

Appendix A

Adult Care & Support Community Care Policy

November 2013

Our Vision for Adult Care & Support Services is:

We realise that people want to be as independent as possible and to feel safe. Sometimes people need extra support and when they do we will:

- provide you with information and advice to help yourself
- help you to regain skills you may have lost and to develop new ones
- help you to have choice and control over the support you need

1. POLICY STATEMENT

- This policy explains the Council's approach to the delivery of Community Care Services and an overarching statement relevant to all of Adult Care & Support Services as laid down by the NHS & Community Care Act 1990 and other relevant legislation. It also sets out our approach to meeting the recommendations and principles set out in the Think Local, Act Personal guidance for Transforming Adult Social Care. It explains in general terms the approach taken by the Council to meet the objectives laid down for Social Services by the Department of Health (DoH) in respect of services for adults within Caring for Our Future, Think Local, Act Personal and the wider Personalisation agenda.
- The Council has other Social Services responsibilities to adults that can run separately or in parallel to its community care responsibilities, including the commissioning of services, the protection of vulnerable adults (see Adult Safeguarding, Mental Capacity and Deprivation of Liberty Safeguards policies), services for carers (see Carers policy), the delivery of mental health services (see Joint Policies produced by the Partnership Policy Committee), delivery of Drug and Alcohol Recovery Services (DARS), Continuing Health Care (CHC) arrangements, financial assessment & charging, the delivery of Supporting People Services and delivery of transition services for young people from the age of 14 prior to moving into adult services at the age of 18.
- A range of other policies & procedures flow out of this policy and are either part of the Community Care process or are standalone policies and procedures. Although these sit outside of the community care process, they do, and will continue to contribute to the community care process where an individual's needs are assessed as requiring input from these services e.g. Drug & Alcohol Recovery Services

- The Government White paper 'Caring For Our Future: Reforming Care and Support' published in July 2012 supports the approach set out within this policy with the key principles of :-
 - **Health, wellbeing, independence and rights** so that individuals are at the heart of care and support including timely and effective interventions
 - People are treated with **dignity and respect** and are safe from abuse and neglect
 - **Personalisation** is achieved where individuals have real choice and control over the care and support they need to achieve their goals
 - **Skills, resources and networks** in every community are harnessed and strengthened to support people to live well and contribute to their communities where they can
 - **Carers** are recognised for their contribution to society and are supported to reach their full potential
 - A **caring, skilled and valued workforce** delivering care and support in partnership with individuals, families and communities

- A comprehensive modernisation of care and support law is proposed by the Care Bill. Therefore, an unscheduled review of this policy will be undertaken to take account of any significant changes emerging from these developments over the coming months.

2. PURPOSE OF THE POLICY

2.1 This policy sets out a high level overview of the community care process which has recently been reviewed and updated with a focus on delivering preventative services to ensure individual's needs do not escalate unnecessarily to on-going, high level support needs. This demonstrates the Councils shift in focus to enabling as many people as possible to live independently, stay active and healthy with an active involvement in their communities for longer, and delaying or avoiding the need for targeted services whilst ensuring that those individuals who do need targeted support are given the appropriate information, means and confidence to direct their own support. For most people, enablement will be a key process to determine what on going support needs are required. **Where people choose not to engage with the enablement process, on going services will not normally be provided by the council.**

2.2 Telford and Wrekin endorse the key principles set out in the Government Vision For Social Care document required for a modern social care system and the following key themes highlighted in the 'Making It Real' and the Government White Paper 'Caring for Our Future' - it is these principles which underpin our overall approach:-

1. **Information & Advice** – access to easy to understand, consistent, accurate and up to date information in order that individuals feel able to make well informed decisions and enabling individuals to help themselves
2. **Active and Supportive Communities** – access to a range of support networks including carers, family, friends and the wider community to help them live the life they want and continue to be a contributing member of society
3. **Flexible and Integrated Care & Support** – ability to exercise maximum choice over how they are supported
4. **Workforce** – support is delivered by a competent workforce
5. **Risk Enablement** – supported to manage risks and plan for crisis before it occurs whilst maintaining choice and independence
6. **Personal Budgets and Self Funding** – Individuals know the amount of money available to them and can determine how this is used, with support where necessary, regardless of the source of funding or whether the individual pays for their own services in full.

