

REPORT TO:	ADULT SOCIAL SERVICES REVIEW PANEL (CROYDON) 1 st February
AGENDA ITEM:	5
SUBJECT:	Care Act Update
BOARD SPONSOR:	Guy Van Dichele, Interim Director, Adult Social Care and All Age Disability
CORPORATE PRIORITY/POLICY CONTEXT: This report is for information only	

1. RECOMMENDATIONS

- 1.1 The Adult Social Services Review Panel (ASSRP) is asked to note the contents of the report.

2. EXECUTIVE SUMMARY

- 2.1 This report provides an update on work undertaken in adult social care to remain compliant with the Care Act since the last update report in November 2015.

3. DETAIL

3.1 Introduction

- 3.1.1 Introducing sweeping new legislation for adult social care was a significant amount of work for all local authorities and the main advisory bodies to the DH (Department of Health), ADASS (the Association of Directors of Adult Services) and the LGA (Local Government Association) indicated that introducing all of the elements proposed for April 2016 would be extremely challenging. Subsequently, on 17 July 2015, the Government announced a delay in the Care Act programme for items that were scheduled for implementation in April 2016. The elements that were delayed are:

- the Cap on Care Costs (to April 2020);
- the extension to the Means Test Thresholds (to April 2020);

- 3.1.2 The following has been undertaken since the last progress report to this panel in November 2015:

Assessment

- A fully Care Act compliant asset based assessment form and support plan has been developed and is due to be launched on 13 February. Accompanying Staff Instructions and a case study have been produced and staff briefings (13 one hour sessions) arranged, running from early

February until mid-April. The new form uses an asset based approach and engaged staff and customer groups in its design.

- A training programme delivered to all teams on advocacy, asset based assessment/outcomes/wellbeing in nearing completion to support the new approach.
- Standard Operating Procedures (SOPs) incorporating policies, procedures and pathways have been produced and implemented and are fully Care Act compliant. The SOPs are a guide for our staff to promote consistency and quality of practice.
- The council's ASC web front page was amended to encourage the use of a broad range of voluntary organisations for information/advice.
- Changes are underway on how the Council provides its Information/Advice service to improve accessibility, coverage of information with a plan to increase e market capabilities.
- Development of Ready Reckoner and online self-assessment is nearing completion using an asset based approach and to provide timely signposting/info/advice
- Development of interim client Resource Allocation System (RAS) is nearing completion to support transparency and equity in assessment and budget allocation
- A TRASC Project Manager has delivered Care Act training to the Care Act Facilitators, initial training briefings on the revised assessment form, Care Act briefings to the Central Duty Team and is attending at least one team meeting per team to follow up on the formal training, to ascertain the changes they have made in their working practices and to promote different questioning techniques/promoting wellbeing and identifying personal outcomes.
- Advocacy provision has been broadened to increase availability and take up is being monitored and reviewed.

4. MEETING RESPONSIBILITIES TOWARD CARERS

As part of the Community Fund, Croydon Council has successfully funded £568,196 of support services for carers in Croydon. Commencing in October 2016, these services are:

- The Carers Support Partnership – led by The Whitgift Foundation in the Carers Support Centre on George Street, this service will work with Mind in Croydon, Croydon Mencap and Parents in Partnership to support carers. Carers will be able to receive information and advice at the Carers Support Centre, in addition to access to the Health & Wellbeing Service which provides activities such as Pilates, singing groups, dancing, therapeutic massage and a book club
- Carer Assessment Service – led by Help for Carers (formerly known as Crossroads), this service will work with The Whitgift Foundation and Croydon Mencap to provide carer assessments for carers of an adult who lives in Croydon. Assessments can be carried out in the carer's home, the Carers Support Centre or another location convenient to them.

- Over 65's Carers' Befriending & Support Service – run by CNCA, this service will provide a befriending service to the most vulnerable carers in the borough. In addition to this, carers can receive a telephone befriending call or a 'keeping in touch' monthly call.
- Homecare – Free Short Breaks - the Homecare (respite) Service for carers will seek to reach carers with caring responsibilities from all wards across Croydon to ensure everyone eligible has access to the service. Carers will receive up to 50 hours of free respite per year. In order to be eligible for this, the cared for person must not be in receipt of a package of care from social services. This service will be provided by Help for Carers.
- Carer Support Project – run by Horizon Care & Welfare Association, this project will provide support to and promote the health and wellbeing of carers. The project will provide weekly support groups and will encourage access to training, employment, volunteering and education. In addition to this, carers will be able to access respite via a sitting service. This is run by a mixture of paid care workers and volunteers, providing respite in carer's homes, allowing them to have time off from caring. They will also provide personal care and shopping tasks where relevant. Short breaks and respite can be organised on an emergency basis or pre-booked or scheduled appointments by rota.

In addition to these services, we have three pilot projects running, totally £106,000 these projects are; a Room Hire Fund, which provides money for room hire for groups that are not funded by the public sector, these voluntary carer support groups can then meet and continue their beneficial support; Young Adult Carers' Project, this service supports carers between 17 and 25 years old. The service provides activities, one-to-one support to help young carers get back into education, training or employment and peer support; and a Working Carers' Project to encourage employers to become carer friendly and support carers to stay in employment. As an upstream health promotion project, this supports the local economy, reduces the chance of carers leaving employment and relying on the state and better equips carers for their future needs.

We have developed a carers Resource Allocation System (RAS), due to be launched in early February 2017. This RAS will be a way to equitably disseminate financial support to carers in Croydon.

4.1 Safeguarding

- 4.1.1 Since the last report there has been significant positive developments in Safeguarding. The Pan London Safeguarding Policy has been updated and implemented. This Policy includes the procedures which guide the safeguarding enquiry process. The key sections are also in the new Standard Operation Procedures (SOPs). This has supported the standardisation of safeguarding practice.
- 4.1.2 Safeguarding has been a major work stream in the Transformation of Adult Social Care Programme (TRASC). The focus is on ensuring that safeguarding

is appropriately embedded in all the operational teams. This is underpinned by a training programme focused on S42 Enquiries.

4.1.3 A further initiative has been to develop a triage function which is having a positive impact on ensuring appropriate safeguarding thresholds are applied. The triage function is based in the Centralised Duty Team. It has only been in place for a few months but has a positive impact ensuring that only appropriate referrals go on to be S42 Enquiries.

4.1.4 A significant change brought in by the Care Act was placing Safeguarding Adults Board on a statutory footing. During the last year the Board has recruited a new chair. This person chairs both the Adult and Children Safeguarding Boards in Croydon which will help to ensure a consistency between both Boards.

CONTACT OFFICER: Graham Terry, Interim Head of Transformation.

BACKGROUND DOCUMENTS [None]