

MEETING:	ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
DATE:	27 JULY 2009
TITLE OF REPORT:	MIDLAND HEART PARTNERSHIP – UPDATE ON PERFORMANCE
PORTFOLIO AREA:	ADULT SOCIAL CARE

**CLASSIFICATION:** Open

### **Wards Affected**

County-wide

### **Purpose**

To update the Committee on the partnership agreement with Midland Heart, to provide accommodation and Support for Adults with a Learning Disability in Herefordshire.

### **Recommendation**

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

### **Key Points Summary**

- The Midland Heart contract is a partnership with Herefordshire Council which is designed to transform accommodation and support services for adults with a learning disability in Herefordshire.
- The partnership is key to improving performance against national indicators as well as achieving best value from the learning disability pooled (Health and Social Care) budget.
- The partnership is large and complex with the main contract encompassing £3.3 million of Council and PCT funding from the pooled learning disability budget and two smaller contracts funded from the Supporting People Grant.
- The partnership includes a range of residential care, supported living and short break services and supports over 80 individuals with a wide range of care and support needs.
- The partnership has been recognised as an example of good practice and in May 2009 won a community care award for partnership working
- The tender was recognised as an example of good practice and Integrated Commissioning won the West Midlands Excellence in Commissioning Award in the Health and Social Care Awards.

## Introduction and Background

1. As the result of a complex tender Herefordshire Council entered a partnership agreement with Midland Heart to manage and develop accommodation and support options for adults with a disability living in Herefordshire.
2. The Midland Heart partnership commenced in August 2008 and on the 19<sup>th</sup> December 2008, Scrutiny received a report on its progress. This report outlines the performance of the partnership and the outcomes it has achieved within the first year of the five year contract.
3. The overall aim of the contract is to remodel existing services, develop new services and at the same time maximise the ability for individuals to live as independently as possible resulting in the release of resources which can be used to support more individuals.
4. This report identifies key progress against the targets set for the first year of the partnership as well as identifying improvements in quality and outcomes for individuals living within the services.

## Key Considerations

5. The contract identified key targets for year one of the partnership. These were:
  - i. Create five new long stay beds at Ivy Close for young people leaving school and colleges.
  - ii. Develop five new flats at Southbank Close for people currently living with older family carers (age 70+)
  - iii. Improve the quality of services for people living within the services against the baseline assessments.
6. Progress against these targets has been good and can evidenced as follows:
  - i. Five new beds have been created at Ivy Close as a result of amalgamating the short-breaks (respite) at Southbank Close. These have been offered via the learning disability vacancy management group to young people leaving residential schools and colleges. This has reduced the number of registered care beds by five and enabled an additional five individuals to be supported within the contract (e.g. at no extra cost to the Social Care)
  - ii. Plans to develop the existing resource centre at Southbank Close into six flats have been drafted and funding has been identified. Plans are being finalised and will be submitted to planning in the near future. Delays on this development have been linked to the ownership and lease for the property and not Midland Heart. The new target date is summer 2010.
  - iii. The quality of the services people have received has improved in several ways which can be evidenced by:
    - a. Refurbishment of bungalows at Southbank Close.

Substantial work has been undertaken across the three bungalows to replace all kitchens and bathrooms, remodel the interior layout and decorate and

replace carpets. This has had a profound effect on how the property looks and also on how accessible it is for the people who live there.

b. New windows and some refurbishment work at Ivy Close

Midland Heart have already begun improvements to this site and a further £120,000 of building work will result in a total refurbishment of each house. So far work undertaken includes replacing all windows and decoration of the empty house for new individuals to move in.

c. Work with Registered Social Landlords to improve environment at properties in Leominster.

Midland Heart have liaised with the Registered Social Landlords who own some of the other properties within the scheme to ensure work is undertaken to improve properties.

d. Person Centred Planning and individual support planning has been made available to people in the services

This has focussed on individuals who are in services which are remodelling and currently 21% of individuals have a PCP which was reviewed within the last 12 months. A further 16 individuals have been supported by the Housing Facilitation team to understand the proposed changes.

e. Health Action Plans have been introduced across the services

89% of individuals now have a health action plan and 70% have one written by a GP.

7. Midland Heart have also already begun to meet the targets set for year two of the contract, specifically:

- i. Plan to remodel Ivy Close as supported housing for younger people with a learning disability with links to the local colleges.
- ii. Plan to remodel two small group homes in Leominster
- iii. Plan to support more individuals to develop a Person Centred Plan
- iv. Plan to finish refurbishment work at Ivy Close.

Midland Heart have already undertaken consultation work with individuals and their family carers on the plan to reregister two further houses at Ivy Close and the two group homes in Leominster

This will mean that people living in the houses will have a tenancy and individual packages of support, they will also have more disposable income meaning they will be able to do more in their local community. This will also improve our performance indicator NI 145 – The number of people with a LD in settled accommodation and will free up resources to enable Midland Heart to support more individuals. CQC have been informed of this change and it will be implemented as soon as Community Care Assessments have been undertaken.

Midland Heart have also identified an appropriate home for 4 older individuals who live in house one at Ivy Close and require a different living environment.

Once these individuals move then this final house will be reregistered and offered to younger people leaving residential schools and colleges.

8. These changes will mean that at the end of the second year of the contract Midland Heart will have reduced the number of registered care beds by 25 and increased Accommodation options for people by 11.
9. Midland Heart will also have released enough resource to support these additional 11 people from within the contract as well as an additional 5 individuals on a floating support basis. This will increase the total number of individuals supported within the contract from 80 to 96 at no additional cost.
10. The partnership demonstrates that by working proactively with individuals and using resources creatively it is possible to improve outcomes and performance whilst still maximising value for money.

## **Risks and issues**

- 11 The amalgamation of short breaks in Southbank Close have not resulted in delivering enough capacity to support new demands on the service from young service users reaching adulthood. Existing service users have not had their allocation of short breaks reduced, but staff are currently working with service users, their families and carers to consider alternative options.
- 12 Following the conclusion of extensive consultation on potential transformation in 2007/8, an assumption was made by staff that families were supportive of the changes, but insufficient communication and detailed consultation in the following months led to some concerns being expressed earlier in 2009.
- 13 To manage this risk, Midland Heart are now regularly meeting with carers and families. ASC staff now recognise the need to be more proactive in working with families to explore best personalised options for service users
- 14 The Community LD team has not been able to complete the volume of community care assessments, in part due to the demands of increased numbers of safeguarding assessments required.

## **Appendices**

- 15 Midland Heart annual assessment of performance and outcomes.

## **Background Papers**

- None identified.