

Transforming Lives

A briefing for stakeholders

Volume 3, Combined Issues 1 & 2, March & April 2016 (External edition)

This briefing aims to keep you up-to-speed with work taking place around:

- **Transforming Lives and The Care Act**
- **Older People's Programme**
- **Better Care Fund**

It is circulated by email and available to download from the [Council's website](#).

Adults Support Planning Consultation

On 1 March 2016, the Adults Committee voted through a number of changes to the adult social care system in Cambridgeshire designed to move the system from one that reacts when people need acute help, to one that supports more people to remain healthy and independent and make best use of the Council's scarce resources.

This decision followed a 30 day period of consultation, which ran between January and February 2016, and a process of ongoing engagement with service users, carers, advocates and voluntary organisations about the design of new adult social care services in the county.

What is going to change?

The traditional role of adult social care is changing. In the past, adult social services centred around assessing people's care needs and providing services to meet those needs. However there is increasing recognition that adult social care must do more to support people before they need care. In an era where our population is ageing, investing in prevention is key to helping more people to stay healthy and live independently for longer – and it means scarce resources can be used more effectively to target those people who need them most. ►



► Support Planning Consultation

The Council remain fully committed to:

- Meeting our statutory responsibilities to continue to provide services that meet the assessed needs of adults;
- Safeguarding adults at risk; and
- Working with service users and their families and carers in the design of services.

[The full consultation report and comments can be found on the County Council website.](#)

Thank you to all those who contributed to this consultation.

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Interim Carers Review Team

The Interim Carers Review Team was disbanded on 31 March 2016 and cases currently open to the team transferred to Carers Trust Cambridgeshire from 1 April.

Transforming Lives stakeholder briefing (External)

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ICER replaced by 'What if' scheme

Family and unpaid carers

By Elaine Fleet
*Service Development Manager
(Carers & Sensory Services)*

The ICER scheme has now closed and has been replaced by the 'What if' scheme.

The 'What if' scheme, is managed by Carers Trust Cambridgeshire on behalf of the Council, and has been in place for the past 12 months taking new referrals and notifying existing carers of the need to transfer to the new service.

The 'What if' scheme is a countywide service and open to all carers across Cambridgeshire irrespective of whether they are known to social care or not. It encourages family carers to think about several situations and what would happen if... They prepare a list of family and friends who have agreed to help out, their information is stored securely and registered with Carers Trust Cambridgeshire.

All carers who register a 'What if' plan will be given a card displaying their unique reference number and the Carers Trust Cambridgeshire 24/7 phone

number so that their 'What if' plan can be activated if an emergency arises and they are unable to care because of a sudden illness or accident or other unplanned event.

Recognising that not everyone will have family and friends locally, Carers Trust Cambridgeshire can provide some urgent support in the short-term.

The service has funding to respond to two people at any one time for a maximum of 24 hours. After this time, alternative arrangements must be made by family and friends named in the 'What if' plan, or where this is not in place and it is not possible for family and friends to assist, by the social care team.

Full details of the 'What if' scheme are on the [Carers Trust Cambridgeshire website](#).

Registering for the 'What if' scheme

There has been a series of communications and articles informing carers of the changes to their contingency carer support and their need to register for the 'What if' scheme. When speaking to existing carers or visiting service users, please remind them that the ICER scheme has

now closed and from 1 April 2016 they will no longer have this support mechanism if they have not been registered on the 'What if' scheme, and that it is their personal responsibility to ensure that their 'What if' plan is in place and registered with Carers Trust Cambridgeshire.

'What if' plans can be activated by contacting Carers Trust on their 24/7 activation line. You can check on behalf of a carer to see if their 'What if' plan has been registered by calling 0345 241 0954 or 01480 499090.

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Adult Early Help Service

The creation of the new Adult Early Help Service is a key element of Transforming Lives tier one and tier two. The service is designed to:

- reduce the number of referrals to social work teams (and therefore the number of people being assessed for more costly care packages);
- improve the customer experience and older and vulnerable people's health and wellbeing; ►

► *Adult Early Help Service*

- reduce the likelihood of people needing statutory services – by providing an effective, preventative response that supports people to maintain their independence for longer.

The new multi-disciplinary team will support and advise people who are beginning to require help in older age but do not yet have eligible needs for an ongoing care package.

