

Get involved! Adult Social Care's consultation update

July 2011 edition

In this issue of Get Involved!, we're asking people for their views on the Telecare service, changes to day services, and how we can develop the social care market in East Sussex. We've also got updates and results from quite a few completed consultations and projects. If you would like more information on any of them please get in touch with the key contact. The next issue will be available in early October and we expect to have details of two or three new consultations for you.

If you want more information on any of the consultations covered in this update please visit our website (www.eastsussex.gov.uk/haveyoursay).

You can contact the Consultation and Engagement Team on the details at the top of this page or write to us at: Consultation, Adult Social Care, North Block – A Floor, County Hall, St Anne's Crescent, Lewes, BN7 1UE

Consultations and research

Improving the Telecare service

We are writing a plan to help us improve the Telecare service over the next three years and would like to hear your views. If you use Telecare we would like to know what you think about it. If you don't we would like to know what you think it is and how we could tell more people about it.

Telecare is a community alarm service that uses sensors placed in a person's home, to detect things like fires and smoke, bogus callers and falls.

It's important that we hear from as many people as possible, whether you use the service or not. We are keen to hear your views if you:

- are a Telecare user
- are a carer
- work with older or vulnerable people.

You can complete the survey online or download a copy of the questionnaire (www.eastsussex.gov.uk/haveyoursay). An Easy Read version is also available.

To request a paper copy of the survey or a copy of the information in a different format – such as large print, braille, or in a different language – please contact us.

This consultation closes on Friday 12 August 2011.

Key contact: policy&strategyadmin@eastsussex.gov.uk and 01273 481 565

Your views on proposed changes to day services

We'd like to hear your views on proposals for changes to the way day services are offered in the Bexhill, Lewes and Wealden areas.

Phoenix Centre, Lewes

We want to make better use of the Phoenix Centre and its facilities. The aim is to provide better value for money and improved results for service users and their carers.

Charter Centre, Bexhill

We are proposing to close the Charter Centre from January 2012. The centre is currently under used and we believe that it does not provide value for money. On average 47 people use the Charter Centre each week, (a usage rate of approximately 66%).

The day services currently provided at the centre would be provided by organisations in the independent and voluntary sectors instead.

Hookstead Centre, Crowborough

We are proposing to close the Hookstead Centre in Crowborough. The reasons for proposing to close the centre include the limited facilities it offers and our policy to move away from providing residential care ourselves when there are other providers capable of providing the same service.

The current residential respite services would instead be provided by the independent sector and day services would be relocated to the County Council's Bellbrook Centre in Uckfield.

We will be writing to current users of the service at the three centres, as well as their carers and close relatives, to invite them to take part in consultation meetings at the centre. Anyone with an interest in services for older people can take part in the consultation.

You can find more information on the proposed changes in the Cabinet papers for 5 July and on the consultation pages of our website. There is a separate web page and survey for each of the day centres (which can be completed online or downloaded and posted back to us).

This consultation closes on Wednesday 10 August 2011.

Key contact: ascdps.consultation@eastsussex.gov.uk or 01323 466 678

Developing the social care market

We need providers' views on personalisation and how Adult Social Care can continue to help organisations to develop their services.

We want to hear from organisations that provide social care and support services in East Sussex. The views of organisations or people who are considering offering a service in the area are also very welcome.

We have been working since 2008 to introduce personalisation in East Sussex. In October 2009 we asked providers how they thought social care services should develop in East Sussex. As a result of this feedback we were able to make some changes to the way we worked, including holding a local Personalisation Conference for providers and publishing a regular Personalisation Bulletin.

Your feedback in this new survey will help us to build on the work we've already done and plan for the next stages of development to ensure that people have the right information, advice and services that they need. It will also help us to understand what support you might need in order to develop your services to offer more personalised support that can meet people's social care needs.

You can complete the survey online or download a copy of the questionnaire (www.eastsussex.gov.uk/haveyoursay).

We've also been asking service users and carers to help us identify the help and activities that are currently available, and any gaps that may exist in different areas. This survey closed on 30 June 2011.

To request a paper copy of the survey or a copy of the information in a different format – such as large print, braille, or in a different language – please contact Claire Caddick.

This research project closes on Monday 8 August 2011.