2.3 In following these principles, the Council aims to:-

- Secure greater co-operation and better use of **resources** across public services to improve individuals and their families' experiences. This includes housing, leisure, culture, transport, health, welfare benefits, employment support, social care and community safety throughout the community care process and in particular as part of the 'My Community' aspect of the service delivery model and community care process (see Appendix 1).
- As a Co-operative Council, we will encourage and help local communities, groups and external providers to work in **partnership** with us to provide networks of support, to help people improve their health and well-being, and to reduce their need for more acute care and health services
- Actively **involve** people, carers, families and communities in the design, development, delivery and review of innovative care and support arrangements to maximise choice and independence and utilise the widest range of resources
- Ensure that the general public, service users, carers and their families have the **information and advice** they need to make informed care and support decisions which work for them, regardless of who is paying for the care. This includes helping them to make the best use of their own resources to support their independence and reduce their need for long-term care. Information and advice can also be accessed via the Telford & Wrekin Adult Care & Support website: <http://telford.mylifeportal.co.uk/home/DefaultAlt2.aspx>
- Provide everyone who may need to access social services the opportunity to receive **Reablement & Prevention services** according to their need. This may be from a few days up to a maximum of 28 days free of charge, in order that they can receive short term support with the aim of maintaining their own independence in the long term and preventing their needs escalating to the point of requiring acute or on-going services
- Ensure that access to **low level and preventative services** is easily accessible without the need for assessment wherever possible.
- Facilitate a broad range of **choice** in the local care and support market, including housing options, and personalise the way in which care and support services are delivered wherever people live

- Wherever possible, individuals are given **choice and control** on how their finances are managed as well as receiving transparent information in relation to their financial contributions and the cost of services, allowing real choice and control over their services and finances whilst ensuring the maximum use of benefits to meet eligible care needs.
- Ensure those people eligible for ongoing council social care funding, following an assessment using the use of the resource allocation system (RAS), receive a **personal budget** (either as a direct payment or a managed account or a combination) allowing them to exercise the same amount of choice and control as those who pay for their own care.
- It should however be noted that the Council aims to secure the most cost effective package of services that meets the users needs whilst taking account of service user preferences wherever possible. This must be within available resources which may sometimes involve difficult decisions where a balance has to be struck between meeting identified needs within available resources and meeting the care preferences of the individual service user. Although each individual's circumstances will be considered on a case by case basis, the following principle will be applied:-

The maximum cost to Telford & Wrekin Council for community based care packages should in all but exceptional cases, be no more than the cost of a care home placement per week to Telford & Wrekin Council (excluding Funded Nursing Care or other NHS contribution)

Where an individual who is subject to the above principle wishes to remain in the community but they or their family does not want to top up the care package to the level of that recommended as result of the assessment, a risk assessment must be carried out to ensure we do not fund or part fund a care package that puts the service user or care staff at an unacceptable risk (please refer to our risk assessment policy and procedure).

It is recognised that there may be exceptional circumstances where alternatives will be considered but this must be agreed by the budget holder. Social Services reserve the right to review all care packages and provide a cheaper alternative so long as this will continue to meet the needs of the service user.

- Enable individuals who pay for their own care (self funders & maximum client contribution) to have access to the services described in this policy though there may be a charge made for these services depending on individual circumstances (see guiding principles above).

These key principles underpin our Personalisation operating model (Appendix 1) which was developed in conjunction with service users as part of our Personalisation programme and forms the basis of this policy and associated procedure.

2.4 How will we meet these objectives?

Our approach has an emphasis on effective prevention and intervention with a greater focus on enabling self-help and self service for those individuals who are able to do so. Where long-term support is required, the Council will aim to deliver it in a way that is cost effective and will enable the people who use services to remain in their home, wherever possible.

The process that community care services are delivered through is known as, the “Community Care Process”. There are a number of stages in this process. Operational policies and procedures apply to each of these stages.

The list below highlights the key stages of the community care process as well as which team/s are responsible for each stage. However, it should be noted that not everyone will pass through every stage and neither will the stages necessarily occur in this order as this will very much depend on the individual’s needs and circumstances:-

1. **Information and advice** and community support planning (delivered by the wider community, Access Team and wider Council Services e.g. First Point, Customer Services etc)
<http://telford.mylifeportal.co.uk/home/DefaultAlt2.aspx>
2. **Referral and access** (delivered by the Access Team and the Home From Hospital Team)
3. **Financial assessment and eligibility** (Financial Case Management Team)
4. **Reablement and prevention** (delivered by the Reablement & Prevention Teams)
5. **Needs Assessment and eligibility** (undertaken by the Assessment & Case Management Teams)
6. **Personal Budget Support; support planning and brokerage** (delivered by the Personal Budget Support Team (PBS) and Assessment & Case Management Teams)
7. **On-going care and review** (undertaken by the Assessment & Case Management Teams)

3. POLICY INFORMATION

3.1 Who does the policy apply to?

- This policy applies to all Adult Care & Support Services.
- Telford and Wrekin Council is the Authority responsible for the delivery of community care services for adults (people aged 18 years and over) normally resident in the Borough.
- The following people may require community care support as a result of illness, frailty or substantial disability:

- Older People (65 years +)
- People with a Physical Disability
- People with a Sensory Disability
- People with a Learning Disability
- People who have mental health problems
- People who have problems resulting from excessive misuse of drugs and/or alcohol
- Young people in transition who will bring community care needs into adulthood
- Carers
- Children who are carers of adults

4. POLICY IMPLICATIONS

4.1 Legal Implications

This policy outlines the Authority's obligations for provision of social services in line with the NHS & Community Care Act 1990 and other relevant legislation. It is recognised that the Government's draft Care Bill may place further/amended obligations on Local Authorities in due course. Once this is finalised, this policy will be amended accordingly.

