

Report to: **Adult Social Care Scrutiny Committee**

Date: **26 March 2009**

By: **Director of Adult Social Care**

Title of report: **Adult Social Care response to Scrutiny Review of the Provision of Preventative Services**

Purpose of report: **For Adult Social Care to present its final report on the Action Plan agreed in response to the Review**

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## RECOMMENDATIONS

**The Committee is recommended to note the contents of the final ASC Action Plan report in response to the Scrutiny Review of the Provision of Preventative Services**

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### 1. Financial information

1.1 A range of services with a preventative focus have been funded between 2007 and 2009. To highlight several:

Local Area Agreement (LAA) spend on preventative services

1) County Connect simple checklist and interagency referral system - Annual Cost £20,000 (the first year (July 07 - June 08) was funded 6 months Anchor Staying Put & 6 months POPP). The LAA has funded the rest (July 08 - March 09) approximately £15,000.

Also a grant of £1820 was received from ES Fire & Rescue Service to be spent on publicity.

2) Community Falls Response Service - Total cost for January 2007 – June 2008 £96,600 for staff costs, plus another £8000 for project evaluation. Additional £715 spent on Leaflets & Posters for the local falls prevention services - with another duplicate order just arranged. Care Home Intervention and associated falls prevention equipment for ASC, PCT's and associated partners (Age Concern etc) £30,000 allocated, to be spent by end of March 2009.

Telecare

2006/07 - £231,934 Actual, 2007/08 - £233,763 Actual, 2008/09 - £463,940 forecast of Non-Care Managed element = £50,208.

Grant Funded Services provided by the Voluntary/Community Sector

2008/09 – Total ASC spend = £5,720,270 + Other ESCC funding £116,600

Social Care Reform Grant (from the DH to support wide transformation of social care)

Aspects of this spend will support preventative activity, including the Joint Information & Access project to improve health and social care information and access for residents and staff. The grant total is £5.2m over three years to 2010/11.

### 2. Background and Supporting Information

2.1 In mid-2007, the ASC Scrutiny Board undertook a review of preventative services and ASC subsequently prepared an Action Plan to respond to the recommendations. This is the final report on the activity outlined in the ASC Action Plan. The Action Plan itself, including completed progress updates, is appended.

2.2 ASC responses to the Scrutiny Review recommendations are summarised as follows:

Reducing the need for intensive services is supported in the Department of Health concordat of Putting People First and coupled with our ESCC Policy Steers, retains strong emphasis in ASC. Developments for East Sussex have included sustaining the Partnerships for Older People

Projects (POPP) programme and utilising local and national evidence in wider work, rolling out telecare, embedding simple access to low-level equipment in the emergent Improving Life Chances Joint Commissioning Strategy and improving data capture for the Grant Funded Services return to better understand and reflect the non-care managed services supported by ESCC.

2.3 External funding has been received from a number of sources, the greatest being the Social Care Reform Grant (SCRG) from the DH. Funds have been received from the local PCTs for several jointly-managed projects. An external funding officer has been recruited recently and is now supporting ASC and partners in sourcing of external grants.

2.4 Working practices and expenditure levels by partners has been monitored through the GFS return and the Local Area Agreement. The establishment of 6 steering groups to support implementation of the Older People's Joint Commissioning strategy is proving effective. Successful projects include developing Forward from 50 and development of information packs for hospital patients being discharged.

2.5 The Older People's Services Interdepartmental Working Group have been meeting on a quarterly basis and actively performance managing the Time of Our Lives Action Plan. Networking and co-ordination of improving universal services has been in evidence.

2.6 Outcomes of implementing the Joint Commissioning Strategy for Older People include a clear governance structure. Targets relating to all aspects of the care pathway are monitored robustly and opportunities for preventative work are encompassed at each stage.

#### 2.7 Effectiveness of STAN (Single Telephone Access Number) service

In February 2006 the 'STAN' service was set up by Brighton and Hove City PCT (BHCPCT) and the East Sussex PCTs (Hastings and Rother and East Sussex Downs and Weald PCTs). Its purpose was:

- To provide a one stop shop for healthcare professionals and to reduce the number of admissions and attendances to medical assessment units across NHS ESDW, NHS H&R and BHCPCT
- To facilitate the provision of more services closer to people's homes and a more patient focused service
- To generate robust activity data to inform commissioning intentions

2.8 An initial evaluation was conducted by South Coast Audit in November 2007 and has contributed to the ongoing development of the service. The pilot has been extended a number of times with the intention of putting it out to competitive tender in 2009/2010.

### **3. Conclusion**

3.1 The Scrutiny Board's review of preventative services has provided helpful direction and impetus to the department's work in this important and complex area. CSCI's recent finding that ASC's preventative services (for older people) were good, is external recognition of achievement in this arena. The Department's Action Plan in response to the recommendations has been completed and details of progress are appended for approval by the Board.

