



Committee and Date
Health and Social Care
Scrutiny Committee

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Item

6

Public

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

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1. Summary

- 1.1 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

- 2.1 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.
- 2.2 The two services that transferred had been in house Council provided services for a number of years.
- 2.3 The services were registered with the Care Quality Commission (CQC) and the Council was registered as the provider.
- 2.4 The Community Living Service transferred to Midland Heart.
- 2.5 The Shared Lives service transferred to Positive Steps.

3. Recommendations

- A That Members review and comment on the service developments achieved by both Providers since transfer of the services from the Council
- B That Members review the geographic areas of provision in relation to the Shared Lives service and consider how the service may be promoted in local areas to encourage the recruitment of new Shared Lives Carers.
- C That Members consider any further areas for improvement in both services.

4. Risk Assessment and Opportunities Appraisal

- 4.1 When the services were transferred in 2014 an Equality Impact Needs Assessment (EINA) was completed for each service and provided to Members for consideration when making the decision to transfer the services to the external independent providers.
- 4.2 In addition a number of risks were identified in the exempt report in relation to the shared lives service and the contract award to Positive Steps. These risks were not detrimental to either the Council or the Provider and related to the Council contracting with a newly formed company without a trading history but albeit with very experienced staff in the delivery of shared lives services. The risks were set out with the appropriate mitigating actions thus enabling Members to make an informed decision on the contract award.
- 4.3 Both providers have used the last 12 months to establish and embed their services into Shropshire. As new providers in Shropshire they have added additional diversity to the care sector and provided further opportunities for career development by staff within the wider sector.
- 4.4 Both providers now have the opportunity to expand and develop further their Shropshire offer. Midland Heart have expressed an interest in a number of new services that have been tendered recently in Shropshire and whilst not having been successful to date for various reasons have progressed through the shortlisting to the final selection stages in what have turned out to be very competitive tenders.
- 4.5 Positive Steps have successfully recruited additional shared lives carers across the County primarily for adults with learning disabilities. The opportunity is to build on this successful recruitment with a view to recruiting carers that can support older people, more people with mental health needs and more people with a physical disability for short periods of respite. This reduces the reliance on higher cost care home placements, supports people to stay in their own communities connected to friends and neighbours as well as providing an economic advantage to more rural areas by enabling local people to earn an income whilst being home based.

REPORT

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

5.1 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. In June 2014 the service transferred to Midland Heart following a competitive procurement process.

At the point of transfer on 9th June 2014 Midland Heart received 61 staff under TUPE and there were a number of vacant posts.

The present staffing compliment remains at 61; during the last 12 months 11 staff have left for various reasons and 11 new staff have been recruited.

- 5.2 At the point of transfer there were 17 geographic locations supporting 36 customers. There are now 18, 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 Developments

- 5.3 Midland Heart have supported individuals to access a range of community activities, some examples include:

- June 14: Providing transport to enable customers from all areas of the service to come together, have a meal and watch a live England World Cup football match at the Brooklands Pub in Shrewsbury.
- July 14: Supporting 2 individuals to achieve their ambition of taking a helicopter flight.
- Sept 14: Holding a fun day in Hereford which all service users were supported to attend.
- Sept 14: Supporting a group of individuals to go fishing with The Albrighton Trust.
- Nov 14: Three people attended a 5 day "Myth Breaker" activity holiday with other users from across the Midland Heart business, in April 15: This was followed in by another individual joining a "Myth Breaker" holiday as mentioned above.

The Midland Heart myth breaker holidays are open to all Midland Heart customers (service users). These can include younger people in supported housing schemes, older people, people with mental health needs and people with physical disabilities. The events are adventure based activities that support individuals to work and socialise together and are designed to break down preconceived "myths" about what people can or can't achieve because of their age, disability or vulnerability.

- Various activities and opportunities have been facilitated and enabled in the last year, including; a coach trip to see the Blackpool lights, holidays in Derbyshire, the Isle of Wight, Great Yarmouth and Wales, trips to the zoo, pantomime, shopping and to see the ballet.

