

Cabinet Member Report to County Council

8 December 2016

Cabinet Member:	Rebecca Hopfensperger Cabinet Member for Adult Care
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1. Annual Suffolk Headway conference

I was delighted to be invited to speak for the second year running at the Headway conference on acquired brain injuries. It took place on 5 October at Adastral Park and proved so popular that the conference organisers had to set up a parallel conference at Kesgrave to accommodate all those wanting to hear and take part!

It was a tremendous honour for me to listen to such eminent speakers including Professor Stephen Hawking and hear his insight and experience. His words will stay with me for a long time and it was undoubtedly an incredible privilege to be able to speak on the same platform as him.

Those attending the event heard the context of acquired brain injuries in Suffolk from the experts in the field and I was able to share with them how it slots together with the work of social care at the Council. The Council has enjoyed a long relationship with Headway in supporting people with acquired brain injury and other neurological conditions. Currently 125 customers of the Council are receiving a service from Headway, this could be day services and domiciliary care. Currently, we are looking to develop a pathway that better meets the needs of our customers and we are also working with Headway on how we identify customers earlier.

For further information please contact: John Lewis, Assistant Director, Commissioning and Market Development; Email: john.lewis@suffolk.gov.uk Telephone: 01473 265895.

2. New Anglian Local Enterprise Partnership (LEP) Health and Social Care Sector Skills Plan

The New Anglian Local Enterprise Partnership (LEP) Health and Social Care Sector Skills Plan was launched on the 22 September 2016. It is the first of several sector skills plans being developed for the region in key employment and growth areas. The plan addresses the skills needs of the health and social care sector across

Norfolk and Suffolk, the largest employment sector across the two counties and the fastest growing with a 12.2% increase of jobs in the region since 2009. The plan reflects a growing need to recruit and retain a skilled workforce that can meet increasing and often complex needs of people who require care and support within health and adult social care service. Its delivery will focus on improving entry into the sector, the retention of talent (particularly in relation to registered nurses in nursing homes) and leadership skills for registered managers and owners in adult social care. Implementation is jointly funded by Suffolk County Council, Norfolk County Council, Health Education East and the Better Care Fund.

For further information please contact: Loretta Greenacre, Email: loretta.greenacre@suffolk.gov.uk Telephone: 01473 264850

3. Rehabilitation and Reablement Peer Review

This October the Local Government Association (LGA) Peer Review Team visited the Council. The Team came to look at the Council's reablement and rehabilitation activity and asked us: 'How well are we working collaboratively across Suffolk to ensure that the right reablement and rehabilitation intervention is available at the right time to support a person in achieving their independence and wellbeing?'

A peer challenge or review is not an inspection, it is a supportive but challenging 'critical friend' approach to assist councils and their partners in celebrating their strengths and identifying their own areas for improvement. The review is to stimulate local discussion about how the Council and its partners can become more effective in commissioning and delivering improved outcomes for people who use our services.

The LGA team was made up of elected members and senior officers from other local authorities and interviewed people from across the Council and Adult and Community Services (ACS) as well as partners we work with like Health and the voluntary sector.

The team gave its initial feedback on the final day and overall there were many positive things about ACS both in general and specifically on our reablement and rehabilitation work. This is what they shared:

- That ACS is well led with strong leadership, clear direction and good involvement. We have support and engagement from our councillors and the Chief Executive.
- We have a committed, skilled, passionate and energetic workforce.
- We have good relationships with staff and partners.
- We have clear priorities which staff know and these are important foundation stones for us to build on.
- We are strong in our person-centred approach and outcomes for people.
- Our Integrated Reablement and Rehabilitation (IRR) vision is a positive platform for development.
- Health partners are telling us that now is the time to harness resources and work together productively.

- There is a real appetite from partners for place-based leadership.

The key point of any Peer Review is to learn how we can improve. The team told us that, moving forward in the area of Rehabilitation and Reablement, we should:

- Establish a clear pathway around the Supporting Lives, Connecting Communities Tier 2 offer for people. This is around helping people to get back to independence as quickly as possible after a crisis.
- Rapidly develop 'the market' to protect Home First so it can fulfil its function.
- Focus on workforce planning that supports integration with health and make sure there are opportunities for integrated posts at all levels.
- Break down silo working and support place-based leadership, innovation and service improvement alongside operational teams, the NHS and other local partners.
- Do more in the area of joint commissioning with health, and we should focus and target our prevention offer in partnership with Public Health.
- Use the opportunity of working with health to innovate and to promote personalisation too.
- Align SCC and NHS Occupational Therapy (OT) services and develop and deliver an Assistive Technology (AT) strategy.
- Have a joined up approach to contract management and commissioning and be better at co-production.
- Develop system wide data – 'one set of truths'
- Look at what works well, like the Out of Hospital Team in Waveney and the Early Intervention Team, and develop these wider.

