

Item No	Care Act Duty	Cheshire East Council, Adult Social Care and Independent Living position statement - September 2015	Impacts to date
1	A duty to promote people's wellbeing and to prevent need for care and support.	<ul style="list-style-type: none"> <li>• Adult Services have updated the Council website to promote care and support, and signposted services.</li> <li>• We have a workforce who understand Care Act duties to promote wellbeing, supported by the Principal Social Worker role and a number of professional lead staff.</li> <li>• The Community Agents service commissioned primarily to support older people in rural areas also identify carers who can benefit from support. Through direct face to face contact they can provide people with information and support to access appropriate agencies, whilst helping them to make informed choices. They link in closely with Cheshire East Councils Local Area Co-ordinators in identifying local day opportunities and support groups.</li> <li>• Social Care Local Area Coordinators have developed strong links with community hubs and cross feed information and advice developments regularly as well as collating information on alternative services in the community to underpin prevention and assist individuals with their wellbeing needs.</li> <li>• Think Local, Act Personal events have taken place to promote relationships and public engagement on social care issues.</li> <li>• Work with health colleagues planning for integrated teams has improved connections around wellbeing.</li> <li>• Adult Social Care have improved links with Public Health in promoting physical and emotional well being.</li> <li>• The Life Links project delivered by Peaks and Plains is a planned, preventative outreach service, targeting people and their carers, who may be on the brink of physical dependence or social isolation. By giving advice</li> </ul>	<p>During the first 6 months of the Care Act a total of 6,135 adult social care assessments were completed and of these 4,343 individuals met the eligibility threshold for care and support, showing that a number of individuals were assessed for support in their wellbeing needs.</p> <p>There has been an average of 71 carers accessing the Carer Wellbeing Fund against a target of 63 in each of the SMART teams with an average £270 awarded per carer to support them in maintaining their caring role.</p>

		and making referrals to local non-statutory services (including commissioned services) they look to improve health and wellbeing, therefore preventing unnecessary access to health and social care services.	
2	A duty to provide an information and advice service about care and support	<ul style="list-style-type: none"> <li>• Our Care Act Help Line and dedicated Care Act Advisors are available through the third sector organisation Advice Cheshire East , which along with the Cheshire East Council improved website and revised factsheets provide information and advice.</li> <li>• A directory of resources has been published for those needing guidance on care, health and wellbeing services.</li> <li>• Plans are underway to ensure we have a fully connected ICT marketplace in the new year.</li> <li>• A number of public consultation events have been facilitated around the Care Act and social care charging policies.</li> <li>• Local Area Coordinators draw together knowledge of community resources and assist in the development of such services for individuals</li> </ul>	<p>There has been approximately 700 enquiries to the Care Act Help Line in relation to universal services between April 2015 and September 2015 with the majority being visited face to face.</p> <p>Other methods of enquiry included telephone and email with an additional 784 web hits suggesting an element of self help.</p>
3	A requirement to carry out an assessment of both individuals and carers wherever they have needs, including people who will be "self-funders", meeting their own care	<ul style="list-style-type: none"> <li>• Adult Social Care has updated its policy documents, assessment documents and trained all staff through e-learning and dedicated, focused training sessions to ensure all staff apply the national minimum eligibility threshold for support.</li> <li>• A Transition Coordinator has been appointed whose role is to ensure that transition for children and young people with disabilities from Childrens Service into Adult Services, is as smooth as possible.</li> <li>• Policy and practice guidance on transition has been reviewed and revised. A factsheet on transition is being developed. The Transition Coordinator is involved in delivering training to social care staff on young carers. An E-learning mobile on transition is also available to staff.</li> </ul>	6,135 individuals were assessed and a further 832 Carers received a Carers Assessment in their own right during the first 6 months. 19 carers received funding support through a Direct Payment in order to support them in their caring duties. The Council currently commissions care services for approximately 200 self funders which supports their choice.

costs.

- Practice guidance for staff has been written which sets out the offer to carers and what is available at each stage of the assessment process. This includes information about accessing early intervention and prevention services, the carers' reablement service, carer support groups and Direct Payments for carers.
- Joint events for social care staff and carer support services have been held at which the offer to carers has been promoted and developed.
- A review on carers assessments practice and processes as well as promotional information has been undertaken to inform improvements on engagement with Carers during the second half of the year. A Carers Panel has been established to consider carers funding requests and to ensure links are robustly made with universal services or reassessment needs for the person requiring care and support services.
- Adult Social Care had expected a larger number of carers to come forward for assessment, and steps are being taken to address this through further training, care provider events, improved communications, engagement with community support groups, the Carers Reference Group.
- A dedicated Mental Health worker is undertaking carer assessments within the mental health services. We are piloting this specialist role for carers' assessments to see if this offers greater consistency and value to carers. Early indications are that this approach is successfully identifying an increased number of carers but this initiative will be evaluated properly at the end of this financial year.

