

CONSULT ON THE FUTURE OF 'IN HOUSE' HOME SUPPORT FOR PEOPLE WITH LONG TERM CONDITIONS WITH A VIEW TO THE INDEPENDENT SECTOR PROVIDING THIS SUPPORT

1. Background

- 1.1 An increasing number of people are using Personal Budgets to provide their community support and it is expected that demand for both internal and external personal care services will reduce as a result of individuals choosing to employ Personal Assistants.
- 1.2 Two Community Support & Well Being Teams, one for Long Term Conditions (LTC) and the other supporting people with Dementia, were created, along with the Intermediate Care Service, as a result of the restructuring of Bracknell's In-House Homecare Team in 2007.
- 1.3 The Long Term Conditions Team employs 1 FTE Assistant Team Manager, 1 FTE Care Coordinator and 16 (13 FTE) Support Workers.
- 1.4 In addition, there is a Team Manager post providing management support to the Dementia and Long-term Conditions Teams.
- 1.5 LTC staff are well-trained and highly-regarded as demonstrated by the annual survey of people who use the service and the number of compliments received.
- 1.6 The unit cost of the LTC Team at £38.16 per hour, is considerably higher than care purchased from the external market, at £14.40 per hour. This is difficult to justify in view of current economic pressures facing the Council. The unit cost excludes the cost of managing the team.
- 1.7 An average of 187 hours of domestic support per week, including hours provided under the Home First Service, are delivered by the team each week. Action is taken to ensure that any unallocated hours, i.e. cancellations owing to hospital admissions etc., are used appropriately.
- 1.8 The Home First service is currently supplied by a combination of the LTC Team and independent providers.
- 1.9 Out of hours response for the LTC Team is currently managed by EDT.

2. Context

- 2.1 The team's remit is to work with people with complex needs until their situation stabilises and they are able to be moved on to outside agencies. All of the people supported have signed a contract to that effect. However, in practice the team has provided longer term support for a small number (9) of people. In the event that the service is re-provided, there will be no reduction in the amount of support currently delivered to those individuals.
- 2.2 The LTC Team has managed support to the 'Assessment Flat' at Barnett Court since its inception. The scheme has reduced pressures for admission to long-term care and it is planned that responsibility for this support will transfer

to Community Response & Reablement should the community services for people with long-term conditions be re-provided.

- 2.3 A report first went to DMT on the 7 December, 2010 for a decision to begin exploring options for re-providing services to people with long-term conditions.
- 2.4 Some short-term additional capacity will be required within the OPLTC Team to support people in moving to Personal Budgets.

3. Recommendations

Re-provide 187 hours per week of community support services for people with long-term needs via the independent sector. This number of hours is expected to reduce substantially over the next 12 months as a result of the roll-out of Personal Budgets.

This would mean that:-

- 3.1 All people currently receiving directly provided domiciliary care from the Long-term Conditions Team will be supported to complete an SSAQ and create a person-centred plan of support based on their desired outcomes.
- 3.2 All those currently funded by the PCT will be provided with a structured handover period for any new arrangements commissioned by Health.
- 3.3 Home First services will be spot-purchased from the independent sector.
- 3.4 The Barnett Court Assessment Flat support will become the responsibility of Community Response & Reablement.

4. Benefits

- 4.1 The proposal supports the Transformation of Adult Social Care. The Council is tasked with assisting people to use personal budgets to meet their desired outcomes. Therefore it is imperative that resources are now targeted towards achieving individual outcomes rather than the provision of specific services.
- 4.2 The move to a Personal Budget enables individuals to take control of their lives by determining how best to achieve their desired outcomes.
- 4.3 Some of the efficiencies achieved through re-provision can be used to fund additional PA/staff training within the external care economy and other initiatives aimed at improving the quality of support available to people living with long-term conditions.
- 4.4 The spot purchasing of Home First and the delivery of Personal Budgets will provide an estimated £140K a year in further direct support for the external care economy within the borough.

5. Financial Implications

- 5.1 The 2011-12 budget for the CSW Long-term Conditions Team is £324,820, with an expected out-turn of £266,918, owing to PCT and client contributions. The management cost for the service is £48,000.
- 5.2 Spot-purchasing of 187 hours per week at current costs of £14.40 per hour would cost £140,779 per annum. This figure will reduce as the number of people employing personal assistants rises and the PCT purchases services on behalf of those in receipt of CHC funding. If accepted, this proposal will achieve savings in the region of £220,000 per annum.
- 5.3 The costs of project managing the change will be met from existing budgets. The costs of the redundancies potentially arising from this proposal would be applied to be met from the Structural Changes Fund. There is a pay back period of less than a year.

6. Human Resources

- 6.1 Human Resources have been advising departmental Managers throughout this process in ensuring the Organisational Change Protocol is followed. Consultation will include staff and Trade Union representatives.
- 6.2 A timetable will be established to incorporate formal staff consultation with the Long Term Conditions Team and the reporting requirements for Local Joint and Employment Committees. The Council will comply with all appropriate employment legislation that relates to the rights of employees affected by organisation change in particular the Employment Rights Act 1996.
- 6.3 The Long Term Conditions Team are seen as a highly skilled staff group and every effort will be made to redeploy those placed at risk in line with the Council's policy.
- 6.4 A total of 19 staff will be affected. The time frame for staff consultation is 13 weeks and planned to commence on 19 October 2011, ending on 18 January 2012. Regular staff consultation meetings will be offered to all those affected. There are no TUPE considerations as a result of this process. The appropriate redeployment process will be followed.