

Meeting:	Adults and wellbeing scrutiny committee
Meeting date:	Tuesday 27 November 2018
Title of report:	The Home First Service
Report by:	Director of Adults and Communities

Classification

Open

Decision type

This is not an executive decision

Wards affected

(All Wards);

Purpose and summary

To review on the performance of the Home First service one year on from its commencement and to discuss the progress made since the committee was invited to comment on the developing Home First Service in May 2017. In reviewing this matter, the committee may determine any recommendations it wishes to make to the executive.

The Home First service commenced in November 2017 following the alignment of two services – Rapid Response - delivered by an internal Herefordshire Council team and an external commissioned reablement provision offered via the Wye Valley Trust. These service areas were aligned to enable more capacity and to provide a streamlined service. The primary objective of the Home First service is to deliver a strength based model, which is built upon an enabling ethos, to support people to regain skills and enable independent living.

Recommendation(s)

That:

- (a) the committee determines any recommendations it wishes to make to the executive or relevant health body in relation to the delivery and performance of the Home First service, one year on from its creation in November 2017.**

Alternative options

1. There are no alternatives to the recommendation. It is a function of the committee to make reports or recommendations to the executive with respect to the discharge of any functions which are the responsibility of the executive and to review and scrutinise any matter relating to the planning, provision and operation of the health service in its area, and make reports and recommendations to a responsible person on any matter it has reviewed or scrutinised.

Key considerations

2. Over the past year the Home First Service has been through a period of culture change and increasing capacity to support demand from the community and hospital transfers of care. There are a number of plans to expand the service and to integrate the provision further with health to provide a multi-agency service to support individuals at home.
3. The primary objective of the Home First Service is to deliver a strength based model, which is built upon an enabling ethos, to support people to regain skills and their independence. Home First is designed to assist people to remain independent and to prevent the need for long term care. Enablement is at the core of the Home First service, giving people the opportunity and confidence to relearn and regain some of the skills that they may have lost because of poor health, disability or after a spell in hospital.
4. The Home First service is delivering 3 types of intervention - urgent response to crisis care, low level reablement supported by care coordinators and therapy led reablement provision, offering an intensive, therapy led period of support for up to six weeks to enable an individual to regain or maintain skills to enable them to continue living independently in the community. The overall aims of the Home First service are to achieve:
 - a. greater independence and improved levels of confidence for people, enabling people to remain in their home environment;
 - b. fewer people requiring on-going formal care services;
 - c. reductions in the number of people being admitted to hospital;
 - d. reductions in permanent admissions to residential and nursing care;
 - e. reductions in delayed transfers of care; and
 - f. reductions in non-elective admissions
5. The Adults and Wellbeing Scrutiny Committee has identified that the Home First service is relevant to the remit of its committee. The committee noted, at its meeting on May 16, 2017, a number of questions in connection to the Home First service. The committee has commissioned officers to provide a service delivery update, one year on from the commencement in November, 2017.
6. A number of questions were raised by the committee when the Home First Service was being designed. The principal points of interest related to seeking assurances that the new service was communicated clearly to end users; that performance of the service, particularly in times of high demand (notably in the winter months) was sufficient; the perception that Home First was not an adequate service response to the closure of Hillside, and that changes to contracting arrangements within the service were not disrupted to the detriment of services users. The update report provided in appendix 1 seeks to provide an update on these and other points raised by the committee.

Community impact

7. Delivering the corporate plan is key to the council achieving the positive impact it wishes

to make across Herefordshire and all of its communities; effective adult social care services in particular and health and wellbeing services more generally contribute to achieving the corporate plan; specifically in respect of the priority to 'enable residents to live safe, healthy and independent lives'. The services provided also contribute to the Health and Wellbeing strategy.

8. In accordance with the adopted code of corporate governance, Herefordshire Council must ensure that it has an effective performance management system that facilitates effective and efficient delivery of planned services. The council is committed to promoting a positive working culture that accepts, and encourages constructive challenge, and recognises that a culture and structure for scrutiny are key elements for accountable decision making,

Equality duty

9. Under section 149 of the Equality Act 2010, the 'general duty' on public authorities is set out as follows:
A public authority must, in the exercise of its functions, have due regard to the need to -
 - (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
 - (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
 - (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
10. The public sector equality duty (specific duty) requires us to consider how we can positively contribute to the advancement of equality and good relations, and demonstrate that we are paying 'due regard' in our decision making in the design of policies and in the delivery of services. Our providers will be made aware of their contractual requirements in regards to equality legislation.
11. The Equality Act 2010 established a positive obligation on local authorities to promote equality and to reduce discrimination in relation to any of the nine 'protected characteristics' (age; disability; gender reassignment; pregnancy and maternity; marriage and civil partnership; race; religion or belief; sex; and sexual orientation). In particular, the council must have 'due regard' to the public sector equality duty when taking any decisions on service changes.

Resource implications

12. There are no financial implications as a result of the recommendations in this report. If there are any resource implications associated with any recommendations determined as a result of this report going to scrutiny, then they will be the subject of separate governance.

Legal implications

13. Section 5(1) Care Act 2014 provides the statutory duty on councils to promote an efficient and effective market with a view to ensuring that any person in its area wishing to access services in the market has a variety of providers to choose from who provide a

variety of services. The recommendation in the report ensures oversight that the council is complying with its statutory duties in this regard.

Risk management

14. None in relation to this report; scrutiny is a key element of accountable decision making and may make recommendations to the executive with a view to strengthening mitigation of any risks associated with the proposed decision.

Consultees

15. None in relation to this report.

Appendices

16. Appendix 1: Home First Service

Background papers

17. None Identified