

Adult Services

Big Ticket Programme Newsletter

Multi-Disciplinary Service (MDS)

As outlined in the July newsletter, the new Multi-Disciplinary Service (MDS) went live as planned on 12 October, 2015. The service has been designed to complement our Stockton Wellbeing Model of Care and provides support to enable people to remain safely in their own home, and therefore prevent the need for hospital or residential care services.

The MDS includes six Wellbeing Facilitators from a range of professional backgrounds including Occupational Therapy, Social Work, Nursing and Physiotherapy.



The Wellbeing Facilitators will:

- Complete an holistic wellbeing assessment
- Develop an integrated support plan.
- Commission appropriate services on behalf of the person referred
- Signpost where appropriate to prevent low level services and activities through the Voluntary Community and Social Enterprise (VCSE) sector
- Act as a care co-ordinator for up to six weeks, ensuring continuity and oversight. At the end of the six weeks the person is either discharged or referred to the appropriate long term professional

As planned, the team start by taking referrals via the First Contact Adults team and have recently started taking referrals from Rapid Response and Health Services. The referral criteria is anyone over the age of 65 with a health and/or social care need, who is not currently in receipt of care or support from a health or social care professional.

It is still early days for the service but the team are working well and have received excellent feedback from clients.

“the service has been absolutely fantastic, I was so impressed at how quickly they responded and how much they have done for me”



The Better Care Fund has been extended to 2016 & 2017



Stockton-on-Tees
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Adult Services

Big plans for the care we provide

MDS - Case Study

A referral was received by the MDS for an 89 year old who was struggling with a number of activities of daily living. After the assessment, a number of referrals were made to address these and other areas:

- Bathing difficulties were met by provision of equipment and referral for Local Authority Services
- Referral to Audiology for a hearing test
- The use of a pendant alarm and wheelchair were discussed, considered but declined
- A key safe was arranged
- Broadacres - referred to for help with gardening
- Benefit checks led to the identification and application for benefits totalling £134.95 per week, which an annual income increase of £7017.40

This is just one actual case example and shows the real benefit of the MDS service in securing really positive outcomes for people, whilst successfully utilising the collective resources of the Local Authority, NHS and the Voluntary Community & Social Enterprise Sector.

The Care Act 2014 - Operational Impact

The Care Act 2014 provides a new legal framework for adult social care. It introduced new national eligibility criteria, assessment and support Processes for social care and support. This meant that the Assessment documentation and the Care and Support Plan used in Adult services had to be rewritten. It is now a statutory duty to promote wellbeing, meaning that Social Workers have had to change the way that they assess people. The new assessments focus on the impact on the health and wellbeing of a person when they are completing an assessment.

The assessment process and the Care and Support Planning function now need to be carried out separately. This means that a person has an assessment and is given their indicative personal budget. A Social Worker will then arrange a further visit to finalise their personal budget and determine how that budget will be spent to meet the identified needs. This has meant an increase in the amount of visits needed to each person and an increase in the time taken to complete an assessment.

The Care Act 2014 also gave carers new rights, allowing them a right to an assessment and also to be offered their own personal budget, meaning that they can meet

their needs as a carer more creatively. This has led to an increase in the number of assessments requested by carers. There is also now a legal duty to keep adults safe and make enquiries where abuse is suspected.

The preparation for the implementation of the Act included an extensive programme of staff training and development (including e-learning as set out overleaf). This has ensured an efficient and effective transition to meet the new requirements and ensure we are compliant with regards to the Social Care Reforms the Care Act 2014 delivers.



Care Act - e -learning

A suite of Care Act 2014 e-learning training modules were introduced in April 2015 and are being used across the authority to supplement the face-to-face Care Act training programme.

This modular course structure ensures that participants only need to cover the modules relevant to their job role. Stockton-on-Tees' licence provides access to e-learning for both our own staff and to our partners across the Borough.

Since the system was launched in April 2015, 249 people have accessed the training.

Registration for the modules is through the Workforce Development administration team for local authority workers via emailing adultselearningcesc@stockton.gov.uk and self registration for our partners.

Care Act Helpline - Closing January 2016

A dedicated Customer Service Care Act Helpline was set up in April 2015 to support the launch of the Care Act 2014. Following a steady decline in calls the dedicated line will close the first week in January 2016.



Dementia Projects

The Better Care Fund Dementia strand is developing several projects to support people with dementia and their carers through the journey of the condition and promote a greater understanding of the causes and consequences of dementia.

Following a consultation event we have developed five pilots:

1. A leaflet to encourage people with cognitive impairment to seek help and get a diagnosis.
2. Funding for the existing Dementia Advisor Service for a further 12 months so that we can measure the impact and benefits of the service. The Service provides ongoing information, advice and support for people with undiagnosed or diagnosed dementia and their carers.
3. We are establishing a one-to-one and group maintenance cognitive stimulation service to provide meaningful activities and education to improve clients cognitive function and psycho social well-being. This services also provides support for carers and gives them chance to take a few hours break to increase their resilience.
4. There will be a project to facilitate people with dementia and their carers to become 'expert dementia champions' to promote dementia to the public and private organisations and take part in voluntary work to increase their community involvement.
5. A tailored programme is being developed to up skill the workforce in the community (Health, Social Care, VCSE, Private Sector) to increase their responsiveness and appropriateness in service delivery.

Other business cases are being developed to provide services to prevent crisis and to support carers.

Voluntary, Community and Social Enterprise Sector (VCSE) Event

The VCSE are a key stakeholder/provider in the delivery of the Stockton Better Care Fund (BCF) and as a collective they are represented on a number of BCF implementation groups.

However we wanted to have greater engagement with the sector and therefore, following on from two events with both Health and Social Care teams, a special pathways mapping event was held for the VCSE. The aim of the event was to engage with providers in the sector so that we had a better understanding of all the services they provide and how their services could support the Better Care Fund.

Over 20 groups/organisations were represented and they all said that they could see the benefits of what the BCF will bring to residents over the age of 65 within the Borough.

They welcomed the opportunity to be involved and said they had benefitted from attending the event. Partners said it helped them understand the changes being implemented across health and social care services. It was also an ideal opportunity to meet and network with other agencies and also to share information about their own services.

Intermediate Care Services

A review of pathways, process and service configuration across Intermediate Adult Care Services is progressing. This includes the Rosedale Centre, for which proposals have been presented, consulted upon with both employees and the trade unions and are being implemented on a phased basis.



We are now commissioning the review of Intermediate Care support, including the Social Work team, Intermediate Care Services and Home Care Enablement Services. These reviews are exploring and challenging the way we deliver both bed and non-bed based intermediate care interventions. This is based on service need and demand, ensuring that we have efficient and effective support in place for adults needing our services, whilst at the same time, meeting the objectives of the Better Care Fund

For more information contact:

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