Market Shaping Event

14 February 2017
Market Shaping Provider Event

Tuesday 14th February 2017

Kingsgate Community Church & Conference Centre

Oliver Hayward, Assistant Director : People and Communities
2.00pm  Introduction – Oliver Hayward, Assistant Director
        Helene Carr - Head of Social Care Commissioning
        Gary Jones – Head of Older People’s Commissioning, Sensory Impairment & Carers
        Peter Brennan - Commissioning Manager Learning Disability & Mental Health

2.10pm  Market Position Statement – Oliver Hayward
        Launch of Adult Social Care Commissioning’s webpage & Twitter Account - Helene Carr

2.25pm  Breakout Session - Oliver Hayward
        How can commissioning ensure we have good market engagement with our providers?

2.40pm  Feedback from breakout session - Oliver Hayward

2.50pm  Quality Improvement – Quality Improvement Team

3.10pm  Home Delivery Service Model – Belinda Child Head of Housing, Prevention & Wellbeing
        LEAP – Russ Carr, Care & Repair Manager

3.25pm  Breakout Session – Oliver Hayward

3.40pm  Feedback from Breakout Session - Oliver Hayward

3.50pm  Year to Come – Oliver Hayward

4.00pm  Close
Market Shaping Event

14 February 2017
Gary Jones
Head of Commissioning for Older People,
Sensory Impairment & Carers
1. I am the Head of Commissioning for Older People, Carers, Physical Disabilities and Sensory Impairment.
2. I manage the contractual relationship with Homecare providers and the Care Homes.
3. Along with that I manage the monitoring function to understand that they are meeting statutory requirements.
4. I also manage a number of contracts across older people, physical disability and sensory impairment including those with the Alzhiemers Society, Age UK and the DeafBlind Association.
5. Furthermore, I have the pleasure of managing the Carers Trust contract and the delivery of services to Carers.
6. I am also the Commissioning Lead for Direct Payments Individual Service Funds.
7. Strategically I chair the Carers Partnership Board, the Physical Disability and Sensory Partnership Board, the Assistive Technology Board and sit on a number of other delivery boards.
8. With Peter I also Chair the Placement Panel which sits to make judgements on the operational and financial appropriateness of Care Placements.

Finally what are my priorities:-

- To improve with providers the quality of care delivered to vulnerable clients.
- To support innovative practice especially through the use technology.
- To personalise the delivery of care by promoting Direct Payments and Individual Service Funds.
- Continually improve the delivery of support to carers.
- Support the market for self funders.
- And finally to promote social care and health system that allows people to stay at home longer.
Market Shaping Event

14 February 2017
Peter Brennan
Commissioning Manager
for Learning Disability & Mental Health
1. I am the Commissioner for Learning Disability and Mental Health.
2. I manage contractual relationships with suppliers of Supported Living; Advocacy; Residential Care; Day Care and Support and Specialist Home Care.
3. I manage the monitoring functions of contracts with high value and high risk contracts receiving priority.
4. I work to develop the “pathway approach” in services.
5. Furthermore, I have the pleasure of managing Raymond Murphy and Janet Warren.
6. With Gary I also Chair the Placement Panel which sits to make judgements on the operational and financial appropriateness of Care Placements.

Priorities:

- Establish robust contract monitoring.
- Re Tender the specialist framework for people with complex needs.
- Review the respite provision available.
- Develop pathways for people with a Learning Disability and/or Autism to have more fulfilling lives.
Oliver Hayward
Assistant Director of People Commissioning & Commercial Operations
Market Position Statement

What is it?

• The Market Position Statement for Adult Social Care presents information on the social care market within the city.

• It sets out areas of need which the market needs to develop in order to meet the challenges of providing a social care service to the residents of the city in the context of increased demand, policy and legislative changes.

• Set out in care types
  – Older people
  – Working Age Adults
  – Accommodation

• It's an evolving document and will regularly reviewed and updated...
Market Position Statement

What does it tell us?

Demand is increasing and will continue to do so...

- Peterborough is one of the fastest growing cities in the UK and currently has a population of approximately 193,000 people, which is predicted to grow by 14% between 2015-2030 to 220,600.

- Peterborough has a significantly lower healthy life expectancy for both males (60.6 years) and females (59.0 years) as compared to the national average (63.3 and 63.9 years respectively).
Market Position Statement
What does this mean?

Older People's Commissioning

- Improving the information and advice that is available to enable people to help themselves, and to empower people to make informed choices about their care and support.

- Promoting preventative services including assistive technology. We will encourage providers to embed Assistive Technology into their service offer.