The new Team, who will be based at the Contact Centre in St Ives, will go live from 11 April 2016, with some existing staff across the Older People and Physical Disability/Visual Impairment Teams and the Welfare Benefits/ Finance Assessment Team. There will also be some 'Occupational Therapy' presence in the team. The team will have clear pathways/links with other key teams such as Assistive Technology, Re-ablement, the Voluntary and Community Sector and social care teams in Older People and Physical Disability.

The team will start by dealing with 'new contacts' that are received by the Customer Service Advisors at the Contact Centre, where the provision of 'information and

advice/signposting' has not met the individuals needs and a deeper short term level of support might be needed. Further phases include the implementation of 'changes in care' and directing safeguarding contacts straight from the Customer Service Advisers to the Multi-Agency Safeguarding Hub (MASH) (see 'Adult Safeguarding project' on page 4). The timescales around the phases are currently being determined.

A new manager and Business Support Officer have now been recruited. The next phase of recruitment will be for two Senior Adult Early Help Coordinators. One post will act as the OT lead for the team and the other will be the social care lead.

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Prevent project

The Home Office [Revised Prevent Duty Guidelines](#) provide clear guidance to local authorities on how they should exercise their duties and functions to prevent people from being drawn into terrorism.

The Cambridge Prevent Operational Team, made up of Safeguarding Leads and

managers across CFA, are overseeing the development of a Prevent Action Plan that will *'identify, prioritise and facilitate delivery of projects, activities or specific interventions to reduce the risk of people being drawn into terrorism.'* (Home Office, 2015)

The Action Plan includes what actions the Council is taking to *'ensure appropriate frontline staff, including its contractors, have a good understanding of Prevent and are trained to recognise vulnerability to being drawn into terrorism and are aware of available programmes to deal with the issue.'* (Home Office, 2015)

Many front line staff have already attended face to face WRAP training (Workshop to Raise Awareness of Prevent) and [there is an elearning course available](#). There are plans for a Prevent Workshop in May where the Council will be joining up with partners to raise awareness of Prevent across the county.

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Better Care Fund

The Better Care Fund (BCF) was created to form a joint budget to help health and social care services to work more closely together in each Health and Wellbeing Board area. The BCF came into effect in April 2015. Work is underway to develop and agree the 2016-17 BCF plans, with the final plans due for submission on 25 April 2016.

The BCF is designed to support better integration of health and social care to improve services for the most vulnerable people in the community; provide better support for carers and create efficiencies. In Cambridgeshire the BCF totalled £37.7 million for 2015-16 and is expected to increase to over £39m for 2016-17.

Broadly speaking, the overall direction for the Better Care Fund remains the same moving into 2016-17. The plan aims to achieve a shift in activity away from acute hospitals and long-term social care towards support that is provided in the community and focused on keeping people independent.

For people who do not have, or have not yet developed, significant ongoing health needs our areas of focus will include: ►

► *Better Care Fund*

- Establishing and implementing approaches that prevent or delay the need for more intensive health (specifically admissions and re-admissions to hospital) and social care services.
- Specific programmes on falls, social isolation, malnutrition, dementia and promoting continence.
- Ensuring staff across the system to act as ‘eyes and ears’ – spotting indicators that someone is becoming more vulnerable and referring them to appropriate support.
- Clear, consistent and joint sources of information.
- A real or virtual ‘single point of access’ for advice and support.
- Holistic identification of need with a coordinated response.

For people with significant ongoing needs our areas of focus will include:

- Clear, coordinated pathways and hand overs.
- Neighbourhood Teams and Multi-Disciplinary Team working.

- A clear understanding of the whole system pathway and robust case finding and case management techniques.
- Working with Care Homes to ensure that their residents continue to receive high quality support that is focused on preventing their needs from escalating.
- Working with housing providers to co-ordinate health, housing and social care to ensure that older people have access to accommodation that they want to live in, that enables them to remain independent wherever possible.

For further information on the Better Care Fund please contact: [Geoff Hinkins](#), Senior Integration Manager or [Amanda Phillips](#), Programme Manager.

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Adult Safeguarding Project

The Adult Safeguarding project has been set up to implement the safeguarding elements of the Care Act 2014, which sets out a clear legal framework for how local authorities and other parts of the system should collaborate to protect adults at risk of abuse or neglect. The Care Act guidance also requires a more person-centred approach to safeguarding, in line with the government initiative ‘Making Safeguarding Personal’.

