

SCRUTINY COMMITTEE	Services Scrutiny Committee
DATE OF MEETING	22 September 2015
TITLE OF ITEM	Consideration of the Draft End to End Review (of services to older people) Report
CABINET MEMBER	Councillor Gareth Roberts

Background

1. At the Scrutiny Committee meeting on the 4th of June 2015 it was suggested that a report on the End to End Review (on Services to older people) should be “early” item presented to the Committee for scrutiny in the context of transforming services and shaping the Council’s response to the requirements of the Social Services and Wellbeing Act (2014).
2. The End to End Review ran from April 2014 until June 2015 and during this period there were many streams of development on Older Persons Services. One of the main tasks was to co-ordinate these and help to pace their progress with the intention of arriving (by summer 2015) at a cohesive & coherent strategy statement that sets the direction for these services in the period 2015-2018.
3. Social Services for Older People in Gwynedd cost the Council £25m net (£36m gross) pa) in 2013/14 and is expected to reduce in real terms to £21m net by 2017/18. The current spend represents annual net expenditure approximately £3.7m above the average of the relevant “family” group of local authorities. In line with other authorities in Wales, Gwynedd recognises that its traditional adult social care models are not affordable or desirable in the longer term and that new, more flexible and responsive approaches must be developed so that older people’s needs can be met without compromising their independence.
4. It is also recognised that to make significant improvements in the way we help older people to get the best outcomes, we must embrace new concepts that may not have a fully proven record of success. Reductions in local authorities resources and changes in lifestyles mean that we (along with other local authorities) find ourselves operating at the cutting edge of social policy development & implementation – it is a challenge that requires a bold, imaginative and

potential radical response from us. We require a health and care system that enables people to have the right care, at the right time, in the appropriate location, for the best price.

5. Three pieces of local research were undertaken in 2014 and are referred to in the Report. These are:
 - A Case-file Review seeking to establish how well social work practice was helping to achieve the optimum demand management platform
 - A Pathways Review of cases seeking to establish the factors that had led to an increased use of Nursing Home Placements
 - A Pathways Review of cases seeking to establish (inter alia) the factors that led to admissions to Residential Care
6. Also referred to at many points within the Report will be the Intermediate Care Fund. This national programme has been utilised to assist in the transformation of older people services in Gwynedd, with the objective of supporting older people to maintain their independence for as long as possible, thus reducing the need for unnecessary health and social care intervention and managing the demand in a more effective manner.
7. The End to End Review also took place at a key point in the implementation of Social Services and Well-being (Wales) Act 2014. This important legislation seeks to give people a voice, choice and control in the way they are supported in overcoming barriers to them achieving their well-being outcomes. This aim has, at its heart, the principle of co-production in social support planning so as to empower people with the flexibility to decide how their outcomes are achieved.
8. The Council has a vision for Gwynedd to be a good place in which to grow old. The Council aims to promote and support independence by enabling people to live at home for as long as possible, commissioning services that:
 - Meet the needs of the individual
 - Contribute toward maintaining independence
 - Are appealing, appropriate and sustainable for the future
 - Offer choices and options to the individual
 - Offer value for money / are cost effective
 - Meet the expected standards
 - Are flexible enough to be able to change to address any changes to circumstances and the individual's needs.
9. As the Council does this it will apply the following principles:
 - Promote independence by ensuring the necessary support to enable people to continue to live at home as long as possible

- Reduce loneliness and social isolation
- Concentrate on dignity in care and the quality of services
- Work in partnership
- Recognise the role of carers and ensure there's support for them to be able to continue to care

10. The report to the Scrutiny Committee:

- Looks at how other local authorities are modernising their services, seeking to learn valuable lessons about innovation from elsewhere
- Considers the available performance information, using national benchmarks, the “family” comparator group of LA's and any relevant local performance indicators.
- Reflects on Gwynedd's progress & achievements to date, especially the developments (practical and transformational) in response to emerging national policies/strategies and to changing perceptions of need.
- Summarises the changes which the Council aims to sponsor over the next 3 years, both in terms of its strategic organisational development and its commissioning intentions.

11. It is important to keep in mind that the direction that is set by this review is not totally new. A high percentage of it is based on current arrangements and decisions that the Council have already made over the last few years. An effort has been made to bring these elements together and appropriately adapt them in the context of new legislative requirements, the Council's strategic priorities and the challenging financial situation that faced by public services.

12. Undertaking this whole systems review has been an enormous task. The nature of the “whole system” is dynamic and that means that any review will only capture the position at a point in time – the work in managing this whole system needs to become part of the core business of the Department and the Council. What is clear is that through our work on:

- Wellbeing and primary demand management
- Practice development
- Support to live at home
- Accommodation
- Integration

we can re-shape the whole system and provide greater independence, reduce social isolation, raise dignity & quality of services and provide better support for carers.

13. The Scrutiny Committee's comments and opinion are sought on this draft report.