



# People in Southampton lead safe, healthy, independent lives

## Adult Social Care



What does this information sheet cover?	£ Budget envelope (£m)			
<p><b>?</b> One of the Council's four priority outcomes is 'People in Southampton lead safe, healthy, independent lives'. In developing our Medium Term Financial Strategy and to close our budget gap, we have reviewed all our services and considered what changes we can make in order to deliver our priority outcomes within the resources we have available. Under this outcome, we have grouped our proposals into two areas: this information sheet covers proposals about Adult Social Care; a separate one explains our proposals for Public Health and Commissioning.</p> <p>The Council provides a range of services for adults with long and short term care and support needs. This includes services for adults with learning disabilities, physical disabilities, sensory impairments, mental health issues, older people, vulnerable adults who are, or may be, at risk of abuse, and carers for residents in any of these groups. In Southampton, the care and support provided to over 3,000 adults is funded by the Council, and many more are supported in other ways by Adult Social Care services.</p> <p>The population of the city is growing and it is expected to increase by nearly 5% by 2022 to 259,615 and by 12.1% for the over 65s. People are generally living longer, but it is often with long term conditions and an extended period of poor health/disability. This means that demand for health and social care services is increasing, at a time when funding is reducing. We are committed to working together with local people, communities, the NHS and the voluntary sector to improve people's wellbeing, and want to make sure that services are delivered as efficiently as possible, and targeted towards those people who need the most help.</p>	2016/17	58.9		
	2017/18	53.9		
	2018/19	50.6		
	2019/20	46.0		
	2020/21	46.0		
	This represents a reduction of <b>22%</b> over 4 years.			
<b>Resident feedback</b>				
<p><b>?</b> In the 2015 Priorities Survey, residents rated 'People in Southampton are safe and protected from harm' as the most important outcome, of a total of 14 outcomes. 50% of respondents rated this outcome 'Very important', and 40% as 'Important'. In addition, 'providing help and support services for older and disabled people' was rated as the sixth most important Council service (out of 21) in the same survey. Given the importance of these services to our residents, our focus in developing budget proposals has been to ensure we make the best use of our resources, and work closely with our partners, so we can provide support to everyone who really needs a service.</p>				
<b>Budget proposals for 2017-18</b>				
<p><b>£</b> This year, the Council has taken a different approach to budget planning. We have focused on the most important outcomes we want to achieve, and for the first time we have developed plans for the next four years rather than just one year. Under each outcome, we then identified proposals to reduce costs in the following areas:</p> <ul style="list-style-type: none"> <li>• Business as usual – being more efficient in how we manage and deliver our services on a day-to-day basis</li> <li>• Digital savings – changing and improving how we deliver services, making better use of online channels</li> <li>• Service delivery changes – redesigning, sharing, stopping, reducing or changing services.</li> </ul> <p>Under the outcome of 'People in Southampton lead safe, healthy, independent lives', we are proposing the following savings:</p>				
	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>
	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>
Further Digital Savings	0.0	(313.0)	(313.0)	(313.0)
Business As Usual Savings	(1,091.0)	(1,523.0)	(2,193.0)	(2,193.0)
Service Delivery and Redesign Proposals	(6,213.4)	(8,522.4)	(9,731.4)	(9,731.4)



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# Adult Social Care



## Service delivery and redesign proposals



### Reducing costs by providing better information, guidance and signposting

We are proposing to reduce the cost to the Council, in particular for home care, by providing comprehensive information, guidance and signposting. We want to help more people to help themselves, or access alternative services when they approach the Council with an Adult Social Care enquiry. We will do this by:

- Making sure good quality information and online self-assessment is available via a single point of access so people (or their families, carers or friends) can identify what support is available, what it might cost and whether or not they need any further help to plan their support.
- Ensuring experienced staff are available at the single point of access, to help people who feel they need to make direct contact, and signpost them to the most appropriate means of meeting their needs.
- Putting proactive, preventative measures in place at this early stage, to support people to be independent for longer and prevent or delay the point at which they need further involvement with Adult Social Care services.

For those people whose needs cannot be met through the provision of information, advice and signposting, staff in the single point of access will work with them to establish eligibility, develop a plan to meet their immediate needs and manage any risk, and refer them to the reablement service, where appropriate. Where this occurs the Care Assessment will be paused whilst the person accesses reablement or other services. The Council will complete the assessment once the provision of the service has been completed.

In cases where it is not appropriate to refer to reablement or other beneficial activities, a referral will be made to the Adult Social Care service to carry out a care assessment. In cases where people require ongoing care, direct payments will be the first option considered, so that the person is able to choose the right care in the right place for them.

### Changing the way adult social care teams operate

We need to make sure that individuals have the right level of care, in the right place, at the right time – and that this is provided in a way that helps them stay as independent as possible for as long as possible in their own homes. We will do this by:

- Implementing the new Adult Social Care policy which we consulted on in summer 2016. This sets out how we will deliver our responsibilities, including in terms of establishing eligibility, undertaking assessments, care and support planning, allocating funds and meeting eligible unmet needs, and will ensure there is a fair and consistent approach to care and support planning.
- Ensuring individuals receive more regular and timely reviews of their social care needs.
- Giving more people Direct Payments, instead of the Council arranging care on their behalf, so that they have more choice and control over how their needs are met.
- Supporting people to move into 'housing with care' ('extra care housing'), instead of residential care homes.
- Making more use of care technology, in particular where people are at risk of falling, wandering, seizures, immobilisation, extreme temperatures, smoke in the home or feelings of insecurity. This can help maintain independence by reducing the need for home care, residential care or a nursing home.
- Where appropriate, helping people to get support that they need from their family, neighbours and the wider community, reducing their reliance on support provided by the Council.