Key contact: claire.caddick@eastsussex.gov.uk and 01273 335 670

Consultation updates & results

Improving support for people with learning disabilities

We wanted to know what you thought about our 'big ideas' to improve support for people with learning disabilities, and their families. The Council and the Primary Care Trusts in the county have joined together to write a plan for the next three years, from 2010 to 2013.

We received comments from service users, carers, providers of services and from colleagues who work for the County Council and Districts and Boroughs. Overall the feedback was supportive of the general direction of travel set out in the plan. It was recognised that the plan was ambitious and some of the targets quite challenging. Suggestions to improve the plan included:

- improving support for people with learning disabilities and sensory impairments through better health checks and joint training for staff,
- including more information about the National Carers Strategy, focusing in particular on the distinctive role of family carers and their need for peer support, social networks and on-going support,
- links to the East Sussex County Council Transport plan in order to provide better information and access to transport services and take a partnership approach to training,
- including more information on the new Autism Act, and
- saying more clearly how access to hospital care and community health care will be improved.

We have updated the plan to reflect the comments we received and it has been presented to the Learning Disability Partnership Board. The final step of the approval process is getting the Council and the Primary Care Trusts to approve the strategy. This will be happening in July, after which the final strategy will be available to download from the commissioning section of our website.

Key contact: suzanne.culling@eastsussex.gov.uk and 01273 336 217

Managing the community care budget

We asked for your views on proposed changes to the community care budget. These were:

- changing our eligibility criteria from supporting “substantial” and “critical” to “critical” only, and
- changing the way we calculate the additional money people spend because they have a disability (we call this disability related expenditure). This is calculated as part of the financial assessment process.

During the consultation we received confirmation that the Council would receive an extra £6.9 million towards Adult Social Care for the next financial year. With this additional money from the Department for Health, the Council is able to continue to offer support to people with substantial and critical needs. The decision was confirmed at the Council meeting on 8 February.

We received 4,547 questionnaires in response to the consultation. Of those, 40% of people agreed with the proposed changes to disability related expenditure, 24% neither agreed nor disagreed, 12% didn't know and 24% disagreed. Of the 40% of people who agreed with the proposal and added a comment, 22% felt the proposal would simplify the administration process.

We presented the disability related expenditure results to the Lead Member for Adult Social Care on 21 March 2011. The recommendation to introduce the bandings of £15 or £25 was agreed. People are still able to request an assessment if they prefer.

The majority of people (55%) disagreed with the proposed change to eligibility criteria, 29% agreed with the change (although some of the comments suggested people may have meant to disagree), 12% neither agreed or disagreed and 4% didn't know.

As part of the consultation an equality impact assessment was completed. We are now working to implement the recommendations identified by the assessment.

The information and views that were collected on eligibility criteria were shared with the department's management team.

Key contact: denise.leary@eastsussex.gov.uk and 01273 336 298

Housing support services for vulnerable people

From June to September 2010 the Supporting People team consulted on the specialist housing support services that are available to vulnerable people.

The consultation report was made available last year. The team has now published their responses to the comments made during the consultation and are working to implement the changes.

To request a copy of the report please contact the team on the details below.

Key contact: candice.miller@eastsussex.gov.uk and 01273 482 718

Improving support for carers

In 2009 we consulted widely with carers, residents and organisations on our plans set out in the Joint Commissioning Strategy for Carers' Services 2010-2015. The consultation was run in two stages and we received 920 completed questionnaires in stage one and 160 in stage two. So what have we achieved in the first year of the strategy (from April 2010 to April 2011)?

<p>You said... We need more flexible access to respite care to allow us to have breaks. We need emergency respite if we need to get out suddenly</p>	
<p>We committed to... Commissioning (buying) a range of individual flexible services Strengthening the emergency respite care system Setting up an Action Group to take this work forward</p>	<p>Achievements in the first year...</p> <ul style="list-style-type: none"> • Running the Carers Breaks demonstrator site project • The care managed home-based respite service for carers is now supporting over 460 carers • Over 2,900 carers are now registered for the emergency respite system (CRESS) and the guidelines are being reviewed
<p>You said... Health service staff, especially GPs, do not always value carers' expertise or recognise carers' needs</p>	
<p>We committed to... Setting up staff training to encourage better ways of working between health & social care professionals and carers Strengthening links between GPs and hospitals so carers get a better deal Setting up an Action Group to take this forward</p>	<p>Achievements in the first year...</p> <ul style="list-style-type: none"> • Supported the NHS liaison demonstrator site project • Launched the Carer Aware web resource and put plans in place to promote it to health providers
<p>You said...</p>	

Social care services do not provide enough support for carers

We committed to...

