

Personalisation of Adult Social Care Services in Shropshire – Next Steps

Responsible Officer Stephen Chandler

e-mail: Stephen.chandler@shropshire.gov.uk ■

1. Summary

- 1.1 The council carried out the most comprehensive consultation on adult social care in the history of Shropshire in 2011, talking to more than 600 people about how the council can deliver the best care possible.
 - 1.2 During this 'Live Life Your Way' consultation people told us that they want to have more choice and control over their services and they want a wider range of personal support that enables them to remain independent and active members of their communities for as long as possible. Indeed, local users and their carers emphasised the importance of personalisation – supporting the individual to ensure people receive care that best suits their needs.
 - 1.3 We were told to move away from building based services and to prioritise:
 - Support for the individual
 - Flexible individual packages of care
 - Independence and choice
 - Independence at home
 - Robust systems to enable people to make informed choices
 - Offering variety, not just day centres
 - Access to the same services within the community as everyone else
 - 1.4 The consultation shaped a new strategy for adult social care, 'Live Life Your Way', which drives forward these messages by focusing on equity, choice and variety in the way support is offered and provided. This paper aims to provide Cabinet with a progress update on the introduction of these personalised services, including personal budgets for vulnerable people in Shropshire.
 - 1.5 The paper also sets out the next steps on implementation to embed personalisation as the way for individuals to choose and secure services and
- H:\Democratic Services\Committee\Cabinet\Portfolio Holders decision making\Adult Services\2013\1 August 2013\2 Day Service Reconfiguration\2B Appendix B Personalisation of Adult Social Care Services in Shropshire Next Steps.doc

seeks Cabinet's support for this. This will then form the impetus behind transforming current provision to more effectively meet needs.

2. Recommendations

8

1. [REDACTED]
2. As part of realising the adult social care strategy, approve a period of consultation on the personalisation of day time support and the extension of the fair charging policy to achieve this. Consultation would include which elements of services are to be charged for and the process and timeframe for the introduction of any new arrangements.
3. [REDACTED]

REPORT

3 INTRODUCTION:

3 [REDACTED]

2 [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

3 [REDACTED]

3 [REDACTED] service aims to offer all new referrals to adult social care the opportunity to have their support provided [REDACTED]

5 [REDACTED]

	2009 2010	2010 - 2011	2011 – 2012
<i>Number of people who have a personalised service</i>	1919	3341	3600 (Predicted)

3.6 Whilst it is clearly important to look at the numbers of people taking up and being supported in this way, it is equally important to reflect on some of the positive experiences that people have had. Individuals have said that personalisation has allowed them to remain much more an integral part of their family and community and the changes have allowed them to be much more creative with the money the council provides than they believe the council itself may have found possible.

3.7 [REDACTED]

3.8 [REDACTED]

4. DAY TIME SUPPORT

4 [REDACTED] personalisation at the forefront of this transformation agenda.

2 We want people who use the services, their carers, supporters, families and friends to be at the centre of this process, including them in the planning as well as the transition to the new and modern support offered.

3 We propose consulting on the implementation of personalisation as a support for daytime activities. This is consistent with one of the key messages that we heard during the Live Life Your Way consultation when people told [REDACTED]

4 *Modernisation*

4 [REDACTED]

2 [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

4.5 *Long Term Gains:*

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- Individual's needs.
- Increased employment and training options through joint work with partner organisations.

- [redacted]
- [redacted]

4.6 *In House Charging:*

- 6 The way the council operates the charging and contribution arrangements for in house or directly provided day care is inconsistent with all other adult social care support provided by the council, and is also inconsistent with such support from other providers of day care, as well as being inconsistent with similar provision by other authorities within the region.
- 6 There is in fact, a disincentive for individuals who attend council delivered day centres to consider personalised alternatives, as at present they do not make a contribution to the cost of the day care placement, transport to it and any day care meals and refreshments provided. However people using other adult social care services such as home care are making a contribution.
- 6 [redacted]
- 6 [redacted]
- 6 ***While it is proposed that day care services would be brought into an overall charging policy, any policy would still ensure that no-one makes a contribution unless they are able to pay.***

5. Risk Assessment and Opportunities Appraisal

5.1 Risk Management Appraisal

- 5 [redacted]
- 2 [redacted]

5.2 Human Rights Act Appraisal

- 2 [redacted]

5.3 Equalities Appraisal

- 3 [redacted]

5.4 Community and other Consultation

- [redacted]

- 2 [REDACTED]
- [REDACTED]
- [REDACTED]
- 3 [REDACTED]

6. Financial Implications

- 6 [REDACTED]
- 8 [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

7. Additional Information (Fairer Charging)

7.1 The current position

7.1.1 *Financial Assessment:*

[REDACTED]

7.1.2 *People likely to be affected:*

[REDACTED]

[REDACTED]

[REDACTED]

7.1.3 *What do other local authorities do?*

[REDACTED]

8. Conclusion:

H:\Democratic Services\Committee\Cabinet\Portfolio Holders decision making\Adult Services\2013\1 August 2013\2 Day Service Reconfiguration\2B Appendix B Personalisation of Adult Social Care Services in Shropshire Next Steps.doc

- 8 [REDACTED]
- 8 [REDACTED]
- 8 [REDACTED]

<p>List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>			
Cabinet	Member	(Portfolio	Holder)
[REDACTED]			
[REDACTED]			
Local			Member
[REDACTED]			
Appendices			
[REDACTED]			

APPENDIX A

CONSULTATION ON THE PERSONALISATION OF DAY SUPPORT IN SHROPSHIRE

1.0 WHY we are consulting:

- 1 [REDACTED]
- 2 [REDACTED] Personalisation:
- 3 [REDACTED] Personal Budget:

2.0 WHAT we are consulting on:

H:\Democratic Services\Committee\Cabinet\Portfolio Holders decision making\Adult Services\2013\1 August 2013\2 Day Service Reconfiguration\2B Appendix B Personalisation of Adult Social Care Services in Shropshire Next Steps.doc

This consultation has two main strands:

Strand 1 - Personalisation and day time support

- 2.1 In order for personal budgets to be effective there must be a range of opportunities available for people to buy using their budget. These can be services that are provided by voluntary organisations, local groups, and local businesses or by the Council. These different service providers will have a range of activities available to purchase and will have a clear price list for these services so that people know what they can get for their personal budget amount.
- 2.2 We want to enable individuals to have maximum choice and control over their lives, to support people to be independent to lead fuller lives. Services need to be personalised with a focus on individuals and not institutions. We aim to encourage people to interact more within their local communities rather than being dependent on Council provided services.
- 2.3 We will consult on the implementation of personalisation as a support for daytime activities. We wish to put stakeholders at the centre of the planning for the transformation of this important part of our transformation agenda including them in the planning as well as the transition to a new and modern support offer.

2.4

In order for Shropshire Council to offer services to people with personal budgets, a clear charging system needs to be put in place. Currently there are some discrepancies in the way people contribute to and are charged for different social care services within Shropshire Council and this needs to be rectified to ensure that processes are fairly and transparently administered across all services.

2.5

2.6

2.7

-
-
-
-

2.8

3.0 WHO will we consult?









3.1 We will consult widely on these proposed changes. The Council will seek the views and aspirations of:

- Adults who use day services
- Those who care for adults and older people who use day services
- Advocacy organisations
- Independent sector organisations
- Health Trusts and GPs
- Relevant Cabinet and Local members
- Residents of Shropshire
- Staff
- General Public

3.2 A clear and up to date record will be kept of all information sent out, who has been consulted, how and when, including the use of reference numbers and summary of response for ease of review. All responses will be acknowledged by a standard letter/email which will be logged.

4.0 HOW we will consult:

4 

- 
- 
- 
- 
- 
- 
- 
- 

APPENDIX B

Provisional Events Timetable:

Stakeholder Group	Event Type	Area	Venue	Date	Time	Strand
Staff	Briefing in team meetings	n/a	n/a	29/2/12-7/3/12	n/a	Strand 1 - Personalisation and day time support and Strand 2 – Introduction of Contributions
Local Members	Member Briefing	Central	Shirehall	27/02/2012	5pm-7pm	Strand 1 - Personalisation and day time support and Strand 2 – Introduction of Contributions
Key Stakeholders	Pre consultation meeting	n/a	Shirehall	5th March	n/a	Strand 1 - Personalisation and day time support and Strand 2 – Introduction of Contributions
Public, stakeholders, service users, family, carers, members, partners	Public Event	Central	Shirehall Council Chamber	Wednesday 21st March	2.30pm – 4pm	Strand 1 - Personalisation and day time support
		South	Helena Lane Day Centre	Wednesday 28th March	3.30pm – 5pm	
		North	Oswestry Council Chamber	Monday 16th April	10.30am – 12pm	
Selected stakeholders and those affected by the proposals	Selected Stakeholder event	Central	Guildhall Council Chamber, Shrewsbury	Wednesday 18th April	2.30pm – 4pm	Strand 2 – Introduction of Contributions
Parents and Carers of Adults with Learning Disabilities Day Services Users	Discussion Groups	Central	Hartley's	Linking into existing meeting mechanisms in day centres		Strand 1 - Personalisation and day time support and Strand 2 – Introduction of Contributions
			Abbotswood			
		North East	Wayfarers Mkt Drayton			
		North West	Lorne St Oswestry			
		South West	Helena Lane			
South East	Bridgnorth Council Chamber					
Adult with Learning Disabilities who use day services	Taking Part coffee chat clubs at each day centre	TBC	TBC	Linking into existing meeting mechanisms in day centres		Strand 1 - Personalisation and day time support and Strand 2 – Introduction of Contributions
Older People who use day services and their Carers	Discussion Groups	North East	Bradbury	Linking into existing meeting mechanisms in day centres		Strand 1 - Personalisation and day time support and Strand 2 – Introduction of Contributions
		North West	The Meres	Linking into existing meeting mechanisms in day centres		

H:\Democratic Services\Committee\Cabinet\Portfolio Holders decision making\Adult Services\2013\1 August 2013\2 Day Service Reconfiguration\2B Appendix B Personalisation of Adult Social Care Services in Shropshire Next Steps.doc

APPENDIX B

				centres
		South West	Helena Lane	Linking into existing meeting mechanisms in day centres



These questions will be used as the basis for our consultation events and discussion groups.

Strand 1:

We want to enable individuals to have maximum choice and control over their lives, to support people to be independent to lead fuller lives. To achieve this, services for day time support need to be personalised with a focus on individuals and not institutions.

We want to talk to people about the implementation of personalisation as a support for daytime activities. To enable us to plan for the future of day services based on what people want to do.

1. What does personalisation mean to you?
2. How do you think personalisation applies to day time support?
3. How do you think personalisation should be implemented in terms of day time support?
4. What is important to you in terms of the day time support you receive now?
5. What is important for you in terms of the personalisation of day time support in the future?
6. What do you want to see from future personalised services?
7. What is important to you as we move from the traditional model of day services to a future more personalised model?

Strand 2:



1

2 Dr. [redacted]

- 3 
- 4 
- 5 