Adult Social Care Services

Redesign of Early Intervention and Prevention Services

We valued your views from the recent Let’s Talk consultation.

Visit: cheshirewestandchester.gov.uk

Consultation runs from 13 July to 5 October 2016
Consultation document

Cheshire West and Chester Borough Council recognises the value and importance of a thriving third sector which is able to support the Council in meeting its objectives in promoting the economic, social and environmental wellbeing of citizens and communities within the Borough.

One of the key commitments within the Council’s Corporate Plan 2016 – 2020 “Helping the Borough to Thrive” is to “Support the Community and Voluntary Sector to Thrive” in the belief that this, known as the third sector, is an important element of a strong society. The sector has a clear role in providing services as well as helping to shape policy and contribute to the development of stronger communities. The Council is committed to working with our local third sector partners and will be looking at ways we can strengthen the links and work in a more cooperative, collaborative way.

Background

In line with the Council’s ambitions detailed in the “Better Outcomes Plan for Older People and Vulnerable Adults”, this consultation document explains our future commissioning intentions around Early Intervention and Prevention services. These services will focus on reducing demand on health and social care provision whilst ensuring that residents are able to stay as independent and as well as possible, for as long as possible.

The Council currently commissions a broad range of organisations to provide social care services around early intervention and prevention. The recent changes to adult social care funding and also the new responsibilities introduced as part of the Care Act 2014, mean that the Council needs to take a more strategic approach so that all of the adult social care services the Council commissions are targeted to meet our resident’s needs and are consistent with the Council’s Corporate Plan which was subject to wide public consultation ending earlier this year.

Purpose of the consultation

This is to enable you to:

• comment on the types of services the Council is proposing to commission
• influence the way early intervention and prevention services are delivered in the future
• identify any gaps in proposed service provision
• make suggestions to help improve services
• provide opportunities for those with an interest to offer their opinions on proposals to change and improve services

What we are consulting on

We are redesigning our Early Intervention and Prevention services to ensure that they support residents to stay as independent and as well as possible for as long as possible and also reduce demand for more expensive, long term types of care.

The identified services range in scope from community good neighbour schemes through to services that support early hospital discharge. We are keen to hear your views to help us to ensure that over £1m of the £3.2 million we have available is spent on services that meet the needs of local service users and their Carers. Over £1 million of this budget has been made possible through the Council using its powers to raise an additional precept on council tax bills of 2% to enable additional investment to be directed towards supporting vulnerable adults.

As well as the redesign of our Early Intervention and Prevention services we also wish to consult on our future commissioning plans for Carers and also for the Healthwatch service. These services also make a significant contribution to prevention in enabling carers to continue to support adults who would otherwise need more formal care, by directing people to get the help they need and giving them a voice in how that help is delivered.
We really want to hear what you think about our proposals. After the consultation ends on 5 October 2016, your views will be carefully considered and used to shape our future commissioning plans for this set of services. If necessary, and appropriate, we will review and adjust our proposals.

How you can share your views
The consultation period runs from 13 July 2016 to 5 October 2016. Face to face discussions about our proposals will take place at partnership and “stakeholder” events throughout the period and with groups representing people who have particular needs or interests. We are really keen to hear from service users, future service users, Carers and service providers. Please do take this opportunity to respond in this timescale so that your views can be taken into account.

