

Report to: **Scrutiny Committee for Adult Social Care**
Date: **12 June 2008**
By: **Director of Adult Social Care**
Title of report: **Adult Social Care 6 month update to Scrutiny on the Review of the Provision of Preventative Services**
Purpose of report: **For Adult Social Care to report back to the Committee on the progress of recommendations following the Review in 2007**

RECOMMENDATIONS

The Committee is recommended to consider and comment on the progress of the recommendations from the Scrutiny Review of the Provision of Preventative Services

1. Financial information

1.1 A handbook to promote wellbeing in later life has been developed. The cost for publishing 25,000 copies is £32,506. The project has been joint-funded between Adult Social Care and Hastings and Rother Primary Care Trust.

1.2 Effective distribution of the handbook will be supported through a targeted launch event and a comprehensive multi-agency distribution plan. A budget of £10,000 has been allocated for this task.

1.3 There have been no additional costs for East Sussex Community Information Service (ESCIS) awareness-raising or for production of current information packs as these have been undertaken through existing staffing resources.

2. Background and Supporting Information

2.1 The 2007 Scrutiny Review of Preventative Services asked for a six month update on the progress of the recommendations from the Scrutiny Review of the Provision of Preventative Services. An update of the agreed Action Plan is appended.

2.2 Key areas of work being reported back at this stage are:

2.3 Recommendation 8 - Adult Social Care to continue to work with Health partners and the Voluntary and Community Sector providers to look at ways to disseminate information with regard to targeted and universal preventative services available and how to access them.

2.4 The content of a wellbeing handbook was finalised in March 2008 and the title agreed as '*Forward from 50 – A guide to later life in East Sussex*'. A project team involving Adult Social Care, Library and Information Services, Hastings and Rother PCT, East Sussex Seniors Association, Care for the Carers, Age Concern East Sussex, Sompriti, East Sussex Disability Association, and Hastings and Rother Rainbow Alliance co-ordinated the production of '*Forward from 50*' to make sure it captured support and advice available to older people in East Sussex and spoke to the full spectrum of older people who live here. It has been developed as a tool for providing information and sign-posting to key preventative services for older people. Wherever possible photographs were sourced locally and specially selected to demonstrate a positive image of growing older.

2.5 25,000 copies were printed in April 2008 (copies available at the meeting). The booklet has been endorsed by both PCT Chairs and Lead Member for Adult Social Care and Older People's Champion for East Sussex, Councillor Bill Bentley.

2.6 A launch event for '*Forward from 50*' is being held in June 2008. This event is designed to help key managers in organisations who work with older people to learn more about what is in this new publication; think about how it will be useful in their day-to-day role and that of their teams;

and meet the people who helped to produce the handbook and learn more about the thinking behind it.

2.7 A comprehensive distribution exercise is also planned to make sure it is widely available in libraries, agencies distributing community information and GP surgeries, for example, as well as to statutory and voluntary sector staff and volunteers to use and give out in their daily work.

2.8 An electronic version of '*Forward from 50*' will be available on the ESCC website and a variety of other accessible formats of the handbook will be developed as required.

2.9 Recommendation 9: ESCIS and Social Care Direct to ensure that there is a focus on targeted and universal preventative services available in East Sussex.

2.10 A programme to raise awareness of the East Sussex Community Information Service (ESCIS) amongst Adult Social Care assessment staff has been underway since December 2007 and is already two-thirds complete.

2.11 As first point of contact for the department, Social Care Direct provides a broad range of tailored information to respond to a vast range of individual enquiries. Information packs are currently distributed by Adult Social Care assessment staff when visiting people in their homes. These packs are consistently supplied to all service users and include a detailed explanation of the eligibility criteria for services and '*Who we are and what we do*'. Work is also underway to inform all staff of a recent Age Concern publication entitled '*Later life as an older lesbian, gay or bisexual person*'.

2.12 A Joint Information and Access project has recently been initiated with the PCTs to inform the development of improved health and social care information and access for the general public across East Sussex. Phase 1 of the project is mapping existing arrangements and indeed the array of related developments currently underway with a view to developing future options for consideration. In the autumn, Phase 2 of the project will begin implementation of the agreed options for improvement.

