

Adult Social Care, Health and Housing Overview & Scrutiny Panel (ASCH&H O&S Panel)



Adult Social Care, Health and Housing

Event Horizon and working with the
ASCH&H O&S Panel

4 June 2019

Agenda

1. The People Directorate Vision
2. Adult services structure chart and breakdown of services
3. Service detail and potential areas of support from ASCH&H O&S Panel
 - Adults Operational Services
 - Early Help and Communities
4. The Transformation Programme

The People Directorate Vision

Bracknell Forest People Directorate Vision

People at the Heart of our Services

We are here to:

- Protect you from harm if you need us
- Help you to get support so that you can be physically and emotionally healthy
- Work with you and your community to help you to be independent and resilient



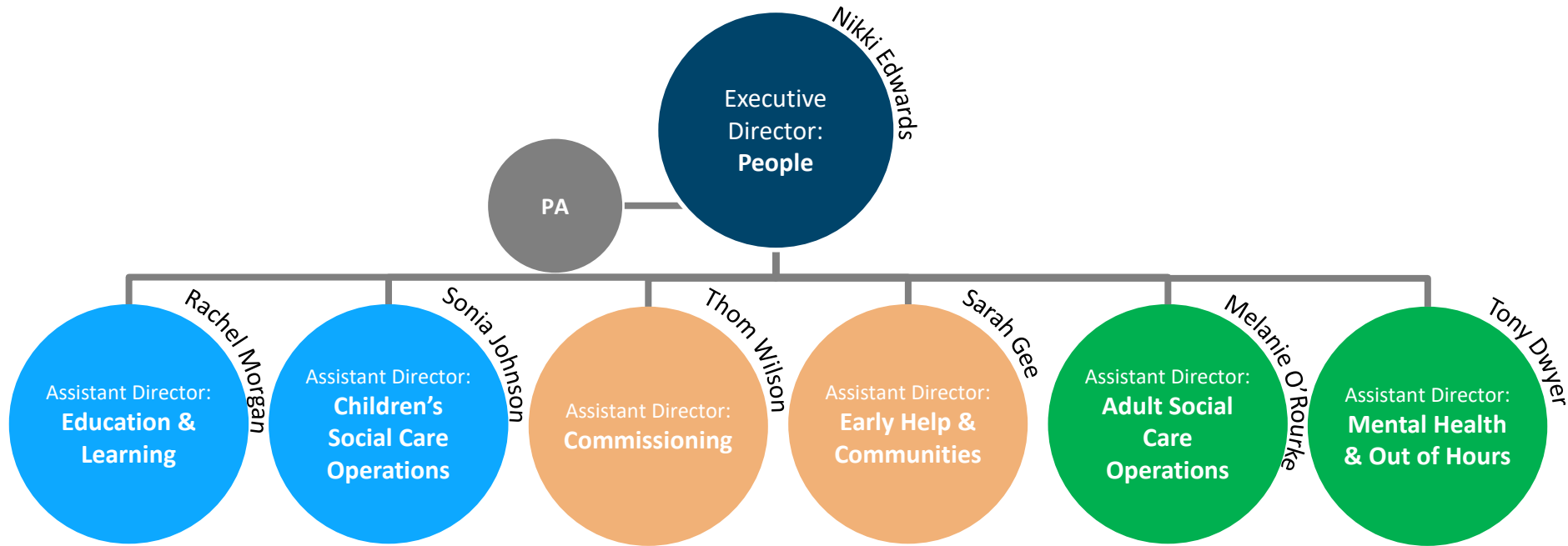
We'll do this by:

- Focusing on quality practice
- Integrating services with partners
- Providing information & choice
- Focusing on what is most important

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1. The People Directorate Vision
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 - Adults Operational Services
 - Early Help and Communities (Welfare and Housing)
4. The Transformation Programme