5.4 Individual highlights for service users

- a) Service user SD:

SD: has achieved sufficient independence in the last 8 months that his 1-1 support has reduced from 15 to 5 hours/week. SD volunteers at two museums (Ludlow and Shrewsbury). The placements were initially fully supported. SD now travels to, and attends, his placements independently and he is held in high regard by museum staff.

On 22nd April, the Volunteers of Shrewsbury Museum and Art Gallery received a Gold Mayoral Award "in recognition of their achievements towards promoting Shrewsbury as a friendly and courteous place". SD was one of 3 people receiving the award from the Mayor on the behalf of the volunteers.



Also, having had support to develop IT skills, SD recently asked for help to buy a Tablet so that he can send and receive his own emails. By purchasing his own Tablet he has been able to send/receive emails and research history and topics of interest to customers at the Museum and his fellow peers

- b) Service user TF:
TF: Had initially found it difficult to deal with not accessing day services however alternative activities had been identified in his local community and TF was supported to engage with local walking groups instead. TF went on holiday independently for two weeks over the Christmas and and New Year period at the Bond Hotel in Blackpool. TF said he wanted to buy a bicycle for his birthday and he was supported to do this in April. He has since booked onto classes to learn road safety and cycle maintenance.
- c) Service user CS:
CS: Was discharged from hospital in July 2013 with palliative care and a life expectancy of 4 weeks, after developing aspirated pneumonia on several occasions. Staff were trained in PEG feeding and all aspects of CS's care, initially with daily visits from nurses and specialists. Since then, staff have worked closely with physiotherapists and CS and have successfully reintroduced Hydrotherapy and physiotherapy and CS is engaging and positively responding. CS and another customer were supported to go on days out to the Shrewsbury flower show last year, Chester, and the theatre in Wolverhampton to see "Dirty Dancing".
- d) Service user CB:
CB: Midland Heart have introduced Care & Support Customer Awards based on six core values. Customers can be nominated by other customers or staff. CB was shortlisted and went on to win an award for empowerment in April 2015. CB attended a gala dinner in Birmingham to receive his award. CB together with PH are members of the Midland

Heart Excellence Panel and attend meetings where they look at services and decide whether customers are receiving the right support, social activities and living spaces. The Excellence Panel feeds back to the Care and Support board.

- e) Service user DS:
DS: Was concerned that he might not see his elderly grandmother again. Staff supported him to go on a day trip to London where he saw his grandmother and visited Harrods.

5.5 Midland Heart have their own designated community fund that can support people on limited funds to achieve some of their aims, ambitions and aspirations. This is new and additional funding available to people in Shropshire with a learning disability that are supported by Midland Heart and an additional benefit to the County from appointing a larger external provider.

5.6 Part 2 Shared Lives Service

The Shared Lives service transferred in June 2014 to Positive Steps a newly formed local organization. In the 12 months since the transfer of the Shared lives service to Positive Steps there have been the following developments:-

The new provider has developed the service through recruiting new Shared Lives Carers. The table below indicates the improvements made in increasing the number of shared lives carers over the last 12 months.

There are currently 4 long term vacancies and a matching progress currently underway between carers and service users to ensure that these are used appropriately. There are a number of respite vacancies.

Table 1 Recruitment of new Shared Lives Carers

	Point of Transfer	July 2015
Number of Shared Lives carers	36	45 Long term 25* Short term 20 *11 of these carers also provide Short Term replacement care
Number of people supported	72	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)

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		
	Long Term	Short Term
North	10	9
South	12	6
Central	3	5

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

South	Central	North
Bishops Castle	Shrewsbury	Lake Vyrnwy
Pontesbury		Market Drayton
Craven Arms		Llanrhaedyr
Little Stretton		Ellesmere
Priest Weston		Oswestry
Morville		Nesscliffe
Highley		Bomere Heath
Wrentnall		Whitchurch
Broseley		West Felton
Leintwardine		Whittington
Bridgnorth		
Cressage		
Telford		
Ditton Priors		
Neenton		

The process for recruiting Shared Lives carers includes approval by a Shared Lives panel. Three panels have been held in the last 12 months since the transfer at which 10 new carers have been presented and approved.

