Central	North
Bishops Castle	Shrewsbury	Whittington
Pontesbury	Sutton Farm	Market Drayton
Craven Arms	Monkmoor	Llanrhaedry
Little Stretton	Castle Fields	Wem
Priest Weston	Town Centre	Oswestry
Morville	Berrick Grange	Nesscliffe
Highley	Radbrook Green	Bomere Heath
Ditton Priors	Springfield	Whitchurch
Broseley	Harlescott	West Felton
Leintwardine		Hadnall
Bridgnorth		Clive
Cressage		

The process for recruiting Shared Lives carers includes approval by a Shared Lives independent panel. There have been 7 panels since June '14 – recruiting 28 new carers. The next panel is April 12th and there are 7 new applicants to be approved. Positive Steps have also held 2 panel review meetings as the documents have changed considerably.

Positive Steps report that in recent experience new carers joining the shared lives scheme are looking to provide permanent placements. New carers seem to have a care and support background so feel confident to offer these types of placements.

There has been more introduction to the service through word of mouth by those already providing care and the positive experience existing Shared lives carers are communicating is encouraging others to apply.

Positive Steps now receives referrals from all teams supporting adults with care and support needs when previously Shared Lives predominantly was a Learning Disability service.

Summary of support offered:

Shared Lives Services offers support in a family environment to individuals assessed as having a learning disability, a physical disability, a frail older care need or mental health care.

- Individuals using Shared Lives service have the opportunity to share the daily life of the carer and their family and friends and to live an ordinary domestic life in the same kind of home as others in the local community.
- An individual in a Shared Lives arrangement is supported by the carer to live an independent life, as well as being supported in making their own choices and living the kind of life they want to live.
- Fundamental to any Shared Lives arrangement is the promotion of the physical, emotional and spiritual wellbeing of the person placed and their protection from abuse and harm.
- Positive Steps aims to offer high quality and well-matched placements to racially and culturally diverse communities of Shropshire.
- Positive Steps aims to offer a service to individuals who may use the service for both respite and long term living arrangements, with well-matched Shared Lives carers as well as the possibility of day time support only as well.
- Positive Steps aims to continuously evaluate and improve the quality of service it offers and has consulted with carers through the use of questionnaires over the last 12 months. As a CQC registered service it is important that Positive Steps can demonstrate how it delivers a quality service as well as demonstrating how it responds promptly to matters raised by service users and carers.

Individual highlights for the service

- a) Supporting a lady SP who requested she wanted to lose weight for her own self-esteem and health. She joined slimming world with her carer, SP has now lost 5 stone she has now stopped taking her diabetic medication and has a whole new wardrobe. She was entered into “Slimming World lady of the year” by her Slimming World consultant and was presented the winning trophy in November 2016 at the annual Slimming World ball held at Albrighton Hall. SP is so happy with this achievement



b) Taken directly from an interview with a service users asking about their experience of their shared lives placement

Interview between T & Matt 14/03/2017

T – Why do you like living with your shared lives carers?

Matt – It's a lot calmer than when I was living at home, I am learning new skills like doing my own laundry and cooking. I am talking a lot more than I did before I moved.

T – What has changed since moving in with your carers?

Matt – My confidence has improved, I can get away from arguments with my family.

T – Is there anything new in your life since being with Positive Steps?

Matt – Yes, I volunteer at Louise House café, this is helping me develop new skills in the kitchen and giving me the experience of working. I also attend A4U autism hub once a week, there I have made new friends and enjoy the different activities they put on.

T – What's the best thing about your carer?

Matt – I can pick my own clothes, they never shout and I can talk to them about anything.

T – What's the worst thing about your carer?

Matt – Nothing.

T – Is there anything else you want to say?

Matt – I enjoy my time there.



C) This statement was taken from a student social worker who is currently completing a placement with Shared Lives:

I am currently on my 70 day placement with Positive Steps which started on 16th January 2017, whilst being on placement with Positive Steps they have all made me feel so welcome and the wealth of knowledge within the team is outstanding. Throughout my placement I have had the opportunity to meet many people who benefit from the service Positive Steps provide, they all speak very highly of Diane and her team. Positive Steps have provided me with opportunities to develop and grow within a safe environment. The placement has more than met the professional capabilities framework which I need to be assessed against.

Positive steps had a CQC inspection in October 2016 and the outcome of the service was reported as 'Good' in all 5 areas. See Appendix B

Training for Shared Lives Carers

Positive Steps have commissioned and delivered bespoke training for Shared Lives carers which has been valued by the Carers who have accessed the training. This is a continuing aspect of the service to ensure that shared lives carers are skilled and competent in meeting the needs of the people that they support. Positive Steps have also produced and implemented an Induction Process for new carers again ensuring that the correct skill base is available to support individuals.