KEITH HINKLEY  
Director of Adult Social Care

Contact Officer: Jessie McArthur, Head of Policy and Service Development  
Tel No: 01273 481141

Local Member: All

Background Documents: None

**Adult Social Care Response to Scrutiny Review of the Provision of Preventative Services  
November 2007 - March 2009 final report**

**ACTION PLAN**

	<b>Recommendations from the Review</b>	<b>Measure from the Review</b>	<b>Adult Social Care Action</b>	<b>Time Frame</b>	<b>Final update As at March 2009</b>
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 <ul style="list-style-type: none"> <li>- All project areas have received sustainable levels of funding.</li> <li>- Percentage has remained broadly consistent</li> </ul>
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	The 08/09 Grant-Funded Services survey has been undertaken and shows consistent spend and outcomes on low level preventative services delivered by the Voluntary/Community sector.  The East Sussex POPP Navigator service evaluation showed between 40-50% reductions in A&E attendances and admissions for its clients. The national POPP evaluation has contributed to a

					wider evidence base on differing types of preventative intervention which will be utilised in commissioning decisions going forward. As will ongoing improvements in effective approaches to case-finding.
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	The Social Care Reform Grant has been received in light of Putting People First and the national drive to modernise Adult Social Care services. Some areas of spend include recruitment of an external funding officer and allocation of funds towards a capacity building voluntary officer. A Joint Access & Information project is underway to improve access to reliable information about statutory and voluntary sector services. Funding will be drawn from PCTs and SCRG. Forward from 50 was also jointly-funded between ASC and NHS Hastings & Rother. Four Race Equality Officers for Mental Health have been appointed following DH funds released via PCTs.
4	Governance and accountability arrangements laid down within	Annual report to Adult Social Care Scrutiny Committee	4.1 Report to be provided to Adult Social Care Scrutiny Committee	To March 2009 meeting	Values in the Grant-Funded Services return and information on

	<p>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.</p>	<p>assessing working practices and expenditure levels by all partners in relation to preventative services.</p>			<p>LAA funded services shown in the main report demonstrates preventative services provided by partners. Governance and accountability arrangements of the strategy are reviewed on an annual basis to ensure they continue to be effective. An internal audit of joint commissioning arrangements is in the process of being completed and its recommendations will inform the refresh of the strategy for 2009/10 and 2010 onwards. Feedback from Primary Care Trust representation on being part of the Promoting Healthy Older Age steering group is very positive. The governance of reporting for the Health Improvement Partnership groups across the county is robust. PCT and ASC commissioning staff are meeting to streamline contracting arrangements, seeking to improve Value for Money and 'smarter' outcomes.</p>
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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	The working group have scheduled quarterly meetings and performance manages the Time of our Lives Action Plan. The group have sought to identify successful routes towards universal services for older people. This has included co-ordinating the older people's engagement day on March 4 <sup>th</sup> and local events to acknowledge UK older people's day on October 1 <sup>st</sup> . Extra Learning Skills Council funding was sought to support older people and carers who were identified as priority learners.
6	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.	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.	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.	Report on activity to March 2009 meeting	Reports to the Community services Scrutiny Committee were presented on March 12 <sup>th</sup> 2008 and a further update on November 19 <sup>th</sup> 2008. Full papers can be found at the link below - Item 7 <a href="http://www.eastsussex.gov.uk/yourcouncil/about/committees/meetingpapers/scrutinycommunity/2008/12march.htm">http://www.eastsussex.gov.uk/yourcouncil/about/committees/meetingpapers/scrutinycommunity/2008/12march.htm</a>  The six month update report can be found below - Item 5 <a href="http://www.eastsussex.gov.uk/yourcouncil/about/committees/meetingpapers/scrutinycommunity/2008/19november.htm">http://www.eastsussex.gov.uk/yourcouncil/about/committees/meetingpapers/scrutinycommunity/2008/19november.htm</a>

					In response to recommendations noted in these reports ASC have appointed an External funding officer and identified two representatives to attend the Grant funding & Commissioning project group. Market development and Provider engagement is underway in conjunction with both PCTs.
7	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.	Assessment of the current Telecare project and POPP schemes to be brought to the Committee in November 2007.  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.	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.	Reports to March 2008 meeting  To March 2009 meeting	Reported in March 2008. Telecare provision is being mainstreamed and will reflect learnings from the evaluation.  Management of the Action Plan for the Joint Commissioning Strategy for Older People is supported via 6 steering groups, modelled on the care pathways. All of these groups are involved in some level of preventative activity and summaries of work undertaken are available on request.

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 Reported in June 2008</p> <p>8.2 An initial evaluation of STAN was conducted by South Coast Audit in November 2007. The pilot has been extended with the intention that it will be put out to tender in 2009/10.</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 Completed</p> <p>9.2 By February 2008</p> <p>9.3 Pack completed by April 2008</p>	<p>9.1 Reported in Nov 2007</p> <p>9.2 Reported in June 2008</p> <p>9.3 Reported in June 2008</p>



		<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'). 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>9.4 Reported in June 2008</p> <p>In addition to completion of these activities further development of resources including ESCIS and hard copy resources are being addressed through the Joint Health &amp; Social Care Access &amp; Information project.</p>
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