

North Tyneside Council

Report to Cabinet

Date: 10 September 2012

ITEM 7(i)

Title: Strengthening the
Crisis Response Services
– Care Call

Portfolio(s): Public Health and Adult
Social Care

Cabinet Member(s): Councillor Les
Miller

Report from Directorate: Community Services

Report Author: Jacqui Old, Head of Adult Social Care Tel: (0191) 643 7317

Wards affected: All wards

PART 1

1.1 Purpose:

The purpose of this report is to seek Cabinet approval to re-model the Council's Crisis Response Service – Care Call in line with the current modernisation proposals for Adult Social Care, the Corporate Efficiency and Improvement Programme (CEI) and forecasted demands for the service moving forward.

1.2 Recommendation(s):

It is recommended that Cabinet:

- (1) Approve plans to re-model the Council's Care Call Crisis Response Service in accordance with the model described in 1.5.6
- (2) Authorise the Head of Adult Social Care in consultation with the Cabinet Member for Public Health and Adult Social Care to introduce a new charging policy as set out in 1.5.7.

1.3 Forward Plan:

This report appears on the Forward Plan for the period 1st September to 31st December.

1.4 Council Plan and Policy Framework

This report relates to Priority 1 in the Council Strategic Plan 2012-15 of Sustaining our front line services within the Council while only spending what we can afford. This report is also linked to the CEI Programme – Business Case F9 – Strengthening Crisis Response Services for Older People.

1.5 Information:

Background

1.5.1 Care Call Crisis Response Service:

The core business of Care Call offers a 24-hour, 7 days per week, 365 days per year, response to people living in the community who have a range of community alarms and assistive technology, with the overall objective to support people to live at home.

1.5.2 The current service delivery model:

The current model offers very little choice or control to service users. The charge for the service is currently included as a service charge on the mandatory rent letter in many sheltered housing schemes and group dwellings. The service is also provided to people living in their own properties in the community (see 1.5.3). For some, who are in receipt of Housing Benefit the charge for the service is currently covered by Supporting People Grant.

Currently, service users are charged varying rates between £3.83 and £6.42 per week for the service. This usually depends on what type of property they live in rather than the service they receive, or indeed require.

There is no choice over the level of support that a person can receive as the current service is a 'one-size-fits-all' model.

1.5.3 The local population and the demand for the service:

Current demand

Care Call currently provides services to a total of 6263 service users in 5996 premises:

- People living in the community 3,040
- Sheltered Housing 1,240
- Group Dwellings 1,601
- Housing associations 382

On average Care Call takes a total of 4000 calls per week. Whilst many people who currently use the service are older people, the service also supports people with learning disabilities, mental health problems, physical disabilities or anyone living in the community who feels that they are vulnerable.

Future demand

It is anticipated that demand for this service will continue to increase due in part to changing demographics and an increasingly ageing population, but also because of the increasing number of individuals who are being supported to live independently as opposed to moving into a residential setting. With the advances in assistive technology and telehealth there will be increasing opportunities to help people to remain living at home for longer. We also expect more people living in the community in their own properties to see this service as a safeguard that provides "peace of mind".

During the period 2008 to 2033 the number of older people is expected to increase by 48.8% (from 40,400 to 60,100).

Additionally the number of people we support with dementia is increasing. Currently there are approximately 2622 people with dementia¹ living in North Tyneside, of which approximately 40% have very high needs². The number of people with dementia is predicted to increase by 23% by 2022, increasing the number of people who will require support from Social Care. Care Call can offer technology solutions such as door sensors to alert the team if someone has left their property and also GPS tracking devices to help locate a person who is lost in the community.

1.5.4 Reasons for change:

In response to the demographic changes to the population, the prevention agenda and the need to ensure people are not at risk of isolation, Care Call must ensure that the service will deliver value for money, while increasing efficiency and improving the Crisis Response Service we provide to vulnerable adults across the borough. Issues of equity and safety are paramount to any changes that need to be made. Moving forward, in line with the wider personalisation of social care services the re-modelled service needs to provide customers with more choice and control. This would allow them to select the level of support they wish to receive and also to ensure that those services are tailored to meet their individual needs, rather than the current one-size-fits-all approach.

1.5.5 Requirements of future service delivery model:

Taking account of the issues identified with the existing model and the changes needed to address the personalisation agenda, any future service delivery model must aim to:

- Ensure that positive outcomes in relation to well-being are the focus of the service
- Provide individuals with confidence in the services they are purchasing
- Offer service users choice and control
- Provide good quality support
- Ensure value for money is achieved with a Fair Charging Policy.

1.5.6 Proposed future service delivery model

We are proposing to adopt a 3 'Tier' model, with the level of charge increasing as the level of service provided increases:

Tier 1 - £3.83 per week =

- One piece of equipment, for example a community alarm
- Verbal response to alarm. This level of service is intended for people who mainly require increased safety and peace of mind.

Tier 2 - £6.00 per week =

- Community alarm plus one other piece of standard equipment, for example a smoke alarm, bed sensor or door sensor
- Response and visit by a mobile warden as needed
- A face to face visit on a monthly basis to make sure that the person is well.

Tier 3 - £9.00 per week =

- Community alarm plus any other equipment the person is assessed as needing
- Response and visit by a mobile warden as needed

¹ The estimated numbers of people with dementia was calculated by applying the prevalence rates established by Dementia UK in 2007, to the 2008-based population prevalence estimates.