The project is also overseeing the increased involvement of adult social care in the Multi-agency Safeguarding Hub (MASH). The MASH brings together Cambridgeshire children’s social care, the Police, Probation, the Fire Service, NHS organisations, key voluntary sector organisations, Peterborough City Council and currently one representative from the Council’s adult social care services in a collaborative working arrangement, where information can be quickly and easily shared (subject to information sharing agreements) and decisions made on how best to approach specific safeguarding situations and which agency should take the lead.

It enhances timely, effective and comprehensive communication between the partners through co-location or integration and greater partnership working.

In addition to the benefits of closer partnership working, the developments in the MASH will mean that inappropriate safeguarding referrals can be diverted away from the Adult Social Care Teams. Where there is a safeguarding issue, the staff in the MASH will gather information on a multi-agency basis to inform the response. This will ensure that different agencies work together to prevent abuse and neglect and stop it quickly when it happens.

The work also involves the redesign of the safeguarding process so that it is in line with Transforming Lives and ‘Making Safeguarding Personal’. This will lead to a more person-centred approach and a reduction in the demands on the Locality and Discharge Planning Teams. ►

► *Adult Safeguarding project*

Staff in the MASH are to be seconded from existing staff who are experienced in the area of safeguarding. They will be seconded initially for 12 months with the potential to extend this to 24 months.

The use of time limited secondments will ensure that the staff in the MASH will have had recent operational experience and will support ongoing professional development.

The MASH Manager, Julie Rivett, started in post on 1 February and the Administration/Research Coordinator, Robin Cattell has also started. The four MASH Safeguarding leads will take up their posts by the middle of March. From that point on, all safeguarding concerns will be referred to the MASH team for triage and to initiate immediate action if required. Situations that require a safeguarding enquiry will be passed on to the Safeguarding Lead of the relevant service to undertake the enquiry.

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Delayed transfers of care (Complex hospital discharges)

By Richard O'Driscoll

Head of Service Development (Older People)

Following very low numbers of delayed discharges for November and December 2015, disappointingly there was a sharp rise in delays in all hospitals in Cambridgeshire in January, reflecting regional and national trends. Locally the primary reasons for this rise were a surge in admissions of over 85 year olds, and capacity challenges resulting from two local care home companies

withdrawing from the market and two care homes suspending admissions.

Despite these challenges there has been some excellent partnership work from colleagues in the Council, independent providers and the NHS. As a result we saw steady improvement throughout February culminating in our best position for several months.

The Council's improvement journey for delayed transfers has been commented on positively by the Local Government Association (LGA) and our approach shared widely with regional colleagues.

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Older people and alcohol

Older people are living longer, and, as well as pressure on health and social care services, the number of older people needing support with alcohol issues is expected to increase and locally this is already happening. This can be due to physical health problems and illness being affected or exacerbated by excessive alcohol consumption as well as life changes that result in older people using alcohol as a coping mechanism.

A Drink Wise, Age Well survey discovered that there is a lot of stigma and shame associated with alcohol use in the over 50s population:

- 26% of people aged 50 and over and 29% aged 65 and over would not tell someone if they had an alcohol problem;
- 23% of people aged 50 would not know where to get help or advice if they were experiencing problems with alcohol use.

Drink Wise, Age Well is a new website offering advice and ►

NHS Accessible Information Standard

From April 2016 all organisations that provide NHS or adult social care must follow the new NHS Accessible Information Standard by law.

The aim of the Accessible Information Standard is to make sure that people who have a disability, impairment or sensory loss get information that they can access and understand, and any communication support that they need.

The Council has added information about this to the operational instructions for staff and a practitioner factsheet for staff has been produced.

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► Older people and alcohol

information around alcohol choices to older people and professionals working in health and social care. The site has a number of tools and resources that can be used by both the public and professionals, see <http://drinkwiseagewell.org.uk/drink-wisely/>

Cambridgeshire Drug and Alcohol Action Team (DAAT) offer Alcohol Identification and Brief Advice training to help staff identify people they are working with who may be misusing alcohol, and give them the skills and confidence to help them in addressing their alcohol misuse. The half day course can be booked via the [Learn Together website](#).

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New NICE Quality Standard – Domestic violence and abuse

NICE have issued a new quality standard for domestic violence and abuse consisting of a prioritised set of specific, concise and measurable statements. The standards draw on existing guidance, which provides an underpinning, comprehensive set of recommendations, and are

designed to support the measurement of improvement.