There is a range of ways for you to express your views:

- Complete the questions in this consultation document
- Email: commissioningandcontracts@cheshirewestandchester.gov.uk
- Telephone: 01244 973129

Accessing Cheshire West and Chester Council information and services
Council information is also available in Audio, Braille, Large Print or other formats. If you would like a copy in a different format, in another language or require a BSL interpreter, please email us at equalities@cheshirewestandchester.gov.uk

Tel: 0300 123 8 123  Textphone: 18001 01606 867 670
email: equalities@cheshirewestandchester.gov.uk
web: www.cheshirewestandchester.gov.uk
The model for early intervention and prevention commissioning

The Council’s strategic approach to ensuring that all services which it commissions are targeted to meet our service users’ needs can be summarised as:

**Demand**
- more people needing services
- increasing options available

**Budget**
- ensure value for money
- resources need to be targeted towards prevention

**Delivery**
- Integrated service delivery for better outcomes
- more choice and control

In line with this, our new way of commissioning is based on a three tier model. The intention of this is to reduce demand on health and social care provision and ensure that residents are able to stay as independent and as well as possible for as long as possible. This approach places particular emphasis on the development of ‘low level’ arrangements to support prevention.

The main principles underpinning this way of working will be:
- facilitating access to universal (or general) services
- building capacity (social capital) to support prevention activity within local communities
- ensuring that people have greater choice and control over how their needs are met
We are looking to have an overall lead organisation for each of the three tiers to ensure greater coordination and closer working between services, including the development of joint referral arrangements to access services. The new model of commissioning will deliver an improved service for users and carers by delivering a better, more aligned and coordinated referral process so that people can get access to the services which best meet their needs.

**Tier 1 - Community Wellbeing:**
These services are aimed at people who have no particular social care needs or symptoms of illness and the services provided do have a more flexible eligibility criteria. The focus will be on prevention and universal access to good quality information and support to enable individuals to maintain independence, good health and to promote their overall wellbeing.

This tier is closely aligned to the Council’s proposed new way of delivering social care that is currently in development. This is an approach which brings together public agencies, providers and particularly the skills and energy of communities to develop innovative and flexible services which meet local needs, aspirations and circumstances.

We are proposing to change the criteria of our “Enabling Community Empowerment” grant funding scheme to focus on developing more activities around good neighbourliness and social support. This will include developing community level social action schemes such as circles of friends and good neighbourliness schemes to ensure that local people are supported in the communities they live in.

<table>
<thead>
<tr>
<th>Ref</th>
<th>The services identified for this tier are:</th>
<th>Anticipated budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Services to address social isolation in identified communities</td>
<td>£164,000</td>
</tr>
<tr>
<td>1.2</td>
<td>Services to support community activities including befriending and social activities</td>
<td>£120,000</td>
</tr>
<tr>
<td>1.3</td>
<td>Services to support the development of third sector organisations.</td>
<td>£120,000</td>
</tr>
<tr>
<td>1.4</td>
<td>Establishment of a community capacity building programme in identified communities.</td>
<td>£200,000</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>£604,000</strong></td>
</tr>
</tbody>
</table>
Tier 2 - Early intervention and prevention:
These services will be aimed at identifying people at risk to halt or slow down any deterioration to their independence, health or wellbeing. Actions will include identifying individuals at risk of specific health conditions or events or those who have existing low level social care needs. This includes support for people who have long term conditions. These services will be targeted at those who already have needs as well as individuals referred through existing referral mechanisms. It is expected that those who provide the identified services will also provide services for people who pay for their own care and are known as self-funders.

<table>
<thead>
<tr>
<th>Ref</th>
<th>The services identified for this tier are:</th>
<th>Anticipated budget</th>
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<tbody>
<tr>
<td>2.1</td>
<td>Services for people with mental health needs</td>
<td>£100,000</td>
</tr>
<tr>
<td>2.2</td>
<td>Services for people with learning disabilities</td>
<td>£75,000</td>
</tr>
<tr>
<td>2.3</td>
<td>Services for people with sensory impairment such as hearing or visual impairment.</td>
<td>£100,000</td>
</tr>
<tr>
<td>2.4</td>
<td>Services that support people with dementia and their Carers.</td>
<td>£75,000</td>
</tr>
<tr>
<td>2.5</td>
<td>Falls prevention activities</td>
<td>£75,000</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>£425,000</strong></td>
</tr>
</tbody>
</table>

Tier 3 - Reablement
These services will be aimed at minimising disability or deterioration from established health conditions or complex social care needs. The focus here is on making the best of people’s functioning and independence through, for example, rehabilitation or enablement services. There will be a particular concentration on commissioning services that support safe and rapid discharge from hospital.