We are awaiting the full report in the future which will give more details on this early feedback.

For further information please contact: John Lewis, Assistant Director, Commissioning and Market Development; Email: john.lewis@suffolk.gov.uk, Telephone: 01473 265895.

4. Change champions

We recently launched our Change Champions who are volunteers from across social work services to improve how our teams work and make sure we deliver the best outcomes for local people.

Being a Change Champion involves:

- Being a positive change role model who actively supports colleagues in social care to embed new ways of working and thinking
- Bringing our vision of Supporting Lives, Connecting Communities (SLCC) to life.
- Feeding back on questions, suggestions, and concerns to managers.
- Finding gaps and areas for improvement and ways to address them.
- Supporting communication between different levels and parts of the service
- Encouraging and demonstrating the council's ASPIRE behaviours
- Providing constructive challenge to promote positive change
- Developing skills and knowledge to support social workers in their role.

For further information please contact: Loretta Greenacre, Email: loretta.greenacre@suffolk.gov.uk Telephone: 01473 264850

5. Support to Live at Home (StLH) update

Nationally and locally, the home care market continues to struggle. Increased demand, reducing budgets and a lack of capacity in the market to meet the demands for care, are all factors that continue to put pressure on care provision in Suffolk. The Support to Live at Home project team are continuing to work with the market to secure sustainable provision. They are improving processes, supporting the operational delivery of the service and implementing initiatives to support the market by increasing capacity through recruitment campaigns.

Over the last few months three Support to Live at Home contracts have ended and the team have worked with other providers and customers to successfully transfer customers and staff to new providers with minimum disruption to customers.

Over the next few months we will be entering in to rate negotiations with the market, continuing to find ways to increase capacity and preparing contingencies for the winter period to ensure sustainable provision of home care.

For further information, please contact: Bernadette Lawrence; Email: Bernadett.Lawrence@suffolk.gov.uk, Telephone: 01473 01473 260751.

6. Independent Advocacy Outcome Framework and Toolkit

Having access to support is important to many people, to help them say what they want, secure their rights, represent their interests, and obtain services that complement their aspirations and needs. The Council is proud of its reputation of supporting and funding independent advocacy as an essential component of local services and support for people who are at risk of exclusion.

In a financially challenging climate with ever more pressure on outcomes, the advocacy sector must be able to justify the funding it receives, in an effective and evidence-based way.

The National Development Team for Inclusion (NDTi) has worked with advocacy experts across the country to produce the National Advocacy Outcomes Framework and toolkit, published in July this year.

The Engagement and Co-production team in ACS and our partners Ace Anglia were active members of the working group, helping to shape the toolkit and contributing their combined specialist focus on the importance of co-production and self-advocacy within the framework.

The documents are very useable and practical and they will be used at the Council in the procurement of our new integrated advocacy service which will begin in April 2017.

For further information please contact: Liz Whitby; liz.whitby@suffolk.gov.uk, Telephone: 01473 264433.

7. Suffolk Care awards - Promoting dignity and respect

All too often we only hear the negative stories in the media about adult care and so miss the examples of excellent, personal, innovative care across the sector and the difference that it makes to people's lives.

I was delighted to hear these stories in person when I attended the recent Suffolk Care Awards. As part of the judging panel, it was a privilege and insight to learn about what happens every day across the county to promote dignity and respect as well as the support from the Council to make this happen.

These awards help to celebrate good practice and the many unsung heroes within adult social care. It champions the excellent and innovative services delivered by Suffolk's care providers.

I recommend that councillor colleagues take a moment to read some of the stories on the website - <http://www.suffolkcareawards.com/winners.html> to see for themselves the outstanding work in the areas of:

- Food and Catering
- End of Life Care
- Promoting Dignity and Respect
- Innovative Dementia Friendly Environments
- Excellent Person Centred Training
- Special Recognition
- Team Award
- Culture, Creativity and Activities
- Motivational Leadership
- Health and Social Care Training
- Student Placement

For further information please contact: Assistant Director Personalisation, Quality and Safeguarding, Julie Bateman; Julie.bateman@suffolk.gov.uk, Telephone: 01473 264661

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