

Report to: **Scrutiny Committee for Adult Social Care**  
 Date: **15 November 2007**  
 By: **Director of Adult Social Care**  
 Title of report: **Adult Social Care Support for Self Funders**  
 Purpose of report: **Opportunity for the Scrutiny committee to examine in depth the factors and issues behind this performance indicator.**

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## RECOMMENDATIONS

**The Adult Social Care Scrutiny Committee is recommended to:**

**Consider and comment on progress to date with this indicator and area of work.**

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### 1. Financial information

1.1 A pilot service to improve support offered to people needing, or considering, social care services began on June 26 2007 funded via an internal 'invest to save' initiative. It is for people who, because of their level of funds, are expected to pay the full cost of these services according to the national Fairer Charging policy.

1.2 People are often charged higher rates for residential and nursing care than the Adult Social Care Department would pay at its contracted rates. The individual does not have strong purchasing power and arguably this drives up the overall price, disadvantaging themselves and the department. If someone's capital drops below £21,500 they are then able to approach the department for funding. By paying higher rates, their capital diminishes faster than it would otherwise do, placing increased costs on the department. In 2005/06, 325 people ran out of personal funds – an average of over 6.25 new people each week at an average private cost of £526/week (£418 for residential and £635 for nursing). The total cost of these new service users was £2,015,551 in 2005/06.

1.3 ASC rates are, on average £58/week lower for residential care and £131/week lower for nursing care. The second phase of the project will involve offering ASC contracts and rates to those users of the service who elect to go into residential or nursing care, thereby helping people's own funds to last as long as possible.

1.4 Project spend - this has primarily been for the 2 full-time Resource Officer (Assessor) posts.

Project grant	£41,000
Spend to date	£19,773
Balance (as at 30 <sup>th</sup> Sept '07 half-way point)	£21,227

### 2. Background

2.1 The service is staffed by 2 full-time Assessors who cover the whole county. They offer social care assessments, information & guidance to people who find themselves in the situation described above. The service is known as STACS (Support To Access Care Services).

2.2 People who place themselves without reference to Adult Social Care may well have been able to receive care in their own home, or explored supported housing or extra care housing as an option had they sought advice early on from the department.

2.3 In terms of performance management, the service features in the Council Plan "Improve how people access advice, help and support through joint work with partners" and the Local Area Agreement target 8.1.4 "Improvements in information and support on options for care for self-funders". The out-turn for 2006/07 was that a baseline was established of 17 enquiries and 8 assessments per week. A 2007/08 target was established of 20 enquiries and 10 assessments (representing a 20% increase).

2.4 Quarterly Monitoring reports have been submitted as follows –

- Quarter 1: Pilot service to self-funders went live at end of June 2007. Data-gathering for June 2007 records an average of 8 enquiries and 8 assessments per week. Amber due to anticipated increase for 07/08 not yet realised. However pilot service

now in place and more accurate recording of Self-funders will be possible. It is anticipated Quarter 2 will demonstrate an increase as per agreed measure.

- Quarter 2: Up until mid-September, 74 referrals for assessment were received by the pilot service. This averages at almost seven new assessments per week, in addition to an average 3.5 per week being undertaken by Duty and Assessment teams. The number of enquiries has reduced to only 14 for the same period which suggests a significant increase in the number of people being passed for, and eligible for, assessment. The target is on track for increase in the number of assessments conducted; however, this appears to be mainly as a result of better recognition at Social Care Direct of when someone should be eligible for assessment. A review of coding and assessment pathway will address the shortfall in recording enquiries.

### **3. Current position**

3.1 Performance regarding completed assessments already shows a 20% increase from the numbers completed in 2006/07 and is therefore on target. The significant reduction in the recorded number of enquiries in recent months is due to a number of reasons;

- Social Care Direct have improved recognition of self funders who are eligible for assessment. However staff may be recording some enquiries according to the service type nature of the enquiry (ie. a call about homecare agencies) rather than specific to the means of how it will be funded
- At the time the baseline was taken, in December 2006, FACT (Financial Assessment Contact Team) recorded a significant proportion of the overall number of enquiries. The Finance & Business support division was restructured in April 2007 and the FACT service was dissolved resulting in the activity being recorded differently.

3.2 Counter-measures to improve the recorded number of enquiries;

- Ensure Social Care Direct accurately record enquiries relating to people where it is known they will be funding their own care
- Identify recording mechanisms for enquiries managed by the Income Officers (post-FACT service re-structure)

3.3 A small, initial tranche of evaluation data (see appendix) indicated that of 8 service users:

- 1 was already below the £21,500 threshold and therefore would have been supported by the department anyway
- 4 were substantially above the threshold and could have supported themselves for several years or more before depleting their own funds
- 3 were close to the threshold and therefore without the input of the STACS service were quite likely to make choices which compromised their independence and/or would have exhausted their funds prematurely

This final group of user's who are close to the threshold, are key in terms of achieving financial benefit for the department as well as the service users. As the evaluation progresses it will be possible to more reliably establish the proportion of STACS users who are in this group and then project the savings delivered by the service. See Appendix for supporting information including case studies.

