

Trafford Council

The Future of Adult Social Care in Trafford

The overview

2013/15



Introduction

Trafford Council provides a range of social care services to adults across the Borough. Rated excellent by the Care Quality Commission, adult social care has an excellent track record of working with service users, carers, partners and organisations to deliver high quality services which offer value for money.

Trafford Council, like many other Councils, has to continue to respond to a major reduction in its funding. We will continue to do so by transforming services for vulnerable adults through our continued approach to personalisation, co-production, early intervention and support to carers. We will continue to review internal services, ensuring that they provide value for money and excellent outcomes for service users. This transformational approach and focus on early intervention will support us to reduce costs by £4.3 million.

We have produced this information leaflet to inform people how we propose to meet the challenges ahead. This leaflet outlines the overall programme of proposals we are putting forward. The Council is committed to meeting the needs of people in Trafford, but we have to make some major changes in order to secure quality services in the years ahead.

Overall we have five key approaches to the future:

- **Personalisation:** We have already developed the use of Personal Budgets. This means people can have more choice and control over the support they receive. We intend to extend this further, in order to have as many people as possible with their own Personal Budget.
- **Promoting independence:** We continue to be committed to working with people to support them to be as independent as possible. We have developed reablement services, short term support to help people maintain or increase their independence. We continue to promote the use of telecare to help people remain in their own homes. We are also continuing to develop the range of support we offer people with very complex needs. Promoting independence continues to be a key part of the support people receive.
- **Integration:** We continue to be committed to creating integrated health and social care across Trafford. We recognise that working with local health services does

provide a more effective and efficient way of meeting needs. We continue to work with health services to create innovative services that will support people to live independently in their community.

- **Market management and value for money:** We continue to be committed to the development of value for money services for the citizens of Trafford.
- **Management of demand:** As the population continues to grow, people's life expectancy increases and available financial resources are dramatically reduced, we to face a greater demand on services. We will continue to work with all key stakeholders to manage this demand, to prioritise how we spend our money, and to meet the requirements and expectations of people with most need of our services.

These approaches will help improve how we make the best use of the resources we have available, ensuring we are as efficient as possible.

In 2012 we consulted on a range of proposals that were agreed and implemented in 2013/14 and which will continue to take effect in 2014/15:

- Mental Health
- Day support
- Advocacy
- Support for carers
- Charging for Community Care services
- Katherine Lowe residential care home
- Support for people with learning disabilities
- Community meals service
- Pre-paid cards
- Public health
- Supported Living
- Supporting People.

We consulted in a range of ways including providing information to, and meeting with, individuals and families affected by the proposals, as well as the staff affected. We also met with our partners and the providers we work alongside. Through this engagement we received a variety of feedback which fed into a final report and the decisions taken.

In addition to these proposals and the further implementation of general market efficiencies, we need to make further changes to balance our budget for next year. These are proposals. We are seeking people's views before making final decisions. These are difficult choices which will be a challenge to deliver, especially given the increasing demand for some services.

Our proposals are:

- **Ascot House:** The Operational Directorate within Communities and Well Being is integrating with Trafford Provider Services, the local Community Health Service for Adults. The new service will ensure better experience and outcomes for customers while also reducing duplication and diverting people from inappropriate admission to hospital and residential care.

The aim is to enhance this service for future users. There will be no impact from this proposal on people presently using Ascot House

We could reduce costs by £100,000.

- **Transport:** Develop a transport policy which clearly establishes Trafford's key principles to providing transport, to rolling out personalisation with the transport market, and to develop a person led reablement model which regularly reviews individuals who use transport. The policy will also explore how the Council will ensure that individuals in receipt of mobility allowance use it appropriately.

There may be a change in how people are supported as a result of this proposal. We will engage with groups and individuals using these services to develop the policy.

We could reduce costs by £200,000.

- **Telecare:** Savings though will be made through reviewing all care packages and implementing Telecare to reduce other costs. This will be through the use of new equipment that was not available at previous reviews and through targeting areas where Telecare referrals have been low. Linking to Telehealth with the Trafford Clinical Commissioning Group (CCG) will enhance the Trafford Telecare offer and will produce efficiencies in the programme. Review of other equipment services will produce increased efficiencies and savings.

The aim is to increase the use and benefits of Telecare and equipment. There will be no impact from this proposal on people presently using the services

We could reduce costs by £400,000.

- **Reablement:** The Adult Social Care Operational Directorate within Children, Families and Wellbeing is integrating with Pennine Care NHS Foundation Trust, Trafford Provider Services, the local community health service for adults. The new service will ensure better experience and outcomes for customers while also reducing duplication and diverting people from inappropriate admission to hospital and residential care.

The aim is to improve reablement for more people. There will be no impact from this proposal on people presently using the service

We could reduce costs by £400,000.

Trafford Council are committed to working with people and organisations that may be affected by these proposals; the full consultation, referred to previously, was carried out in 2012, prior to decisions being made about the 2 year plans, with any impact following their implementation being monitored.

This year, Trafford Adult Social Care will be engaging directly with people involved in each of the areas mentioned in the additional proposals, to develop more sustainable models of support which will deliver services more efficiently to those who need them most.

If you have any concerns, comments on the proposals, or ideas about future efficiencies, there is a range of ways you can have your say:

- Write direct to the Adult Social Care budget proposals at Trafford Town Hall, Talbot Road, Old Trafford M32 0TH
E-mail Adult Social Care budget proposals at:
youradultsocialservices@trafford.gov.uk
- Or make your views known to the independent Healthwatch Trafford. E-mail info@healthwatchtrafford.co.uk
Phone 0300 999 0303.

Independent advice and support

We recognise that for those using services and their carers the changes could have an impact on the support they receive. We are therefore working with a range of voluntary organisations. These organisations can offer independent advice and support, ensuring citizens understand the impact of the proposals and can have their voices heard.

If you would like to talk to someone independent of Trafford Council you can contact any of the organisations listed below.

Trafford CIL (Centre for Independent Living)

Address: Marshall House, Park Avenue, Sale, M33 6HE

hello@traffordcil.co.uk

Phone: 0161 850 0645

Textphone: 07505 684 928

Trafford Carers Centre

Address: 13 Warwick Road, Old Trafford M16 0QX

Phone: 0161 848 2400

LMCP Care Link

Address: 95A Princess Road, Manchester M14 4TH

Phone: 0161 226 4632

Genie Networks

Address: Altrincham General Hospital, Market Street, Altrincham
WA14 1PE

Mobile: 07853 917332

Phone: 0161 941 4549

Fax: 0161 928 5657

Age UK Trafford

Address: 20a Station Road, Urmston M41 9JN

Phone: 0161 746 3946