

UPDATE REPORT ON PROGRESS OF PERSONALISATION OF CARE IN HEREFORDSHIRE

Report By: Head of Transformation

Wards Affected

County-wide

Purpose

1. To update the committee on the progress on the introduction of personalised budgets in the County.

Financial Implications

2. No direct financial implications at this stage.

Background

3. The numbers of people receiving individual budgets is now increasing month on month and the Council are on target to achieve 250 service users receiving individual budgets by the end of March 2009.
4. In addition, on 17th October all service users who receive Direct Payments received a letter advising them that the restrictions around the spend of their payment had been relaxed in line with Individual Budgets. They be re-assessed when they received their annual review, and offered an individual budget.

National and local pilots

5. Herefordshire Adult Social Care has joined a national pilot being run by FACE, with Department of Health backing, to develop a single Resource Allocation System (RAS) across all service user groups that is compatible with systems of assessment and review including the Single Assessment Framework and development of a Common Assessment Framework. The FACE approach to Individual Budgets has also been designed to support personal healthcare budgets which will enable the support to be extended out to PCTs.
6. Work supporting the pilot will begin in January with the assessment of an additional 250 service users and costing up of their existing care packages.
7. Locally, Mind will be starting up advocacy pilot in early January which will be funded by Adult Social Care. The pilot is intended to support people with mental health needs who wish to take up individual budgets
8. We have agreement with the PCT to pilot personal healthcare budgets for people with Continuing Healthcare (CHC) needs and people with Long Term Conditions. To date six people with CHC needs have been identified and the process of assessment and planning has begun. Some exploratory work is also due to start in partnership with St. Michael's Hospice, Hereford, looking at the possibility of providing Personalised healthcare/individual budgets for people receiving 'end of life' care.

Cultural Change and training

9. The programme of training and mentoring to facilitate cultural change and support Personalisation continues with the following having taken place in the last quarter:
- Training event for City Team social work staff
 - Half day multi- disciplinary training for mental health staff including (Pyschiatry and Psychology)
 - Mentoring session in October with Head Injury services staff
 - Personalisation presentation provided to a group of people with physical disabilities who attend the day centre at Canal Road. This resulted in positive interest in from the service users, one of whom has joined the Service User and Carers Personalisation working group.
 - Initial meeting for providers to discuss work required for FACE project
 - Follow-up training (delivered on a quarterly basis) for third sector and independent sector providers
 - Half day 'catch- up' training for staff who have missed Personalisation updates
 - 121 training with commissioning member of staff
 - Person Centred Planning is being rolled out across all service user groups
 - Personalisation Champions meet on a six weekly basis to discuss issues and updates relating to Personalisation and to increase their understanding and knowledge so that they can, disseminate information to social care and health staff
 - Monthly training on Personalisation is provided as part of the induction programme for newly qualified social workers and new staff in post.
 - At the Adult Social Care staff event on 2nd December information and leaflets on Personalisation were given out to all ASC staff and visitors
 - Work is in progress with staff and service users from Mental Health to develop a specific self assessment questionnaire to support them through the process of receiving an Individual Budget.
 - Training session on Personalisation will be held in December for Community Alcohol Services in Herefordshire
 - Presentation to domiciliary providers on Personalisation
 - Presentation to the PCT professional and commissioning executive board

Future training

10. December - Training day for MH teams where each social workers will bring a case that they have assessed as suitable to receive an Individual Budget and they will spend the day developing an action plan to take forward the process.

January and February:

- similar training as detailed above in December will be run for other social work teams
- review requirement of IBs including financial implications for SWs of 'light touch'Auditing
- Presentation to Physical Disabilities board on Personalisation

Personalisation Programme working groups

11. The Policies Procedures and Pathways (PPP) group have made considerable progress on revising and amending all the Individual Budgets policies and processes to move to a much more user friendly, plain English documentation. All documents will now be passed to the Service User and Carer group for testing and amending as necessary
12. The PPP group have also revised the Assessment and Care Management Procedure manual to take into account Personalisation and this was completed and put in place in line with the implementation of Frameworki with all of the procedures available as links from Frameworki to the intranet. The group are already considering the first tranche of policy revisions that will be required as new issues arise relating to Personalisation.
13. Charging for services purchased though Individual Budgets is proving challenging for all local authorities and the Department of Health currently are currently consulting on the issues. The Finance group are currently developing a paper outlining a range of potential options for charging for discussion at the Programme Board in January.

National and regional events

14. Herefordshire Adult Social Care, together with the PCT, Deloittes and Corelogic (suppliers of Frameworki) led on the submission of a bid to the Department of Health for £2.5m to support the progress of integration and become part of a national pilot for 'Early Adopter' sites to implement a Common Assessment Framework across health, social care and voluntary and independent sector provider organisations. From 49 applications submitted Herefordshire were one of 17 short-listed local authorities and we are now in the process of putting in a second stage bid to become one of the final 12 sites to be selected. Ministers will notify successful sites at the end of January 2009
15. Herefordshire are regular members of the regional West Midlands Joint Improvement Partnership hosted by Care Services Improvement partnership (CSIP) and, together with Worcestershire, will be leading workshops on Brokerage for Personalisation at the next regional event on 9th January 2009.

Visits

16. In October a group of senior managers from Staffordshire spent the day in Hereford gaining information and ideas on progressing the implementation of Personalisation.
17. In January we will receive a delegation from the London Borough of Enfield who are visiting to gain information on all areas of developing and implementing Personalisation and individual Budgets

RECOMMENDATION

THAT subject to any comments that the Committee may want to make, the report be noted.

BACKGROUND PAPERS

- None