

St Erme Provider Session-Supported Living & Community Support

2 May 2017

An initial event was held with providers to begin conversations to consider how we do things differently with regard to care & support in Cornwall. The aim of the session was to consider what works, the challenges & how we can do things differently to support positive outcomes.

Engagement with Stakeholders

- Events that involve providers, people, family carers and care staff, a mix of stakeholders so that views and perspectives can be shared & through engagement parties can understand differing perspectives.
- Develop & Review questionnaire/survey with providers before sending out so that they can comment/ influence on questions/ format.
- Use “learn to lead”, engagement
- Arrange a positive event that service users will enjoy & make engagement/co-production meaningful
- Task and finish engagement group, mix of providers, carers, people etc.
- Providers offered to help to arrange event or use existing events e.g. blue light day.
- Q&A – on going, so answers / messages can be shared consistently.

Definition of Supported Living Services?

- Client group – Learning disability but also Mental Health and others eligible for social care. Need to be clear on individuals in scope for these services
- Not just 24/7 – people may need less support, differing support models, should be less restrictive and more responsive.
- Holistic, wellbeing, lifestyle.
- Less focus on personal care and more on links to community.
- Outcomes focused – what do we mean by ‘outcomes’ – functional / personal/holistic, how does this link to assess/ support planning process.

- Wide range of needs - some people have holistic needs and need lots of personal care – others don't.
- People at home with family as well as in community- care at home?
- Safety in home environment.
- Expectations to be clear – what is the choice?
- Could be “supported lifestyle” rather than “supported living”.

How can people access community activities?

- Parish councils – lots of information.
- Could use support out in the community, do people need a support worker to go with them? Stop and think!
- Need information on what is available in local areas – email from Sharon R, community directory.
- European social funding – how to ensure information is out there and know how to link up.
- Ellie Mosley – email – link to VCSE forum.
- **ALL** have a responsibility to think about how to link people in the community.
- Family can be a barrier, doesn't want people to access employment as impacts on benefits. Current benefit system is not supporting people to develop skills/independence
- Building better opportunities - mentors to link people into supported employment.
- Funding is short term – causes barrier.
- Public transport & geography of Cornwall can be a barrier.
- Travel training, staff attend first couple of times.
- Capture ideas from people with direct payments/ pooled DP commission together.

- Peers can support each other.

How can we be outcome focussed?

- Need to ensure assess/support planning process links to the real outcomes person wants to achieve.
- Social Work staff need to think differently when commissioning support or when supporting someone to plan for a direct payment.
- Could use social work staff that are outcome focussed to support the cultural change.
- Advocacy for people who don't have capacity to engage in identifying the outcomes that really matter to the person – so don't just focus on functional outcomes, real choice for people.
- "Payment by results" hold some money back (e.g. 10%) until outcomes have been achieved encourage providers to think differently.
- PB seen as "cash envelope" to support person to achieve outcomes – not time and task. Allow greater flexibility to respond to need & meet identified outcomes
- Trusted Assessor – providers able to increase / decrease support (within financial threshold) to meet needs.
- Strengths based approach – what can people do rather than what they can't.

How can we use assistive technology better?

- Could be part of support plan – so funding comes from individual PB?
- Could replace waking/sleeping nights.
- Emphasis on social work staff and providers to find out what is available.
- Can approach web designer if have thoughts on how can be supported using AT.
- "Canary Care" looks on website-example.
- HFT has a personal tech department that can assess how technology can be used.

- Tremorvah industries – go and have a look.
- Capture ideas from people with direct payments.

How can we achieve value for money?

- Collaborative working between providers in geographical areas, providers need time to plan how to make it work. Not be precious about service user / ideas - work together to support people to achieve outcomes e.g. assistive technology available.
- “Devon cares” – provider collaboration.
- Time banks / vol. sector / assistive technology/ community catalysts.
- Could emergency services help support people – on call?
- Providers could have joint on call services for waking nights – offer better value for money.
- Peer support.
- Social / added value – need to capture.

How can we develop housing options?

- Range of options that are affordable and future proof, design for person but ensure others can access.
- Don't assume need particular type of accommodation because of high complex needs, complex needs can be reduced when people move to independent living and in more appropriate accommodation.
- Difference between residential care and supported living, separate tenancy agreement and support plan, separate “arms” of one organisation – one housing and one support.
- One / multiple providers? Consider a mixed economy of options
- Need to consider compatibility - if vacancy then need to ensure new person is compatible.
- Require resources to support informed decision making by service users of what SL options they have.

Providers thanked for their active participation further events will be held and Vicki Allan will explore future wider stakeholder engagement to involve services users between May and July 2017.