No changes will be made without thorough, person-centred assessments or reviews being undertaken, which will take into account the views and preferences of the person as well as their families, carers and where appropriate their independent advocates.

### Developing more housing with care schemes and changes to hospital discharge

We are proposing to develop additional 'housing with care' ('extra care housing') homes to provide housing for people with support needs. These schemes increase independence and choice, which results in less need for residential care; they are also more cost-effective. We also want to ensure that people are discharged home from hospital, with appropriate support, wherever possible before a decision about their long term care and support arrangements are made. This will mean that they do not have to stay in hospital longer than necessary, reducing costs to the Health Service. It will also mean we can make a more accurate assessment of their needs and put the right level of care in place.



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# Adult Social Care



## Service delivery and redesign proposals continued



### **Reducing subsidies, reviewing mental health contracts and integrated learning disability teams**

We are proposing to reduce subsidies for people who can afford to pay for their own care following a statutory means test, making sure that we can use the money we have to support those people who really need our help. This proposal will affect people receiving homecare services, who have over £23,250 in capital (money in bank accounts, building societies, premium bonds, shares and second properties). At the moment, these people are not charged an arrangement fee to cover the cost of the Council arranging their care. The proposal is, in future, to charge £632 in the first year and £520 in subsequent years to cover these costs. This was subject to a separate consultation which concluded in April 2016, and in which no significant issues or impacts were raised.

We are also proposing to review our Mental Health contracts. Currently, the Council works in partnership with Southern Health Foundation Trust to provide mental health care in Southampton. We are proposing to review this partnership and develop a new fit for purpose contract, to ensure the agreement continues to offer value for money and the best care possible for service users. There will be no interruption in care provision as a result of this change, and it is anticipated that services will improve.

We are also proposing to build on the work that has already been taken to join up health and social care Learning Disability teams, and develop a fully integrated service across the Council, Health (Southampton City Clinical Commissioning Group) and Southern Health Foundation Trust. This will deliver a targeted service offer that improves outcomes, delivers high quality and cost effective care and support, and enables people to maintain or regain their independence; it will also reduce duplication and therefore be more cost-effective.

### **Joint prevention service with Hampshire Fire and Rescue**

Hampshire Fire and Rescue already undertake risk assessments in homes across the city. We are proposing to work with them to develop and extend this service, so that assessments cover a broader range of issues, and identify where people may benefit from some proactive, preventative support to prevent or delay their requirement for Adult Social Care services.

### **Redesigning current day time support services**

We are proposing to redesign a number of currently commissioned services that provide day time support for older people, which are currently provided by external organisations. These contracts are coming to an end, and we are proposing to undertake a fundamental review. We want to ensure that there is a range of support available for older people, which helps individuals to maintain their independence. We propose to look at needs across the city, and develop recommendations about how we can better use our resources to meet those needs – for example increasing the use of direct payments so they have more choice and control over their care and support. Once more detailed proposals are developed, further consultation will be undertaken should this be required.

We are also proposing to increase employment, skills development, volunteering and other opportunities which promote and maintain independence as an alternative to day services for people with Learning Disabilities, as well as a small group of individuals with mental health and physical disabilities. This proposal covers day care provided by external providers, as well as Council services at Sembal House and Woolston Community centre. The intention is to review what is currently in place, and for external providers to focus support around individuals with more complex needs, while Council services focus their support on helping people into employment. Individuals will also be encouraged to consider direct payments as an alternative to day services so they are able to choose the right care in the right place for them.

### **Joining up community health and social care teams**

We are proposing to continue to develop and expand community teams to make services more localised and able to respond to meet the needs of the local community. These teams will be made of health, social care, voluntary groups, housing, primary care and the community. By working together, the teams will be able to undertake more holistic planning for individuals, to make sure they have the right services in place and are supported to access community resources and activities as well as statutory Health and Social Care services. The aim is for each individual to have a 'lead professional' who will oversee all of their care and support so they receive a more joined up service and reduce duplication.



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## Service delivery and redesign proposals continued



### Joining up adults and housing teams

We are proposing to reshape and integrate our adults and housing teams, to provide a more joined up service. This will mean we are able to consider how best to meet people's housing and social care needs, in ways that maximise their independence – for example, enabling people to move into (or stay in) Supported Housing with some additional support from housing staff, rather than having to move into 'housing with care' ('extra care housing').

### Business as usual

We are proposing to make a number of efficiencies in the way that we manage and deliver our day to day services, for example by restructuring our workforce and making sure we recover the cost of providing training and other services to providers.

## Potential impact of the proposals for this area



### Residents

Some residents may see a change in the type or amount of care and support they receive, or the amount they need to contribute towards the cost of their care. All service users will continue to receive support that meets all of their eligible needs, and this will be delivered in the most effective and efficient way possible. Equality and Safety Impact Assessments (ESIAs) are available online for the proposals in this area, and further more detailed consultation will be undertaken where appropriate.



### Staff

In order to make sure the Council is fit for the future and as efficient as possible, we will be restructuring our teams and services over the coming years. Staff will be consulted on proposals as they are developed in line with agreed Council processes.

## Alternative options



In order to make sure that we continue to provide good quality services to residents, it is important that we identify efficiencies wherever possible. If we did not make these proposals, alternative options would be to reduce or stop delivering other front line services, increase fees or introduce charges for some services that are currently offered free to the user.