2.13 The Department are preparing for a Commission for Social Care Inspection (CSCI) inspection taking place in July covering the themes of preventative services for older people and safeguarding adults. It is expected there will be further activity in relation to the preventative agenda, in response to recommendations, following the inspection which will be reported to the committee in due course.

3. Conclusion

3.1 The Department has made good progress in the area of preventative services information provision, particularly with the development of the handbook as an exciting new resource which will reinforce improved operational practice. The Joint Information and Access Project will move the agenda forward even more comprehensively into the future. The Department's updated Action Plan is appended for approval by the Committee.

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Local Member: All

Background Documents: '*Forward from 50 – A guide to later life in East Sussex*'

**Adult Social Care Response to Scrutiny Review of the Provision of Preventative Services
02 June 2008 update**

ACTION PLAN

	Recommendations from the Review	Measure from the Review	Adult Social Care Action	Time Frame	Progress
1	The Review Board whole heartedly endorses the provision of preventative services and supports the policy of Adult Social Care to spend a proportion of its budget to fund such services.	Following analysis of current targeted preventative services the department to establish what percentage of the budget should be spent in this area in the future to get the optimum benefit from such services.	1.1 Evaluation and analysis of current Voluntary and Community Sector services largely complete. 1.2 Finalise 08/09 budget provision in relation to mainstreaming of POPP services 1.3 Determine percentage of budget.	By February 2008	Reported in March 2008
2	The policy of providing targeted preventative services to those people who will gain the greatest benefit from a particular service is endorsed by the Review Board. This policy should continue to be developed and refined to ensure the maximum benefit can be achieved from resources available.	Measure numbers receiving targeted preventative services against a reducing need for intensive services to ensure that services are being correctly targeted. Use national and local evidence to ensure that services are being provided to those people for whom it has been shown to be most beneficial	2.1 Using the new Grant-Funded Services return, specific service evaluation data, national evidence and existing PAF measures; analyse the relationship between targeted preventative services and provision of intensive services to maximise the effectiveness of preventative interventions.	By December 2008	On target to be achieved

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3	Bidding to access external funding streams to develop future preventative services should continue, provided they are in line with the strategic aims of the department as outlined in the policy steers.	Annual report to Adult Social Care Scrutiny Committee outlining successful bids for external funding streams in relation to preventative services and what percentage these bids represent in relation to the overall preventative services budget.	3.1 Report to be provided to Adult Social Care Scrutiny Committee	To March 2009 meeting	On target to be achieved
4	Governance and accountability arrangements laid down within the Joint Commissioning Strategy for Older People to be monitored to ensure that agreed ways of working are being adhered to and continue to be effective.	Annual report to Adult Social Care Scrutiny Committee assessing working practices and expenditure levels by all partners in relation to preventative services.	4.1 Report to be provided to Adult Social Care Scrutiny Committee	To March 2009 meeting	On target to be achieved
5	East Sussex County Council to ensure that the Older People's Services Interdepartmental Working Group has the capacity to implement the projects and initiatives developed as a result of the Time of our Lives Strategy.	Delivery of the Strategy outcomes by the Working Group to be assessed to ensure that it is on target to successfully meet the needs of older people.	5.1 Effectiveness of the Working Group in supporting the Strategy to be reported to Adult Social Care Scrutiny Committee	To March 2009 meeting	On target to be achieved