<table>
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<tr>
<th>Ref</th>
<th>The services identified for this tier are:</th>
<th>Anticipated budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Services that support hospital discharge</td>
<td>£60,000</td>
</tr>
<tr>
<td>3.2</td>
<td>Services for people who have had a Cardio Vascular Accident (CVA) such as a stroke</td>
<td>£65,000</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>£125,000</strong></td>
</tr>
</tbody>
</table>
Please give us your views about what you have just read about the three tier model for early intervention and prevention commissioning. All the information you provide will be in the strictest confidence. If there are any questions you do not wish to answer, please feel free to leave them blank.

Q1a: On pages 4-7 we have described the three tier model for early intervention & prevention commissioning. Overall do you agree with the idea of the three tiers in this model? Please cross (X) one box only

☐ Yes
☐ No
☐ Don’t know

Q1b: If no, please say why

☐

Q2a: We are looking to have an overall lead organisation for each of the three tiers to ensure greater coordination and closer working between services, including the development of integrated referral routes. Do you agree with this aim?

☐ Yes
☐ No
☐ Don’t know

Q2b: If no, please say why

☐

Q3a: For Tier 1, Community and Wellbeing, we have identified four services (see page 5). Do you agree with them?

☐ Yes
☐ No
☐ Don’t know

Q3b: Do you have any comments you would like to make about any of them or can you see any gaps? Please write in the box below, noting the reference number(s) of the service(s) you are commenting on

☐

Q3c: As part of Tier 1, we are proposing to change the criteria of the “Enabling Community Empowerment” grant funding scheme to focus on developing more activities around good neighbourliness and social support. Do you agree with this?

☐ Yes
☐ No
☐ Don’t know

Q3d: If no, please say why

☐
Q3e: Following the consultation with the Third Sector conducted earlier this year the Council is looking to refocus the service which offers support to the local voluntary sector. The changes will include

a) Establishment of a borough wide voluntary sector network  
b) Increased availability of online governance resources  
c) Increased business development and financial modelling support  
d) Reduced volunteer brokerage offer but support for organisations to recruit volunteers including Disclosure and Barring Services checks

Do you have any comments you would like to make about these changes or can you see any gaps? Please write in the box below, noting the reference number(s) of the change(s) you are commenting on

Q4a: For Tier 2, Early intervention and prevention, we have identified five services (see page six). Do you agree with them?

Yes ✅  No ✗  Don't know ✗

Q4b: Do you have any comments you would like to make about any of them or can you see any gaps? Please write in the box below, noting the reference number(s) of the service(s) you are commenting on

Q5a: For Tier 3, Reablement, we have identified two services (see page six). Do you agree with them?

Yes ✅  No ✗  Don't know ✗

Q5b: Do you have any comments you would like to make about any of them or can you see any gaps? Please write in the box below, noting the reference number(s) of the service(s) you are commenting on
**Additional services**

Within the framework of early intervention and prevention there are two important and specific sets of services we need to review and re-commission. We are keen to take this opportunity to hear from people about what those services should look like in the future and improve outcomes for them.

**Services for Carers**

Carers’ services will continue to be a key priority for the Council and our health partners. We are keen to ensure that all services commissioned are responsive to the needs of carers, supporting them in maintaining their caring role whilst having a life of their own. Through ongoing consultation with Carers we have been able to identify the five key priorities for Carers which are:

a) providing up to date information, advice, guidance and signposting service in a timely way to support people in their caring role
b) enabling the opportunity to take part in an activity or interest of their choice, with or without the cared for person
c) increasing the knowledge, skills and awareness of GPs and other primary care services to identify and support Carers
d) providing a break from their caring role so that they can take part in opportunities they may have been excluded from because of their caring responsibilities
e) making available advice, help and support for young carers

We are therefore keen to invite comments at the earliest opportunity as part of the wider early intervention and prevention consultation.