- The use of day care by our service users has been reducing in the last 4 years with only 70 accessing day service facilities in 2016 across three sites. We want to work with providers to develop new and innovative day opportunity models across both rural, urban and hard to reach areas.
Market Position Statement

Older People’s Commissioning

- Increasing the uptake of Direct Payments and related support options including the Personal Assistant Market. Around 37% of people taking a Direct Payment employ a Personal Assistant, there are 112 Personal Assistants known to the Council offering support in Peterborough.

- Development of high quality homecare capacity to meet demographic growth pressures in the over 65 population

- Supporting people with dementia to retain their independence for as long as possible and enjoy a good quality of life.

- The development of capacity within the nursing sector, particularly for people with dementia and/or nursing needs.
Market Position Statement

Adults under the age of 65 with a Learning Disability or Autism Spectrum Condition

- Supporting Adults with Autism Spectrum Condition. Ensure service providers have the skills and experience to work with service users with autism particularly those with behaviours that challenge.

- Reduce our investment in registered accommodation and through working with partners promote the development of more supported living accommodation.

- Expanding employment opportunities – All people with a learning disability and/or autism spectrum condition to be supported to experience work related activities. We need providers to develop social enterprises that deliver products and services with a community / social purpose and offer employment opportunities to adults with learning disabilities.
Market Position Statement

Mental Health

- Redesign Wellbeing and Recovery alongside Employment support so that they have strong employment, community and progression focus and deliver high quality support outcomes and good value for money.

- Reduce our investment in registered accommodation and through working with partners promote the development of more supported living accommodation. The Council will work with specialist providers to ensure cost effective support packages are available for people with specialist needs.

- Ensuring people with mental health issues have access to mainstream services including health and social care, education, employment, social and sports/leisure) that enable them to lead a good and meaningful everyday life.
Budget Position

• ASC budget for 2017/18 £26.65m
• Commitment Proposed 2017/18 £28.95m
• Pressures identified £2.3m
Market Shaping Event

14 February 2017
The Launch of our Commissioning Webpage and Twitter Account

Commissioning Twitter Account Name: PbCommissioning
Commissioning Webpage: http://www.peterborough.gov.uk/commissioning
Introducing our new Adult Social Care Commissioning Webpage

Commissioning Webpage:  http://www.peterborough.gov.uk/commissioning

• Our webpage is situated within the Peterborough City Council’s Website under the Adult Social Care area.

• Why have we developed a webpage?

• To enhance our communication with our Providers.

• We can utilise our webpage to share our Market Position Statement and other key messages.

• To accompany our webpage we have launched a Twitter Social Media Account so that you can receive the very latest news from Commissioning.

Commissioning Twitter Account Name: PbCommissioning

https://www.peterborough.gov.uk/commissioning
Social Media

Why Now?

• More than 8 out of 10 adults in Great Britain use the internet daily. (82% adult population)

• The proportion of over 65’s who say they are active on social networks grew by more than 50 per cent last year, according to the Office for National Statistics, rising from 15% to 23%. Making this the most accessible way to communicate with current providers.

• In 2015, 35.0% of all businesses used social media. Social networking has enabled businesses to change the way they interact with customers to promote themselves online and provide new facilities for marketing their business and recruiting staff.

• 69% are looking at websites and applications for news about or events in the local area/ the local community.

Commissioning Twitter Account Name: PbCommissioning
Commissioning Webpage: http://www.peterborough.gov.uk/commissioning

**Information from The National Office for Statistics 2016, Ofcom, Brandwatch and Think Digital First**
Welcome to Commissioning’s

Twitter account: PbCommissioning

- Twitter has over 15 million active users in the UK.

- There are over 400 million tweets sent daily, and close to 75% of users are following less than 50 twitter accounts worldwide.

- Peterborough City Council’s corporate social media accounts are building up a steady following with 12,648 followers on their Twitter account.

** Information from The Office of National Statistics, Brandwatch and Think Digital First.

Twitter: let me know what you think........
How many of you have Twitter?