² Personal Social Services Research Unit (PSSRU)

- A face to face visit on a fortnightly basis to make sure that the person is well.

The above costs have been benchmarked with other Local Authorities and are similar or equal to the levels charged by neighbouring authorities.

Care Call will be a universal service available to all and is an excellent example of a preventative level service that enables people to remain living at home. The new model of service delivery will be dynamically marketed across a wide range of partners to actively promote the prevention agenda.

1.5.7 Charging policy:

The current charging policy is not fit for purpose as it has evolved historically, related to benefit, rent, service and Adult Social Care charges. We propose to change that to line up with the wider policy of access to Social Care Services and the agreed contributions policy.

People who require support from Care Call as part of their social care assessment of needs will be treated as any other service user and their ability to pay will be assessed in line with existing Council policy.

People who choose to use Care Call as part of their support at home will be able to decide what level of support they need and be charged accordingly.

Some people who are currently charged for the service but do not use it will be able to opt out.

1.5.8 Additional Services

In addition to its core business, Care Call provides an “out of hours” call handling service to supplement and enhance other services such as the Sheltered Housing Wardens; reporting of housing repairs to Kier and repairs to Highways; acting as the contact for emergency services during Emergency Planning for major incidents; Reablement standby; and out of hours calls to Adult Social Care and Children’s Services.

The service user is not charged for any of these services, therefore they are unaffected by this proposal.

1.6 Decision options:

The following decision options are available for consideration by Cabinet:

Option 1

Agree the recommendations set out at section 1.2.

Option 2

Not agree the recommendations set out at section 1.2.

1.7 Reasons for recommended option:

Option 1 is the recommended option.

Cabinet is recommended to agree the recommendations set out in section 1.2 and authorise the Head of Adult Social Care to re-model the Council's Care Call Crisis Response Service and introduce a new charging policy.

This will enable Adult Social Care to:

- Streamline existing service provision
- Deliver value for money
- Offer service users choice and control.

1.8 Appendices:

None.

1.9 Contact officers:

Sheila Watson, Strategic Commissioning Manager OP and PD, Adult Social Care, tel. (0191) 643 7007

Jemma Hurrell, Commissioning and Procurement Manager, Adult Social Care, tel. (0191) 643 7270

Eleanor Binks, Senior Manager Provider Services OP and PD, Adult Social Care, tel. (0191) 6437076

Alison Campbell, Finance Business Manager, tel. 6437066

1.10 Background information:

There are no background papers.

PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING

2.1 Finance and other resources

The service has a net controllable budget of £300,000 in 2012/13. Financial modelling of the proposed charging regime indicates that the changes can be made within existing budgets.

2.2 Legal

The reference in 1.5.7 to a person being assessed by Adult Social Care relates to the Council's duty to assess a person's need for community care services under Section 47 of the National Health Service and Community Care Act 1990 and to decide whether those needs call for the Council to make provision to meet such needs.

Care Call equipment and services may be provided by the Council to those persons who have an assessed eligible community care need under Section 2 of the Chronically Sick and Disabled Persons Act 1970 (Provision of welfare services).

2.3 Consultation/community engagement

A comprehensive consultation and engagement programme has been undertaken. This includes consultation with staff and management groups; service users; carers and the public; current service providers and potential service providers in the wider market, some

of which has been undertaken by organisations independent of North Tyneside Council. The findings from this work have been utilised in informing the development of the recommended service delivery model.

2.3.1 Internal Consultation

Internal consultation on the proposals has been undertaken with: the Adult Social Care Senior Management Team; the Personalisation Board; and Care Call staff.

2.3.2 External Consultation/Engagement

External consultation on the proposals of the model is being undertaken with Service users and carers:

- Four consultation sessions were undertaken during July 2012 in North Shields, Wallsend, Whitley Bay and Longbenton, facilitated by the Community and Health Care Forum (CHCF);
- Consultation events were held at each of the Council's 35 sheltered housing schemes; and
- over 6000 current service users have been sent a letter and questionnaire seeking their views.

The key issues identified so far within these consultation sessions have been used to develop our approach to service design and the charging policy. The consultation exercise was completed on 31st August 2012 and final views are being incorporated into the final model.

2.4 Human rights

The proposals and actions contained in this report support the following Human Rights principles:

1. Right to liberty and security
2. Right to respect for private and family life
3. Freedom of thought, belief and religion
4. Protection from discrimination
5. Freedom of expression.

2.5 Equalities and diversity

A person who has a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities has a disability for the purposes of the Equality Act 2010 (formerly the Disability Discrimination Acts 1995 and 2005).

The measures outlined in this report raise awareness, provide support and services and will have a positive impact on people with disabilities. The remodelled service will promote choice, respect and recognition.

An Equality Impact Assessment was undertaken in December 2011 (Ref 1467) and will be updated prior to implementation.

2.6 Risk management

Undertaking this remodelling exercise will ensure that the Council is able to develop a stronger service model and increase choice and control for service users.

Any significant risks will be considered during the process of contracting, discussed with the Risk Champion, and evaluated and actioned as appropriate.

2.7 Crime and disorder

There are no crime and disorder implications directly arising from this report.

2.8 Environment and sustainability

There are no environment and sustainability implications directly arising from this report.

PART 3 - SIGN OFF

- Strategic Director(s)
- Mayor/Cabinet Member(s)
- Chief Finance Officer
- Monitoring Officer
- Strategic Manager, Policy & Partnerships
- Chief Executive