4.2 Finance and Value for Money Implications

The aim of this procedure is to reduce individuals' need for high level intensive care and support (which can be high in cost) by providing preventative services which aim to rehabilitate and reable the individual to live independently wherever possible and avoid their care needs escalating to high dependency care. Although this may result in a reduction in the use of high intensity, expensive care packages, the anticipated savings are being re-diverted into investing in the Authority's Reablement and Preventative services as well as into community developments and encouraging/enabling development of support mechanisms within the community.

4.3 Economic Impact

It is anticipated that the personalised approach being implemented via the Community Care process will ensure that each individual is able to continue to play an active part in their own community as well as achieving their own personal goals and outcomes which for those of working age, may include gaining employment or training which in turn will support and develop their own local community and economy.

In order to provide a wide range of services which allow a flexible approach to meeting individuals' needs, the Council is committed as part of its Co-operative Council approach to investing in, encouraging and shaping a varied market of providers including smaller social enterprises in order to meet the needs of the community as a whole.

4.4 Environmental Impact

There are no environmental impacts associated with this policy.

4.5 Other Impacts

There are no other impacts associated with this policy.

5. CROSS REFERENCE INFORMATION

5.1 Standards

- General Social Care Council (GSCC) Codes of Practice see the following link:
<http://www.gsccl.org.uk/codes/Get+copies+of+our+codes>

5.2 Legislation

Assessment

- National Health Service & Community Care Act 1990
<http://www.legislation.gov.uk/ukpga/1990/19/contents>
- Disabled Persons (Services Consultation and Representation) Act 1986
<http://www.legislation.gov.uk/ukpga/1986/33>
- Mental Health Act 1983
http://www.dh.gov.uk/en/Publicationsandstatistics/Legislation/Actsandbills/DH_4002034
- Mental Capacity Act 2005 <http://www.legislation.gov.uk/ukpga/2005/9/contents>

Carers

- Carers (Recognition and Services) Act 1995
<http://www.legislation.gov.uk/ukpga/1995/12/contents>
- Carers (Equal Opportunities) Act 2004
<http://www.legislation.gov.uk/ukpga/2004/15/contents>

Service provision

- Disabled persons (Employment) Act 1944
<http://www.legislation.gov.uk/ukpga/Geo6/7-8/10>
- National Assistance Act 1948 <http://www.legislation.gov.uk/ukpga/Geo6/11-12/29>
- Health Service and Public Health Act 1968
<http://www.legislation.gov.uk/ukpga/1968/46>
- Chronically Sick and Disabled Persons Act 1970
<http://www.legislation.gov.uk/ukpga/1970/44>
- National Health Service Act 2006 <http://www.legislation.gov.uk/ukpga/1977/49> -
- Health and Social Services and Social Security Adjudications Act 1983
<http://www.legislation.gov.uk/ukpga/1983/41>

- Community Care (Direct Payments) Act 1996
<http://www.legislation.gov.uk/ukpga/1996/30/contents>
- Health and Social Care Act 2012
<http://www.legislation.gov.uk/ukpga/2012/7/contents/enacted>
- LAC (2002) 13 - Fair Access to Care Services – guidance on eligibility criteria for adult social care
http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/Localauthoritysocialservicesletters/DH_4004734

5.3 Systems Implications

Please refer to the CareFirst user guide for guidance on recording the Community Care process onto the CareFirst system. Also refer to the CareAssess guidance when recording on CareAssess. All information and guidance relating to Adult Social Services Systems can be found on the following intranet page:-

<http://ecouncil/AdultSocialCareDelivery/AdultSocialCareSystems/Pages/default.aspx>

5.4 Other Relevant Documents

- Adult Care & Support Directory
http://www.telford.gov.uk/info/100010/health_and_social_care/1160/adult_care_and_support_directory
- Making It real
http://www.thinklocalactpersonal.org.uk/_library/Resources/Personalisation/TLAP/MakingItReal.pdf
- Think Local Act Personal
http://www.thinklocalactpersonal.org.uk/_library/PPF/NCAS/Partnership_agreement_easy_read_1_November_2010.pdf
- Caring for our Future White Paper
http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/@pg/documents/digitalasset/dh_130455.pdf
- The Commission on Funding of Care and Support
<http://www.dilnotcommission.dh.gov.uk/our-report/>
- A Vision for Adult Social Care: Capable Communities and Active Citizens
http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/@ps/documents/digitalasset/dh_121971.pdf
- Care and Support Bill – HM Government, 11 July 2012
<http://www.dh.gov.uk/health/2012/07/careandsupportwhitepaper/>

Adult Care and Support Operating Model		
	26-11-13	

