

East Sussex County Council Adult Social Care Action Plan: Alignment between the social care and financial assessment processes

Recommendations	Action	Timescale	Lead Officer	Outcome
<p>1. That Adult Social Care investigates the feasibility of expanding the provision of financial support to more vulnerable service users, who do not have family or friends to support dealing with their finances when they lose capacity, so that a greater number can receive help to manage their finances in the remit of Appointeeship or Deputyship.</p>	<p>Feasibility study to be undertaken</p>	<p>September 2010</p>	<p>Tina King</p>	<p>More service users will be supported to manage their finances</p>
<p>2. That Adult Social Care monitors the development of the following service improvements to ensure that they are successful in addressing the particular issues raised by the Review Board:</p> <p>a) A 'buddy system' within the financial assessment team so that staff are able to manage cases on behalf of colleagues when they are on leave or off sick.</p>	<p>Staff to 'buddy' other members of the financial assessment team</p>	<p>Ongoing</p>	<p>Tina King</p>	<p>Service users experience will improve as the assessment process can continue in the absence of team members</p>

<p>b) Electronic 'triggers' within the Carefirst database to provide an earlier alert to the Financial Assessment Team that a financial assessment is required.</p> <p>c) Final assessments for service users leaving the Living at Home programme to be carried out by that team to speed up their discharge from the programme.</p> <p>d) Financial questions within the social care assessment so that officers can provide a more accurate indication to service users as to what their level of personal contribution is likely to be.</p> <p>e) A new process to manage appeals against the outcome of financial assessments so that there is consistency in the way these complaints are handled.</p> <p>f) Use of two types of assessments during the social care assessment process. With initial assessment being used for the provision of low level services so that the process for providing these can be speeded up.</p> <p>g) A more user-friendly style of letters sent to service users who make a personal contribution</p>	<p>Carefirst trigger to be developed</p> <p>Living at Home Service staff to be trained in Financial Assessments</p> <p>Financial questions to be developed, tested and included in the Assessment as part of Self Directed Support</p> <p>Appeals process for financial assessments to be developed</p> <p>Develop assessment for 'simple' services and a separate assessment for more complex cases</p> <p>SERCO letters sent to service users to be made more user friendly</p>	<p>April 2010</p> <p>September 2010</p> <p>April 2010. Review of questions June and October 2010</p> <p>June 2010</p> <p>April 2010. Review of assessment content June and October 2010</p> <p>June 2010</p>	<p>Charity Thrussell</p> <p>Tina King and Paul Welch</p> <p>Putting People First Programme Team</p> <p>Tina King</p> <p>Putting People First Programme Team</p> <p>Shaun Bezant &amp; ESCC SERCO contract officers</p>	<p>Improved efficiency of the financial assessment process.</p> <p>More timely financial assessments.</p> <p>Service users have a more accurate assessment of what their likely personal contribution will be.</p> <p>A more consistent approach to complaints for service users and carers</p> <p>The service user experience of having their needs assessed will be proportionate to their level of need</p> <p>Vulnerable people will no longer receive inappropriately worded letters about charges</p>
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<p>towards the cost of their service to reduce the number of complaints in this area.</p> <p>h) A computer based prompt system used to alert social workers in hospitals as to who needs a care package put in place before they are discharged.</p>	<p>Develop an electronic system to alert hospital based social work staff of individuals requiring social care support</p>	<p>June 2010</p>	<p>Andy Cunningham</p>	<p>for services</p> <p>People's social care needs will be assessed in a timely way and care packages can be organised before hospital discharge</p>
<p>3: That Adult Social Care:</p> <p>a) provides advice and guidance to service users so that they are able to make informed decisions on who they employ to support them;</p> <p>b) develops a robust mechanism for carrying out service user reviews. This will identify whether service users are accessing the right level of support to meet their needs and, where necessary, flag up any risks which can be quickly addressed; and</p> <p>c) closely monitors the number and complexity of financial abuse cases handled by the Financial Assessment Team. This will ensure that the Team has sufficient resources to manage any additional workload and minimise delays in carrying out assessments.</p>	<p>Accessible information about employing personal assistants to be developed</p> <p>Ensure timely and proportionate reviews are undertaken.</p> <p>Establish monitoring processes for financial abuse cases</p>	<p>June 2010</p> <p>July 2010</p> <p>July 2010</p>	<p>Renee Jasper</p> <p>Andy Cunningham</p> <p>Tina King</p>	<p>People can make informed choices about employing personal assistants</p> <p>Care packages will be proportionate to service user needs</p> <p>Financial assessments will be timely and vulnerable people will continue to be safeguarded against abuse</p>