**Healthwatch**

Local authorities are required to arrange for a Healthwatch service to act as a consumer champion for those who use health and social care services in their areas.

In Cheshire West and Chester, the service has been delivered by Healthwatch Cheshire West since April 2013 under a contract with the Council. That contract comes to an end on 31 March 2017 and the Council is about to embark on the process of commissioning a new service.

The Council would like to have the views of organisations and residents about what that new service should look like. We will take into account any comments as we revise the specification for the service, which will form an important part of the tender documentation. The consultation is not about the performance of the current service provider.
Please give us your views about what you have just read about the additional services. All the information you provide will be in the strictest confidence. If there are any questions you do not wish to answer, please feel free to leave them blank.

**Q6a:** We have identified five key services for Carers (see page 9) Do you agree with them?

- [ ] Yes
- [ ] No
- [ ] Don’t know

**Q6b:** Do you have any comments you would like to make about any of them or can you see any gaps? Please write in the box below, noting the reference number(s) of the service(s) you are commenting on

**Q7a:** Another additional service is Healthwatch described on page nine. Have you heard of Healthwatch?

- [ ] Yes
- [ ] No (go to Q8)

**Q7b:** If yes, have you had any contact with the organisation?

- [ ] Yes
- [ ] No (go to Q8)

**Q7c:** If yes, please tell us why you contacted Healthwatch. Please cross (X) all that apply

- [ ] To find out about adult care services
- [ ] To find out about children/young people’s services
- [ ] To find out about NHS services
- [ ] To raise a concern or issue
- [ ] To express a view or opinion
- [ ] To take part in a survey
- [ ] To offer to be a volunteer
- [ ] To attend a local meeting or event
- [ ] Other (please state in the box below)
Q8: Is there anything that might prevent you from using the Healthwatch service? Please cross (X) all that apply

- Didn’t know about the service or what it does
- Not locally accessible
- Other services are available
- I don’t think it’s appropriate to my needs
- Information is in the wrong format or language
- I don’t think it is culturally appropriate
- Nothing prevents me from using the Healthwatch service
- Other (please state in the box)

Q9a: How would you prefer to contact Healthwatch in the future? Please cross (X) one box only

- Telephone
- Face to Face – drop in service
- Internet /website
- Face to face – meeting by prior appointment
- Email
- Via letter or post
- Other (please state in the box)

Q10: When we design the new Healthwatch service, what would you like to see included in it? Please select your top 3 priorities from the list below by putting a cross (X) in three boxes.

- Ensure that information is available so that people get the help they need
- Gather users views and experiences about health and social care services and pass them on to those who run, plan or commission services
- Inspect and scrutinise adult social care and health services and facilities to make sure they are safe and of a good standard
- Work with the NHS and Local Authorities to shape their policies and strategies
- Engage effectively with as many local communities and interest groups as possible
- Help to direct people to the right help and advice if they have an issue or complaint about a health or social care service
Q11: How should Healthwatch promote its services?

- Online
- Use of local media (in any form)
- Leaflets in well visited public places e.g. GPs, supermarkets
- Campaigns and events
- Attending meetings in the community
- Drop in sessions in our major towns and villages
- Information in languages other than English, on request
- Films about what they do
- Other (please state in the box below)
About you
All questions are voluntary and treated in the strictest confidence

The answers you give in this section will only be used to help us to plan our future services. Please feel free to leave blank any questions that you do not wish to answer, we will use the comments you have given us so far. No information will be released that would allow identification of you as an individual or of your household.

Q12a: Which of the following best describes you? Please cross (X) all that apply.

