

Cabinet Member Report to County Council

15 September 2016

Cabinet Member:	Rebecca Hopfensperger Cabinet Member for Adult Care
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1. Health and social care integration

Sustainability and Transformation Plans – The Council is working with our three Clinical Commissioning Groups and other partners to develop Sustainability and Transformation Plans. These plans aim to exemplify how together we will transform health and care services to be effective and sustainable over the next five years, in order to meet the growing demands for health. Adults and Community Services, Children and Young People’s Services and Public Health are all involved in the developing the Plans, with the Council leading on key strands of work around prevention and safer/stronger resilient communities.

Integrated Neighbourhood Teams (INTs) - the roll out of the Connect INT model is underway with local teams working together to develop joint operational processes and procedures and more effective working relationships. One of the benefits of this way of working is that teams can find more effective ways of supporting customers and can potentially cut out duplication. An example of this is in Eye, where Occupational Therapists from Adult and Community Services (ACS) and Community Health are routinely comparing waiting lists to make sure that customers with overlapping health and care needs have a single point of contact where appropriate and are not getting two visits and two assessments – freeing up time for the therapists and providing a more co-ordinated service for the customers.

Better Care Fund Plan 16/17 – our Better Care Fund Plan for Suffolk for 2016/17 has been agreed by the Health and Wellbeing Board and the leaders of the health and care system. We are awaiting approval from the Department of Health, but in the meantime the transformation described in the plans continues to be delivered. The Plan is wholly in line with the Sustainability and Transformation Plans, but gives just a one year cut of activity, with a small pooled budget to support integrated delivery.

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2. A Client's Experience

Simone, aged 19 has cerebral palsy. She lives at home with her parents and sister.

When the social worker Fay first met Simone she was very withdrawn, didn't make eye contact and didn't initiate conversation. Really a lack of confidence. Through a direct payment (DP) we have provided Simone with a PA to assist her to attend university and to join in with extra-curricular activities e.g. swimming, theatre, cinema. During term time Simone lives in student accommodation.

Upon review today, Fay described Simone as "changed person". She now presents as a confident young woman who knows her own mind; she led the conversation and talked about her life at Uni and how much she is enjoying it. She said it has boosted her confidence so that now she is able to challenge people and the system.

She gave an example of another student who thought it would be funny to keep setting the fire alarm off at 1am in the morning. The accommodation management people told Simone to stay in her flat and the fire brigade would come and get her out. Simone wasn't very happy with that so she contacted the fire brigade herself and asked their advice. They told her it was not right at all. Simone wrote a letter to the accommodation management to say she wouldn't stay in her room and she would evacuate the same as everybody else!

Simone has just finished her first year at Uni, doing a sociology degree. She has passed the first year with the equivalent of a 2:2 and she ultimately wants to be a teacher. Her mother told Fay "this wouldn't have been possible without all the help from ACS".

As well as the DP, one of our Occupational Therapists arranged for bathing assessment and arranged for adaptations so that Simone could use all the facilities independently.

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3. Transforming Services for People with Disabilities

The Joint Suffolk Learning Disability Strategy says that people should have a 'good ordinary life with access to the right support, in the right place from the right people'. It tells us that people want greater choice and more personalised services, but that currently there is a limited range of services and that the way we buy them limits individual control. To change this and implement the strategy, ACS is working with customers, family carers and other stakeholders to understand what this vision means to them.

ACS held nine 'Appreciative Inquiry' events that brought together customers, carers and providers to think about what we do well now and how things could be even better in the future. These events were focussed around day, weekend and evening opportunities, supported housing and respite and short -breaks services. The team also visited services to talk to staff and service managers about what works well and what they would like to change. During August self-advocates will be visiting services to talk to people using them to find out what they think.

ACS will publish the findings from the events on the website so people can tell us what they think. The outcomes and recommendations from all these events will be used to shape future plans. The next steps will be to co-produce a name for the programme with the Suffolk People First Forum in September 2016 and to rollout an assessment toolkit for Cluster teams to ensure that everyone has a Care Act compliant assessment in place.

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