4	<p>A duty to facilitate a vibrant, diverse and sustainable market of care and support provision and to meet people's needs if a provider of care fails.</p>	<ul style="list-style-type: none"> <li>• A consultation with the care market has begun to address issues facing the market such as the introduction of the national living wage, pension reforms and recruitment and retention challenges within the care sector.</li> <li>• Adult Social Care has developed a joint approach with the CCG's for contract monitoring and quality assuring commissioned services to ensure services are meeting peoples needs.</li> <li>• Adult Social Care and the CCGs have also developed joint procedures and processes for provider failure. Adult Social Care also liaise closely with the CQC on any concerns regarding registered provider services to ensure a joined up response. In addition there is a focus on developing effective preventative and early intervention services to reduce the reliance on traditional commissioned services to allow people more choice with a focus on reablement to support individuals to maintain their independence.</li> </ul>	<p>CEC has established a dedicated team to undertake quality assurances visits to all contracted care providers, but with an initial focus on the care home market. As a result CEC is now undertaking regular visits to care providers. Providers have a minimum of one quality assurance visit a year. Where improvements / actions are required more visits will be undertaken. The visits are part of a CEC'S proactive approach to quality assurance and contract monitoring and allows CEC to work jointly with care providers to identify issues and areas of concern before they escalate into something more serious.</p> <p>This approach also allows CEC to work with providers to address any concerns that may be identified as part of their CQC inspection and to offer assurances to senior managers, residents and family members that where there are concerns that appropriate actions are being taken to address them. Since the introduction of the QA Team the number of providers in default and at risk of closure or contract termination has reduced from eight in September 2014 to none in December 2015 and there has been no further closures in this time.</p>
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5	A duty to apply the national minimum eligibility threshold for support – a minimum level of need which will always be met in every council area	<ul style="list-style-type: none"> <li>• Adult Social Care has updated policy and trained all staff through e-learning and through dedicated, focused training sessions to ensure all staff apply the national minimum eligibility threshold for support which extends into addressing moderate needs and promoting preventative support.</li> <li>• Staff have access to robust information and dedicated reference resources to ensure practice changes in line with legislation.</li> </ul>	There will be a focussed piece of work on reassessment in the first 3 months of 2016 with a remit to strengthen practice and promote personalised approaches across the services.
6	A requirement to offer a universal "deferred payment" scheme, where people can defer the costs of care and support set against the value of a home they own	<ul style="list-style-type: none"> <li>• Cheshire East Council, Adult Social Care offered a deferred payment scheme for people wishing to offset some of their care costs against their property assets prior to the introduction of the Care Act. The Departments' Deferred Payment Policy has been reviewed and consulted on. There were 150 existing customers who had entered into a deferred payment arrangement with the Council pre April 2015 and a further 23 have subsequently deferred their payments under the Care Act at 30 September 2015.</li> </ul>	All customers wishing to defer charges, not just the 23 new users under The Care Act are provided with regular information on their deferred charges and interest charge figures. One individual has been able to access the Council's discretionary policy to defer charges for community based services.
7	A duty in some cases to arrange "independent advocacy" to facilitate the involvement of an adult or carer in assessing needs and planning for	<ul style="list-style-type: none"> <li>• 18 referrals have been processed for Advocacy Services provided through the Council's contracted services to support individuals with their assessment and support planning</li> <li>• A further 335 advocacy support services have been provided via general advocacy services including support around debt, financial issues, legal issues, medication, mental health issues not directly related to peoples assessment and support planning processes at 30th September 2015.</li> <li>• There is a rolling programme of Advocacy training for social care staff as part of the Practice Excellence Programme and a "One Minute Guide" has</li> </ul>	353 individuals have been supported through advocacy services. However, due to the lower threshold under The Care Act for advocacy support a higher number was anticipated. Work is being undertaken to better understand this.

	care.	been issued to support front line staff in application of advocacy services.	
8	A duty to provide social care support to people in Prisons and bail hostels	<ul style="list-style-type: none"> <li>Cheshire East Council has one prison within its boundaries at Styal. Adult Social Care has undertaken 14 social care assessments at 30 September 2015 and one individual with significant care and support needs has been found to be eligible. Some prisoners have also been eligible for equipment or information and advice services. The Carers Federation have been commissioned to provide prisoners Care Act Advocacy as part of the sub regional Healthwatch Advocacy contract for which Liverpool Council are the lead commissioner.</li> </ul>	The Council funds services in Styal prison which provides care and support to a number of prisoners both with eligible needs and with identified wellbeing needs. The Carers Federation are continuing to work with Styal in order to promote access to this service for prisoners.
9	A duty to strengthen Safeguarding Adults Boards and to make safeguarding 'personal'	<ul style="list-style-type: none"> <li>Adult Social Care have introduced an independent Safeguarding Board Chairperson.</li> <li>Training has been extensive through professional leads to ensure the social care workforce fully understands and applies in practice the requirements of Making Safeguarding Personal.</li> <li>Policy and processes have been reviewed and implemented, including the introduction of a practitioner toolkit and regular multi-agency safeguarding forums and governance meetings.</li> </ul>	722 safeguarding enquiries have been dealt with from April to September 2015.
10	A responsibility to embed the right to choice through care plans and personal budgets	<ul style="list-style-type: none"> <li>Adult Social Care has updated policy and practice guidance on support planning and personal budgets, as well as developing a comprehensive carers offer.</li> <li>Support is available for individuals wishing to direct their care and support services themselves through Cheshire Centre for Independent Living.</li> <li>Eligible individuals requiring community based social care are offered the opportunity to take control of their care services through a direct payment. The department recognises that Direct Payment numbers are lower than would be hoped for. Whilst early interventions and</li> </ul>	The Local Area Coordinator role has been identified as a key resource to ensure that community assets are maximised. Additional LAC resources have been introduced to build on choice and support independence.

		<p>preventative services may be positively impacting resulting in reduced need for care and support the option of a Direct Payment for individuals will feature strongly in the reassessment work planned during January to March 2016.</p>	
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