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6	<p>The Review Board sees the Voluntary and Community Sector as an essential partner in relation to the provision of preventative services. This sector should be supported to enable it to develop a range of effective targeted and universal preventative services and increase its capacity to support greater numbers of older people in the future.</p>	<p>The current Voluntary and Community Sector reviews to explore ways to develop and enhance the support provided by the Council to help increase the range and capacity of targeted and universal preventative services provided by this Sector.</p>	<p>6.1 Adult Social Care has made input into the current Voluntary and Community Sector Review to reinforce maximised effectiveness of the contribution made by the Voluntary and Community Sector in providing both targeted and universal preventative services. 6.2 Adult Social Care will use the findings of the Review to guide the development of its ongoing relationship with the sector.</p>	<p>Report on activity to March 2009 meeting</p>	<p>On target to be achieved</p>
7	<p>Adult Social Care Scrutiny Committee to closely monitor the outcomes of preventative services, both in relation to their effectiveness in preventing the use of intensive services and the general impact that they have had to older people's well-being.</p>	<p>Assessment of the current Telecare project and POPP schemes to be brought to the Committee in November 2007.</p> <p>Outcomes of the work relating to preventative services in the Joint Commissioning Strategy for Older People to be presented to the Committee on an annual basis.</p>	<p>7.1 Interim report on Telecare and Independence First (POPP) Sustainability Plan are available and will be reported to the Committee (March rather than November because 08/09 funding broadly secure). 7.2 Outcomes of the implementation of the Joint Commissioning Strategy for Older People will be reported to the Committee.</p>	<p>Reports to March 2008 meeting</p> <p>To March 2009 meeting</p>	<p>Reported in March 2008</p> <p>On target to be achieved</p>

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8	<p>Adult Social Care to continue to work with Health partners and the Voluntary and Community Sector providers to look at ways to disseminate information with regard to targeted and universal preventative services available and how to access them.</p>	<p>Develop preventative services 'pack' to be provided to those older people who would benefit from such information.</p> <p>Ensure all relevant health professionals are accessing STAN (Single Telephone Access Number) and thereby helping reduce the number of older people attending hospital unnecessarily.</p>	<p>8.1 A 'wellbeing handbook' for older people is currently being developed with older people and other partners. It will be a glossy booklet and also web-based.</p> <p>8.2 Assess effectiveness of STAN service and report to Committee</p>	<p>8.1 Handbook completed by March 2008</p> <p>8.2 STAN report to February 2009 meeting</p>	<p>8.1 Handbook content agreed in March 2008. Title agreed as 'Forward from 50 – A guide to later life in East Sussex'. 25,000 copies printed in April 2008 (copy supplied with this report). Launch event for key senior Service Managers being held in June 2008. Distribution to designated sites throughout summer 2008. Joint Info & Access project underway to identify current resources and gaps.</p> <p>On target to be achieved</p>
9	<p>East Sussex Community Information Service (ESCIS) and Social Care Direct to ensure that there is a focus on targeted and universal preventative services available in East Sussex.</p>	<p>Search engine on ESCIS to be developed to allow searches under 'preventative services'.</p> <p>The directory of preventative services in Appendix 1 to be incorporated into the ESCIS</p>	<p>9.1 Improved ESCIS searches completed.</p> <p>9.2 Appendix 1 services to be incorporated into ESCIS.</p> <p>9.3 Preventative services 'pack' for distribution by Social Care Direct and other Adult Social Care staff to be developed (including use of 'wellbeing handbook' as per</p>	<p>9.1 Complete</p> <p>9.2 By February 2008</p> <p>9.3 Pack completed by April 2008</p>	<p>9.2 Achieved by Feb 2008</p> <p>9.3 Social Care Direct provide a broad range of tailored information and key Adult Social Care information is also consistently supplied to all service users</p>

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		<p>website. Information to be maintained and updated to provide a comprehensive list of services available and their relevant outcomes.</p> <p>Develop preventative services 'pack' to be provided to those clients contacting Social Care Direct who would benefit from such information.</p>	<p>8.1').</p> <p>9.4 Awareness-raising programme for staff re ESCIS and info pack to be developed and delivered</p>	<p>9.4 Programme underway by May 2009</p>	<p>including a detailed explanation of the eligibility criteria for services and 'Who we are and what we do'. The 'wellbeing handbook' described in 8.1 will be a tool for providing information and sign-posting to key preventative services for older people.</p> <p>9.4 ESCIS awareness-raising programme underway and already two-thirds completed by May 2008. Information <i>pack</i> ('Forward from 50' handbook) to be utilised by Adult Social Care staff and many key organisations working with older people following launch event and distribution (as per 8.1)</p>
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