Positive Steps have also deregistered carers who have retired and some who have been 'inactive' since point of transfer.

Positive Steps report that in their experience new carers joining Shared Lives prefer to start with offering respite/replacement care initially although out of the 10 new carers recently recruited 3 are at the point where they are looking for permanent matches and the Provider is working towards fulfilling that need.

The service, through additional carer recruitment, has extend across the County through the recruitment of carers into more rural areas. This has been beneficial in enabling respite to be provided in a person's local community retaining contact with friends, neighbours and local activities.

As a new provider a condition of contract award was that Positive Steps became a member organization of Shropshire Partners in Care (SPIC).

This has enabled the Provider to access subsidised and specialist training for Carers as well as providing a useful peer support opportunity for the new business in the Shropshire care sector.

Service Developments

- 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 have reviewed the Shared Lives Approved Panel for the approval of new carers and also used this review to revise and streamline the approval process.
- Positive Steps have set up 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 have commenced reviewing the service by the use of questionnaires with Shared Lives Carers. Further information is provided on this in Appendix A.
- Positive Steps as a new business in Shropshire have become members 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 have established a shared lives website which has been revised to include 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.

5.7 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

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 Training Courses provided and number of Carer attendees is listed below:

Training Course	Number of Courses	Number of Attendees
New – medication in Care	2	23
New – Health and Safety in Social Care	2	23
New – Safecare / MAPA	2	21
New – Recording for Staff	1	11

- These 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 carers are saying that that they prefer training to be delivered in group courses

undertaken in this way as it is a good opportunity for them 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.

- Positive Steps are in the process of commissioning a course on Infection Control.
- Historically, Shared Lives Carers have had poor attendance records for training mainly due to the home based nature of their work. Positive Steps have managed to increase attendance levels by offering bespoke courses and running them in two locations i.e. Shrewsbury and Oswestry.

These are in addition to other existing courses deemed mandatory by Positive Steps to ensure compliance with registration.

Positive Steps: Carer Survey

Positive Steps have undertaken a survey with Shared Lives carers during the first 12 months of the contract.

The number of responses (66%) is encouraging as are the positive comments received. The findings of the survey are being built upon by seeking 5 volunteers from each of the Carers and Service Users groups to set up steering groups to work alongside the provider to improve the service.

The survey and a summary of the results and comments received is attached at Appendix A.

6. Conclusions

- 6.1 Both services continue to develop, both in the scheme expansion and in supporting individuals to live in local communities, take part in activities and events that are important to them.
- 6.2 For Midland Heart a significant amount of work has been undertaken in relation to individual service users achieving their goals and aims and aspirations. For some of the supported living properties this has involved a significant amount of work on finances and the management of group home accounts ensuring that individuals have access to the appropriate level of benefits and are supported to make purchasing choices as well as learning how to budget and shop thus creating further independence. Additionally Midland Heart have used the past 12 months in establishing themselves as a new Care Provider in Shropshire. Future work will need to build on this and seek the views of users and carers in the service.
- 6.3 For Positive Steps this first 12 months has focused on scheme expansion and the training of shared lives carers as well as establishing Positive Steps as a new care company in Shropshire. Further work will need to focus on expanding the shared lives offer to a wider client group than presently including a respite offer for older people.

Both services transferred out of the Council following a significant amount of preparatory work in designing the tender packs and in evaluating the

competitive bids that were submitted. Officers have used this experience to further develop and enhance their skills and expertise in transforming and recommissioning other service areas in Adult Social Care whilst ensuring that the users of the service remain supported and experience as little disruption as possible.

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 – Carer Questionnaire Responses