People Directorate Structure Chart



Breakdown of Adult Services

Adults Operational Services

Assistant Director:
Commissioning

Thom Wilson

Strategic
commissioning

Operational
commissioning

Quality, governance
& safeguarding

Transformation

Assistant Director:
**Early Help &
Communities**

Sarah Gee

Housing & Welfare

Community Safety

Early Intervention

Assistant Director:
**Adult Social Care
Operations**

Melanie O'Rourke

Adult Community
Team

Intermediate Care
Service

Learning Disability
and Autistic
Spectrum Disorder

Assistant Director:
**Mental Health &
Out of Hours**

Tony Dwyer

Community Mental
Health Team

Community Mental
Health Team – Older
Adults

Emergency Duty
Service

Forestcare

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Adults Operational Services

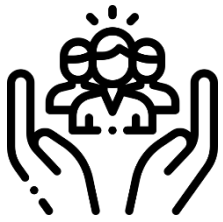
Service Overview – Adult Social Care Operations

Whichever service people receive support from our primary objective is always early intervention, prevention and building resilience

Our Adult's Community team work with individuals who are in poor health or are suffering from a long-term condition to help them to identify their strengths and informal support networks and where they will need our help. Our aim is to help people to maximise their independence so that they can live in their own homes and make choices about how they live their lives.

The Community Team for People with Learning Disabilities work individuals and their families to assess needs and help them develop personalised support arrangements.

We also have a Community Team for People with a primary diagnosis of Autistic Spectrum Disorder and their carers.



Assistant Director:
**Adult Social
Care
Operations**

Adults Operational Services

Service Overview – Mental Health and Out of Hours

The Community Mental Health Team and Community Mental Health Team for Older Adults are both integrated teams comprised of NHS and Adult Social Care staff, who provide support to people living in Bracknell Forest with severe and enduring mental illness including dementia.

The Berkshire Emergency Duty Service (EDS- Hosted by Bracknell) is the primary contact for members of the public and professionals who have concerns about a child or vulnerable adult's welfare and safety outside of normal office hours and an out of hours Appropriate Adult Service that provides a response to vulnerable Adults/Children and Young People who find themselves in police custody. EDS respond to all Social Care and Homelessness emergencies that arise out of hours and which cannot be left until the next working day

Forestcare is a 24 hour Telecare response centre. We provide a range of telecare solutions to both individuals and organisations. ForestCare also covers a ranges of services including Pendant alarms, housing repairs, first response

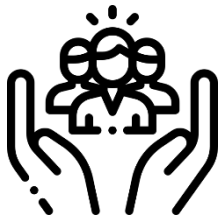


Assistant Director:
**Mental Health
& Out of Hours**

Adults Operational Services

What are we currently working on?

- Review of Berkshire wide Emergency Duty Service (EDS)
- Availability and affordability of residential and domiciliary services
- Delivering the Heathlands project



Assistant Director:
**Mental Health
& Out of Hours**

Assistant Director:
**Adult Social
Care
Operations**

Adults Operational Services

What's on the horizon?

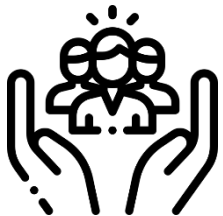
- Ensuring robust mechanisms are in place for individuals to receive Continuing Health Care funding (CHC)
- Further work to fully align the Peoples Directorate to reduce duplication, improve quality and look at how we can create a continuum of service for individuals
- Recruitment and retention of hard to fill posts

Potential area of support from ASCH&H O&S Panel

- Work to ensure that individuals entitled to CHC receive support

Assistant Director:
**Mental Health
& Out of Hours**

Assistant Director:
**Adult Social
Care
Operations**



Early Help and Communities

Service Overview (Welfare and Housing)

The main role of the Housing Service is to provide housing advice, to prevent homelessness and to work with those in need to alleviate homelessness.

The Welfare Service administers the national Housing Benefit scheme to help those on low income pay their rents. The service assists customers to maximise their income and administers Council Tax Reduction Scheme.

Disabled Facilities Grants assist people to live independently by helping to fund suitable adaptations to their properties.

Energy Efficiency and Home Improvement Loans

We provide advice on and works to improve the energy efficiency of residential properties in Bracknell.