Commissioning Twitter Account Name: PbCommissioning
Commissioning Webpage: http://www.peterborough.gov.uk/commissioning
<table>
<thead>
<tr>
<th>Project</th>
<th>Project Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care at Home Services</td>
<td>To provide generic and specialist personal care and support to vulnerable people.</td>
</tr>
<tr>
<td>Counselling</td>
<td>Bringing together CCC, CCG and PCC counselling contracts into one single provider and service increasing efficiency and responsiveness and giving opportunity for savings</td>
</tr>
<tr>
<td>Direct Payments Support</td>
<td>Service that supports people to manage their direct payment and source a personal assistant.</td>
</tr>
<tr>
<td>In depth review of Housing Related Support</td>
<td>In depth review of Housing Related Support including schemes previously funded via supporting people.</td>
</tr>
<tr>
<td>Residential Care - Pseudo DPS for Residential Placements</td>
<td>Residential Care Spot Purchase Framework</td>
</tr>
<tr>
<td>Short Term Res Care OP</td>
<td>several Res Homes offer Respite and Interim Care Beds to enable people to convalesce outside hospital. Contracts have expired - either retender existing blocks or include in Pseudo DPS</td>
</tr>
<tr>
<td>Information Advice &amp; Guidance (IAG) &amp; Peterborough Community Assistance Scheme (PCAS)</td>
<td>Procurement of IAG and PCAS - unclear if other areas, such as mental health, older people etc will be brought into scope</td>
</tr>
<tr>
<td>Passenger Transport</td>
<td>To re procure passenger transport services framework</td>
</tr>
</tbody>
</table>
Breakout Session (15 minutes)

How Can Commissioning Ensure We Have Good Market Engagement With Our Providers?
Feedback from Breakout Session
Market Shaping Event

14 February 2017
Quality Improvement Team

Lorna Stockdale - Senior Quality Improvement Officer
Mandip Bhasin - Quality Improvement Performance Analyst
Meghan Kephart - Quality Improvement Officer
Linda Sandall - Quality Improvement Officer
Quality Improvement Team

Our Journey............
Our visits so far....... 

98% of all providers had first time visits by 31 January 2017 

Dedicated support being given at providers request 

Bespoke support which is unique to the provider 

Supportive learning from NOC’s and Safeguarding
Our findings

- Late or missed visits
- Medication errors/Missed medication
- Leadership & Management Issues
- Delivering core values (Dignity, Respect, Choice, Control, Inclusion)
- Moving & Handling
Our Focus......

• Joint working with CCG Care Homes Support Group
• Keep Me Moving – repositioning
• Falls Analysis and Prevention
• Maintain High Quality Nutritional Care
• Managing Incontinence
• Hospital Discharge
• Medication – new NICE guidelines
Quality Innovation & Best Practice

We will......

• Be the catalyst of change
• Showcase Peterborough is at the forefront of quality and innovation across Adult Social Care
• Encourage shared learning between providers around innovative practice and solutions
• Improve capability and accountability by benchmarking and reviewing the quality aspect of contractual procedures, which will be a key area for the team
• Use appreciative enquiry techniques - Officers will be able to encourage relationship-centred care, incentives and recognition, assess knowledge and skill of the workforce and encourage positive engagement
Aims

- The premise of Home Service Delivery Model is an approach to care, which is designed to improve or maintain people’s independence, to support people to recover from illness or injury and help people re-learn lost skills or abilities. The model of care and support is proactive and preventative providing continuity of care, good communication and joined up capability, which is fundamental to developing capacity and resilience across the health and social care system.
- The service brings together Reablement (including Community Support Workers), Therapy (including Occupational Therapy, Physiotherapy, and Sensory Rehabilitation), Assistive Technology (AT) and Care & Repair.

Vision

- The Home Service Delivery Model will create an offer with less rigid demarcation between professionals, which will enable services to be delivered holistically to meet people’s needs focused on prevention and early intervention and streamlining the customer pathway. The model of service delivery will reduce existing duplication and multiple hand offs to drive efficiencies through demand management, which will contribute to the council’s strategic objective to reduce pressure on tier three specialist services.
People Outcomes

- The Service will deliver the following outcomes for people:
  - Care and support is personalised, joined up and coordinated
  - Enhanced health and wellbeing and perceived quality of life
  - Safe and effective care and support in the right place at the right time every day of the week.
  - Maintaining independence and therefore a reduction in dependency on long term health and social care support services.
  - Improvements in perceived health-related quality of life. This would include reducing problems associated with mobility, self-care, pain/discomfort, and anxiety/depression.
  - More personalised service, relating more closely to individual’s needs (delivering services that better meet the needs of the customer)
  - Clients Housing needs and home environment assessed at the earliest point to ensure home is safe, warm, suitably adapted and secure
System Outcomes

The Service will deliver the following system outcomes:

• Reduction in excess bed days and delayed transfers of care across the system
• Reduction in hospital admissions and re-admissions
• Reduction in high cost long term community support
• Reduction of admission to care homes
• Better aligned productive capacity to system demand providing a holistic, coordinated & integrated capability, removing duplication and hand offs in customer pathways
• Streamlined processes and pathways across the new model, eliminating non-value add work, inflexibility and variation.
• Optimised effectiveness of current resources to build capacity, including better management of workflow through scheduling and resource planning
• Coordinated case management solution, resulting in a consistent, coherent interaction with the council
• Agile Working (first phase of wider Agile Working programme of work)
• Compliance with Care Act 2014 to identify & meet “unmet needs” to reduce/delay the need for high cost support packages
• Reduced time spent by professionals trying to obtain information about clients from other professionals therefore releasing capacity
Market Shaping Event

14 February 2017
Introduction to the scheme and the referrals process

Russ Carr - Care and Repair Manager
LEAP is a Fuel Poverty Scheme funded through a grant from the **Warm Home Discount Scheme** that is completely *free* to the customer.

Peterborough is working in partnership with **AgilityEco** to deliver the scheme.

Peterborough is one of the 9 local authorities in the first phase of the scheme which will run from January to June 2017.

If the referrals are forthcoming, then it will be extended out in Peterborough for up to 4 years.
The scheme will provide the vulnerable householders with personalised help and advice.
We have made the eligibility requirements as broad as possible so that we can reach a wide variety of people through your networks...

**INCOME CRITERIA**
- Income Support
- Income-related Jobseeker's Allowance
- Income-related Employment & Support Allowance
- Pension Credit
- Child Tax Credit
- Working Tax Credit with an income below £16,190
- Universal Credit with an income below £16,190
- Income below £16,190

**PHYSICAL HEALTH CRITERIA**
- Cardiovascular condition (incl. coronary heart disease, stroke, hypertension, transient ischemic attack)
- Respiratory condition (COPD, childhood asthma)
- Neurological condition (incl. dementia, Parkinson’s disease, multiple sclerosis, epilepsy)
- Musculoskeletal conditions (incl. osteoarthritis, rheumatoid arthritis etc)
- Blood conditions (incl. Sickle cell disease, thalassemia)
- Cancer
- Physical or sensory disability
- Other illness exacerbated by the cold (confirmed by GP)

**VULNERABILITY CRITERIA**
- Carers in receipt of carers allowance
- Housing Benefit
- Council Tax Reduction
- Disability Benefit e.g. Disability Living Allowance, Personal Independence Payment, Attendance Allowance, Industrial Injuries Disablement Benefit
- Contribution-based ESA or JSA
- Victim of domestic violence, recent bereavement,
- Household with maternity / child under 5 & large families

**MENTAL HEALTH CRITERIA, such as:**
- Schizophrenia
- Bipolar disorder
- Serious depression (receiving regular treatment)

Households can qualify with any one of the criteria from this table. They may have to provide evidence that they are eligible, but we will discuss that with them on phone.
The LEAP Helper has been trained to assess the whole household situation from the fabric to the occupants.

**During the Home Visit**

**Energy Efficiency and Behaviour**
- Training on heating controls.
- Identify possible ECO measures (loft, cavity, boiler).
- Install simple energy efficiency measures.
- Energy efficiency advice.
- Energy Supplier Switching.

**Simple Energy Efficiency Measures**
- Radiator panels.
- LED lightbulbs.
- Draughtproofing, letterbox brushes, door brushes, sealing strips.
- Cylinder jacket & Pipe lagging.
- Shower aerators.

**Income Maximisation**
- Initial check on need/interest.

**Income/Benefits (IncomeMax)**

**Vulnerability**
- Identify obvious hazards within home.
- Priority care from supplier.
- Other vulnerability/health.

**Property Condition (Council)**

**Care & Repairs Handyperson**

**Priority Service Registers**

**Voluntary Sector**
Referring is really easy........

There are **four easy ways** to refer:

1. **Phone through** your referral (if you are with your applicant in person) on 01296 311 888

2. Use the simple **online webform** to send the referrals directly on to LEAP [http://www.projectleap.org.uk/make-a-referral](http://www.projectleap.org.uk/make-a-referral)

3. Send a **scanned copy** of the forms you’ve collected, email to LEAP@agilitysurvey.co.uk. Copies of the forms can be obtained from sharon.malia@peterborough.gov.uk

4. Call Peterborough City Council on 01733 863895 with the details and they will make the referral for you

**AgilityEco and the Council will do the rest!**

**If you have any questions about the referral process, call the LEAP helpline on 01296 311 888**
Breakout Session (15 minutes)

What are the pressures facing you as Providers over the coming months & how can we support you?
Feedback from Breakout Session
Year to come
Oliver Hayward
Market Shaping Event

14 February 2017

Thank You