- [ ] A resident of Cheshire West and Chester
- [ ] An unpaid carer* of a resident of Cheshire West and Chester
- [ ] An employee of Cheshire West and Chester Council
- [ ] An elected Member of Cheshire West and Chester council
- [ ] An elected town or parish councillor in Cheshire West and Chester
- [ ] A member of a voluntary or community organisation in Chester
- [ ] Other (please specify in the box below)

* An unpaid carer is someone who looks after a family member, partner or friend in need of support or services because of their age, physical or learning disability or illness, including mental illness

Q12b: If you are responding on behalf of a group, organisation or club please state the name and postcode in the box below (you do not need to complete the rest of the 'About you' section). Please write in the box below.

Q13: Please tell us your postcode; this is so that we can be sure we have obtained a range of views from across the borough. Please write in the box below.

Q14a: Are you...? Please cross (X) one box only.

- [ ] Male
- [ ] Female
- [ ] Prefer not to say
Q14b: Is this the gender you were born into? Please cross (X) one box only.
- [ ] Yes
- [ ] No
- [ ] Prefer not to say

Q15: Which age group do you belong to? Please cross (X) one box only.
- [ ] 16 to 24
- [ ] 25 to 34
- [ ] 35 to 44
- [ ] 45 to 54
- [ ] 55 to 64
- [ ] 65 to 74
- [ ] 75 and over
- [ ] Prefer not to say

Q16a: Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? This includes problems related to old age. Please cross (X) one box only.
- [ ] Yes
- [ ] No
- [ ] Prefer not to say

Q16b: If you answered yes to the question above, which of the following best describes your disability or illness? Please cross (X) all that apply.
- [ ] Physical impairment that causes mobility issues e.g. Wheelchair users
- [ ] Visual impairment
- [ ] Hearing impairment
- [ ] Learning disability or difficulty
- [ ] Mental health issue
- [ ] Long standing illness or health condition
- [ ] Other (please specify in the box below)

Q17: Do you have a caring responsibility? Please cross (X) one box only.
(This could be either as a paid carer or as someone who looks after a family member, partner or friend in need of support or services because of their age, physical or learning disability or illness, including mental illness)
- [ ] Yes
- [ ] No
- [ ] Prefer not to say

Q18: Which of the following best describes your religious belief/ faith? Please cross (X) one box only.
- [ ] Buddhist
- [ ] Christian
- [ ] Hindu
- [ ] Jewish
- [ ] Muslim
- [ ] Sikh
- [ ] None
- [ ] Prefer not to say
- [ ] Other, please specify
Q19: Which of the following terms best describes your sexual orientation? Please cross (X) one box only.

- [ ] Heterosexual (straight)
- [ ] Gay/Lesbian
- [ ] Prefer not to say
- [ ] Other, please specify

Q20: Which of the following terms best describes your ethnic origin? Please cross (X) one box only.

**White**

- [ ] English/Welsh/Scottish/Northern Irish/British
- [ ] Irish
- [ ] Any other White background (X and write in below)

**Black or Black British**

- [ ] Caribbean
- [ ] African
- [ ] Any other Black background (X and write in below)

**Asian or Asian British**

- [ ] Indian
- [ ] Pakistani
- [ ] Bangladeshi
- [ ] Chinese
- [ ] Any other Asian background (X and write in below)

**Mixed**

- [ ] White and Black Caribbean
- [ ] White and Black African
- [ ] White and Asian
- [ ] Any other Mixed background (X and write in below)

**Other ethnic group**

- [ ] Arab
- [ ] Other ethnic group (X and write in below)

**Travelling Community**

- [ ] Gypsy/Roma
- [ ] Traveller of Irish descent
- [ ] Other member of the Travelling Community

Thank you very much for taking part in this survey.

Please return this form to: Corporate Assessment Centre, Cheshire West and Chester Council, 4 Civic Way, Ellesmere Port, CH65 0BE. Closing date is 5 October 2016.