Assistant Director:
Early Help &
Communities

Early Help and Communities

What are we currently working on?

- Developing our approach to supporting rough sleepers
- Reviewing and strengthening the prevention of homelessness
- Maximising income for residents through assisting with swift benefit decisions



Assistant Director:
**Early Help &
Communities**

Early Help and Communities

What's on the horizon?

- A focus on making best use of existing housing resources
- Develop our strategic approach to meeting the local need for affordable housing
- Implementing our new service offer for rough sleepers
- Develop our service offer for cohorts of vulnerable clients

Potential areas of support from ASCH&H O&S Panel

- Forming part of and informing the consultation process on our future strategic housing approach



Assistant Director:
**Early Help &
Communities**

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What we've delivered over the last year

- ✓ Conversations approach new way of working
- ✓ More transparent assessment and care calculator tools
- ✓ Extra dementia care and step-up/ step-down beds
- ✓ Online marketplace launched
- ✓ New outcomes focused home care contract
- ✓ Connections hub function and community connector role set up
- ✓ Personal Health Budget service operational
- ✓ Care management system upgrade and mobile IT kit
- ✓ 43% of people now manage their care via direct payments



What are we currently working on?

There are a number of projects in progress looking to transform the way that we support our residents and improve outcomes for them whilst achieving the principles of quality and consistency that we strive for. We are seeking the following benefits from the current initiatives that we are working on:

Increasing suitable accommodation for people with Learning Disabilities

Increasing the supply of nursing beds available for residents with dementia

Supporting people with Learning Disabilities in groups and increasing independence skills

Facilitating more people returning home after stays in hospital

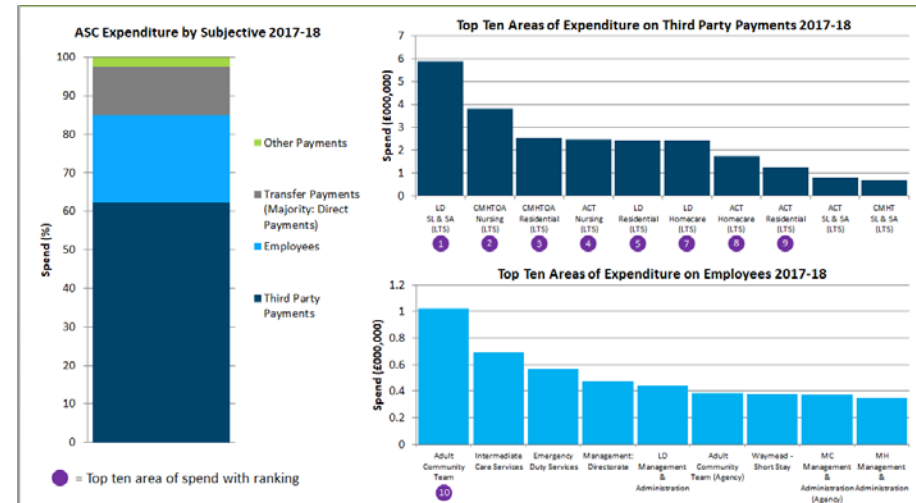
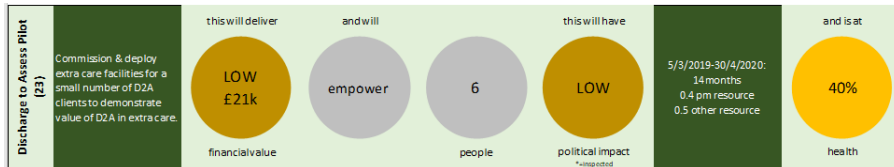
Support for carers to sustain their role and help their loved one remain at home

Reducing the cost of residential and nursing placements through effective commissioning



What's on the Horizon?

Most of our projects are in the early stages but we are also working to identify and scope new projects to help us achieve our aims.



Potential areas of support from ASCH&H O&S Panel

- Scrutiny of current performance and support with identifying potential new projects
- Helping to set the direction of travel for adult social care and our offering to residents



Thank you



Questions