A summary of the mandatory training Courses provided which all of the shared lives carers have attended or are down to attend within the next training date are provided below:

- Medication in Care
- Fire training

- Moving and Handling
- Infection Control
- Record Keeping
- MAPA
- Health and Safety
- MCA/Dols
- Safeguarding
- First Aid

Fire training and MCA has been developed for people supported and carers to attend together.

These courses and other courses have been developed in close conjunction with Joint Training and have been tailored so that they are more relevant to the specific requirements of Shared Lives Carers. Joint Training have been very helpful as they have shared Course Evaluation sheets with Positive Steps. A recurring theme is that Shared lives cares are saying that they prefer training to be delivered in groups as when courses are undertaken in this way, it is a good opportunity for cares to meet and share experiences. All of the Positive Steps team have attended the training in order to fully appreciate the issues faced by carers.

Service Developments

- Positive Steps have now employed a Recruitment Manager 3 days per week – their role is the ongoing recruitment of Shared Lives carers and overseeing the assessment process.
- Questionnaires are sent out twice a year to gain feedback on the service, and how it can be improved. See Appendix A, it is noted in the past 12 months they have received 23 compliments and no complaints
- They have expanded their service and now have more carers who can provide support to individuals with mental health needs and older people
- They have arranged social get togethers for the people they support and carers – next is a tea dance on the 18th June 2017 at the Lion Hotel Ball room to tie in with and support Shared Lives Week.
- Promoting the use of “together” training – for the people they support and their carers.
- Developing their domiciliary service and now currently provide 62 hours per week domiciliary care in Shropshire.
- Working in partnership with A4U and Men in Sheds to run Louise House Café.
- Positive steps are registered for Homeshare with Shared Lives Plus – this service is to be developed further, but essentially it involves individuals who do not have assessed social care needs, but would benefit from some support at home, privately advertising a spare room through Positive Steps and in return for the room the individual would offer support hours, shopping, appointments etc., this would not include personal care. Positive steps provide the matching service and complete all necessary checks.

- Positive Steps are working closely with local Advocacy Groups and have commissioned one of the groups to promote an independent steering group for service users to evaluate and look at new ways of working in taking the Shared Lives forward as well evaluating, as peers, the quality of the accommodation, support and care provided.
- Positive Steps have produced the paperwork provided for service users in an easy read format.
- Positive Steps continue to facilitate 6 weekly drop-in sessions at locations around the county where carers have the opportunity to meet the Registered Manager ensuring that they feel part of the shared lives care team as well as providing the opportunity to raise concerns or questions that can be promptly addressed.
- Positive Steps continue their membership of Shared Lives Plus (a national shared lives organisation), Shropshire Partners in Care, Shropshire Chamber of Commerce, Shropshire RCC, and Skills for Care thus ensuring that they have access to the appropriate business support both in relation to care, volunteer support and business development.
- Positive steps are now part of a national pilot scheme from Shared Lives Plus – looking at home from hospital and how they can support the local hospitals discharge teams. Positive Steps will be working closely with our Integrated Care Services team going forward to further develop this service, this is a 12 month pilot.
- Positive Steps have established a shared lives website which includes a 'members only area' which is password protected and exclusively for Shared Lives carers. This gives shared Lives carers access to up to date Handbook, Policies & Procedures and regularly used documents within the service.
- Positive steps now take on Social work students completing their social work degrees

5. Conclusions

- Perthyn have demonstrated their successful approach to person centred planning with service users and have already dedicated a significant amount of time to the community living service prior to transfer to ensure this happens smoothly and they can begin supporting individuals to achieve their goals and aspirations, enabling their independence in their local community to continue to develop
- Positive Steps are continuing to expand their business, they now have a domiciliary care element, the Home From hospital Pilot they have been asked to take part in by Shared Lives Plus will enable to them to continue to further enhance their business going forward, especially as the demand for care in the community following hospital admission is ever increasing. They are seeing an increasing number of applications to become shared lives carers due to the positive experiences shared by existing carers

- Going forward, for both services, in order to continue to support local recruitment and involvement of the local community in these services, it has been suggested that they request to attend the MiR (Making it Real) local advisory groups in the relevant areas. This will give them the opportunity to talk to local people, service users, carers and staff representatives from Shropshire Council about their services developments and to involve those representatives. This platform could also provide an opportunity for members of the Shropshire Association of Locals Councils to attend and contribute service developments including staff recruitment.

List of Background Papers

(This MUST be completed for all reports, but does not include items containing exempt or confidential information)

Cabinet Member (Portfolio Holder)

Councillor Lee Chapman – Adult Services and Commissioning (South)

Local Member

All – this is a countywide matter.

Appendices

Appendix A – Respite relatives Survey, Relatives Survey, Customer Questionnaire

Appendix B – CQC report