The domestic violence and abuse quality standard covers domestic violence and abuse in adults and young people aged 16 years and over. It covers adults and young people who are experiencing (or have experienced) domestic violence or abuse, as well as adults and young people perpetrating domestic violence or abuse. It also covers children and young people under 16 years who are affected by domestic violence or abuse that is not directly perpetrated against them, including taken into care.

The Health and Social Care Act 2012 sets out a clear expectation that the care system should consider NICE quality standards in planning and delivering services, as part of a general duty to secure continuous improvement in quality. The standards can be accessed at www.nice.org.uk/guidance/qs116

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www.cambridgeshire.gov.uk/careandsupport

The Local Offer

The local offer – information for children and young people aged 0–25 with special educational needs and disabilities (SEND) and their families.

Since September 2014 all local authorities have had a duty to publish a local offer, setting out in one place information on the provision they expect to be available in their area for children and young people with SEND and their families.

The local offer is a front door for information about provision from the Local Authority, Health, schools and other educational settings and the voluntary sector.

It has two main purposes:

- To provide clear, comprehensive and accessible information, co-produced with parents, carers and young people, about the support and opportunities that are available
- To make provision more responsive to local needs and aspirations by directly involving children and young people with SEN, parent carers, and service providers in its development and review.

Cambridgeshire's local offer can be found at: www.cambridgeshire.gov.uk/send

For further information, contact [Liz Graham](#), CFA Information Team – 01480 373774.

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Information hub

Work is taking place with Peterborough City Council, the Clinical Commissioning Group (CCG), voluntary sector and LGSS colleagues to develop a searchable online solution for providing details of services, support groups and activities.

The new information hub will replace Cambridgeshire.net. The timescale is to be determined, but in the meantime development funding has been secured from the Local Government Association to help support research and implementation.

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Care & Support

Our care and support website www.cambridgeshire.gov.uk/careandsupport provides information aimed at the public to help them find out about care and support, what they can do themselves, where to go to get help, and to enable them to understand more about a subject. The content can be used by the public and the people who work with them or who they go to with questions.

We need to keep the website under review to ensure it is up-to-date and people find it easy to use. Following a recent survey to find out if the care and support information that is available is meeting information needs, we plan to create a 'mystery shopper' panel to test how easy/difficult it is to find details, and to make suggestions for change.

New web pages

A new section of pages on [Deaf, hearing loss and vision](#) has recently been added to the website with information jointly produced with Sensory Services, Cambridgeshire Hearing Help and Cam Sight.

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Adult Care and Support Services Guide 2016



The 2016 Guide (previously called the 'Directory') is now available. You can request copies from adultsocialcareleaflets@cambridgeshire.gov.uk

Free home fire safety checks

A [form is available on the Council's website](#) to allow people to apply for Home Fire Safety Checks. Cambridgeshire Fire and Rescue Service offer free home fire safety checks to anyone who might be at risk. The checks include smoke alarms provided and fitted for free if necessary; and advice on fire safety. The Fire and Rescue Service will visit older people and people with disabilities in their own homes to discuss the risks of fire and to look for any visible warning signs.

They can also provide advice in relation to promoting the health

and safety of individuals with hoarding considerations. They also work with carers to ensure that they have the relevant knowledge and skills to get themselves and the person they care for out safely in the event of a fire.

Visits are prioritised for those with the highest need. Other people that enquire are given general advice. If you come into contact with anyone that might benefit from a home fire safety check please provide them with the link: http://www.cambridgeshire.gov.uk/site/custom_scripts/fid/fid_details.aspx?ID=159411.

If they are unable to apply online, advice on fire safety checks is available by telephone on 0800 917 9994.

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May 2016

Information and Advice

- For **information and advice** about care and support go to: www.cambridgeshire.gov.uk/careandsupport
- For the **Directory of Services** visit: www.cambridgeshire.gov.uk/careandsupportdirectory
- For **activities and events** see: www.cambridgeshire.net
- **Fact sheets** are available to [download and print- on-demand](#) from the County Council website or from libraries.
- **Email** adultsocialcareleaflets@cambridgeshire.gov.uk to request:
 - ◇ Promotional flyers, fridge magnets or posters to remind people where to find information and support.
 - ◇ 2016 Cambridgeshire Adult Care and Support Services Guide.
 - ◇ Equipment and devices leaflet.