### **4. Conclusion**

Progress to date on the improvements made in how people to access advice, help and support to be noted.

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**Local Members:** All

**Background papers:** None

## Appendix A - Supporting Information for STACS (pilot service to self funders)

Baseline data – In late 2006 it was difficult to gather accurate baseline data on numbers of people who contacted the department and subsequently paid for their own care. This was due to there being several points of contact and also a range of options for recording these on Carefirst and other recording systems. A 4-week snapshot of self-funder referrals and contacts were gathered in December 2006 and showed the following;

<b>Team</b>	<b>Number of contacts confirmed as self funding (Averaged as per week)</b>
Social Care Direct	3
FACT (Financial Assessment Contact Team)	6
Duty & Assessment (Eastbourne Downs)	1.75
Duty & Assessment (Sussex Downs & Weald)	3.5
Duty & Assessment (Hastings & Rother)	3
<b>TOTAL</b>	<b>17.25</b>

It was noted however, particularly regarding Social Care Direct, that enquiries were often recorded according to the service type rather than the financial circumstances of the person being referred. Once Social Care Direct began to more specifically identify people with savings over £21,500 and more accurately recognise eligibility for assessment (following updated training) the likely result was an increase in the number of referrals for assessment.

Referral rates - Without any additional publicity specific to the STACS service, there has been a steady constant flow of referrals since week one at an average rate of 1.3 new referrals per day. This has amounted to 88 referrals up to October 2<sup>nd</sup> 2007 and suggests 338 assessments of self funders per year will be required.

Department of Health Performance Indicators - STACS input to E82 (Assessments leading to provision of a service) is 100%. The overall departmental performance has improved from 53% to 56% since April towards which STACS would have made positive input. Contribution of STACS to D55 (waiting times for assessment) is 96% and to D56 (Waiting times for services) is 100%.

Outcomes for service users have been positive. Early success stories include a lady reducing the cost of her homecare provision by half, from £1050 per week to £520, and a gentleman living in a Nursing Home being supported to return home again with an approximate 50% savings on the costs he pays for his care, £750 per week reduced to £300. A significant number of people now have Lifeline and many have been assisted to claim Attendance Allowance.

Pre Assessment	Support following assessment by STACS	Income - prior to disregard	Savings	Those in grey are cases where STACS is most likely to have assisted the client and also reduced/delayed demand on ASC funds.
78 year old lady referred to STACS after suddenly losing her husband who was her carer.	Financial assessment and lifeline. Determined as not self funding	£108.51	£16,549.62	Low income / below £21,500 (Application for ASC assistance was sought)
75year old lady living alone, looking for home care	Home care package sought, Referred for OT & Financial assessments. Claim for Attendance allowance. Determined as not self funding.	£151.37	£20,609	Medium income / below £21,500
84 year old lady living in her own home having difficulty managing.	OT referral made, OT assessment and equipment then met most needs enabling client to remain independent., Financial assessment and 2hr a fortnight domestic arranged	Not recorded	£23,698.42	Unknown income / Low savings
93 year old female living alone and unable to cope considering respite/residential care	Now in residential accommodation - Attendance Allowance higher rate applied for. Financial Assessment evidenced that funds will be below self funding level in 18 months	£133.24	£44,337.20	Low income / Medium savings
85 year old male confined to bed and requiring all care. Living with his wife who is main carer with support from Care Agency - concerned about possibility of losing their house to pay for his care.	Financial Assessment to establish individual financial situation. Continuing Care Assessment referral made. Referral to Disablement Service Centre to enable client to answer telephone	£205.90	£48,644.42	Medium income / Medium savings
93 year old lady living at home with an existing home care package looking for respite whilst carer and daughter on holiday.	Respite arranged for 1 week at Harvard Road. Also referred for Financial assessment	£152.05	£75,000	Medium income / High savings
80 year male living alone with terminal illness required support at home	Care package arranged, OT and PT assessments, financial assessment. Continuing Care Assessment not appropriate as client not thought to meet criteria - he died on 11/10/07	£402.53	£56,592.99	High income / High savings
86 year old female, bed bound with bone metastases and short term memory problems - cared for by husband who is registered blind and very hard of hearing. They required immediate support with personal and domestic care	Care package arranged, OT Assessment for safer transfers and advice, Meals on Wheels arranged and financial assessment to identify individual situation	£259.79	£67,86.07	High income / High savings