Making sure that social care teams are aware of carers' support needs and what they are entitled to
 Making sure that all services provided by Adult Social Care make reference to carers and recognise their support needs
 Making sure that new government initiatives (such as Putting People First) pay particular attention to carers' needs

Achievements in the first year...

- Continued to work with Adult Social Care Carers Champions
- Made it mandatory for all ASC staff to use the Carer Aware web resource
- Included outcomes for carers in the Commissioning Grants Prospectus
- Worked closely with the team implementing Self-Directed Support

You said...

We really value the support available from the voluntary sector (charities and community organisations)

We committed to...

Continuing to provide services through respected voluntary sector organisations wherever possible

Achievements in the first year...

- Included over £800,000 funding for carers' services in the Commissioning Grants Prospectus which is specifically for the voluntary sector

You said...

We also really value the Carers' Support Grant from the Council

We committed to...

Continuing with and improving this service

Achievements in the first year...

- Renamed the service to emphasise the focus on individual need – they are now called Carers Personal Budgets
- Maintained funding levels

You said...

We want carers to have a louder voice and more say in what goes on that affects us and our loved ones

We committed to...

Setting up new ways to reach out to more carers so that they have opportunities to give us their views and hear about our plans
 Strengthening the ways we work with our partners to ensure everyone understands their roles and

Achievements in the first year...

- Held three Carers Forums on themes of concern to carers
- Agreed robust involvement mechanisms
- Where appropriate, scheduled meetings involving carers outside working hours

responsibilities	
You said... We want more information, more easily available, about the support we can get	
We committed to... Making information more readily available, in a number of formats to suit carers, and distributing it more effectively Setting up an Action Group to take this forward	Achievements in the first year... <ul style="list-style-type: none"> • Redesigned our leaflet for carers • Launched the Carer Aware web resource

Key contact: debbie.charman@eastsussex.gov.uk and 01273 482 159

Engagement activity and events

What you told us at the 50+ Focus events for older people

In March 2011 we held four 50+ Focus events across the county. We have now produced a report which highlights what older people told us is important to them, and ideas and suggestions to improve quality of later life.

This year's events were planned in partnership with East Sussex Seniors Association (ESSA), the seniors' forums in East Sussex, the NHS, Districts and Boroughs and other organisations.

At each event the conversational café-style discussions focused on eight themes. The table below lists the eight themes and the top four categories that comments related to for each theme.

The eight themes	The top four comment categories
Health and social care	<ul style="list-style-type: none"> • Hospital issues • Health/social care services not joined up • Information provision • Home care
Staying active and healthy	<ul style="list-style-type: none"> • Activity ideas • Activity access • Information and promotion • Benefits of activity
Lifelong learning	<ul style="list-style-type: none"> • Course provision

	<ul style="list-style-type: none"> • Communication • Affordable courses • Ideas for courses
Housing options	<ul style="list-style-type: none"> • Options available • Support available • Information (re options) • Timing of when to make a move
Feeling safe and secure	<ul style="list-style-type: none"> • Safety at home • Information and advice • Local areas • Engagement with police and crime reporting
Community involvement and volunteering	<ul style="list-style-type: none"> • Ideas for attracting volunteers • Recruitment challenges • Information on opportunities • Volunteering ideas
Transport – Getting out and about	<ul style="list-style-type: none"> • Buses • Concessionary fares • Volunteer drivers • Evening transport and transport to health appointments
What else is important?	<ul style="list-style-type: none"> • Equality and Diversity • Information and advice • Training (volunteers) • Social isolation

You can download the report from our website or request a copy from the key contact below
(www.eastsussex.gov.uk/community/over50s/developingservices/default31.htm).

Key contact: denise.leary@eastsussex.gov.uk and 01273 336 298

The next quarterly update will be available in October 2011.