

Provider Briefing No 10: Autumn 2011

An update for all service providers affected by the personalisation of adult social care, including the implementation of **Self-Directed Support** and **Personal Budgets**.

Staying independent, safe and well in Cambridgeshire

Information about adult social care in Cambridgeshire is now available on a new, easy-to-navigate website, developed by the County Council, called 'Your Life, Your Choice' - www.yourlifeyourchoice.org.uk



The website aims to ensure that everyone in the county who is:

- ▶ looking for information about adult social care for the first time
- ▶ already receiving support
- ▶ caring for a friend or family member

and in a format that suits them. In addition to the website a new suite of Your Life, Your Choice branded leaflets, providing information about adult social care in Cambridgeshire, will shortly be available from libraries.

For those without direct access to online information, access to the Your Life, Your Choice website is available in libraries together with on-hand help for anyone requiring assistance with sourcing information. Access to the site is also available from CAB Advicehubs across the county.

Personalising social care is all about people taking control and making choices that are right for them. The County Council is acutely aware that without high quality information people will not be able to make informed decisions and move more toward controlling their care and support. Universal information is therefore central to transforming adult social care and a key element of Cambridgeshire's 'Shaping our Future' vision which explains how the County Council plans to personalise support and care services.

The hope is that the information, which has been developed with the support of partners in the public, private and voluntary sectors, will encourage people to think more widely than just traditional care services when planning the support they need. Visit Your Life, Your Choice at: www.yourlifeyourchoice.org.uk

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Online information for providers

The information on Your Life, Your Choice is primarily designed for individuals and carers to find information about adult social care. For providers and social care workers, information will remain on the County Council's website www.cambridgeshire.gov.uk This includes:

- ▶ Information about how adult social care is structured
- ▶ Information about social care and health
- ▶ Self-Directed Support Toolkit
- ▶ Case studies about Self-Directed Support from the film *It's all about us!*
- ▶ Safeguarding and Mental Capacity

Information about workforce development opportunities will be added to the County Council website soon.

What's next after Let's Get Together?

As we reported in the last copy of the Briefing (Spring 2011), our Let's Get Together event for providers, care managers, service users and carers held in March proved a positive day of networking and breaking down barriers.



Following the event, we have been discussing the best ways of continuing the work started on the day, and the contracts team are considering options for future events and provider forums based on the feedback received from the evaluation forms.

Three joint training programmes for staff and providers are currently being delivered. These are:

- ▶ Introduction to Self-Directed Support and Personalisation
- ▶ Self-Directed Support into Practice
- ▶ Support Planning

[More information](#) about these events can be downloaded from our Self-Directed Support Toolkit.

The events have proved extremely popular and additional course dates are being added for 2012. Keep an eye on the web page for more details.

Provider 'Champions' Group updates

Since the last Briefing, meetings of the 'Champions' Group have taken place in April, June and August. Updates and discussions from the meetings have been included throughout this edition of the Briefing including: follow up from the Let's Get Together event (above); the launch of the Your Life, Your Choice information and advice website (page 1); an update on developments at Cambridgeshire.net (page 5) and information about training from the safeguarding team (page 3).

The next meeting of the group takes place in October and highlights from that meeting will be reported in the next issue of the Briefing.

New Head of Procurement for County Council

Ken Fairbairn has been in post as Head of Procurement Adult Social Care and Supporting People since May 2011. Over the coming months Ken hopes to engage in Provider Forums and to get to know everybody.

The Procurement (Adult Social Care and Supporting People) Team is responsible for the procurement of all social care related services. This includes:

- ▶ tendering
- ▶ awarding contracts
- ▶ contract management
- ▶ contract monitoring.

Continuous quality improvement is a central expectation in the contractual relationship with independent sector providers - ie private and voluntary sector organisations.

The team manages the business relationships between the providers and the Commissioners across all adult services. This is done through formal contracts which total approximately £100 million per annum.

The work of the team includes the involvement of service users and informal carers to ensure that both are encouraged and supported to participate in all parts of the process.

Need information about adult social care?

www.yourlifeyourchoice.org.uk

Your Life, Your Choice is a new website where you will find information about:

- ▶ remaining independent
- ▶ getting out and about
- ▶ keeping safe
- ▶ health and wellbeing
- ▶ being a carer
- ▶ equipment to help
- ▶ employment and volunteering
- ▶ independent financial advice

Your Life, Your Choice

Visit Your Life,
Your Choice at home or
in your library



PBSum11

www.yourlifeyourchoice.org.uk

Safeguarding service user training

James Codling from the County Council's safeguarding team attended the 'Champions' Group in April to talk about some new service user training that has been developed and new information that is now available on the County Council website.

James said that there was evidence of non-engagement with unpaid and family carers of service users and that a training pack had been put together to explain what abuse is and how to look for indicators of it. There had been some difficulty in reaching groups of service users, particularly some of those with learning disabilities and mental health issues, who do not access services on a regular basis. It appeared that carers were often managing in isolation and that libraries were often unsure of where to direct someone requiring help with a safeguarding issue.

Help is available. Local community police officers often meet service users in places like day services to explain about their role and how they can help. Housing associations are able to provide advice about cold calling and malicious behaviour.

A suite of new information has been developed:

- ▶ a poster "Stop Abuse" will be displayed in GP surgeries, hospitals and via voluntary organisations.
- ▶ a booklet, put together by service users and carers, is available in two parts on the County Council website:
 - Part 1 - Understanding Safeguarding
 - Part 2 - What happens next?
- ▶ an easy read format DVD explains what abuse is and includes case studies and an explanation of the criminal justice system and court procedures.
- ▶ new leaflets and posters are available to download from the County Council website.
- ▶ the website includes a service user and carer section on the safeguarding pages which is being further developed.

Staff at the Cambridgeshire Direct contact centre are undertaking training around calls regarding safeguarding issues. This was particularly welcomed by the 'Champions' who thought some callers may be scared by bureaucracy and worried about calling the contact centre.

Information about safeguarding can be found on the [County Council's website](#).



Self-Directed Support continues to be “All about us!”

Following its launch back in January (Briefing 9, Spring 2011), It's all about us! our film about people who are self-directing their own support using a Personal Budget has been widely viewed and received some positive feedback:

“The best promotion about Self-Directed Support I have seen.”

“Nobody can be left in any doubt as to the power that Self-Directed Support has on individual's lives.”

“An exceptional film.”

If you've not yet seen the film, the stories are available to view individually on the [County Council's website](#) or a DVD of the full 50 minute

film is available from: Amanda.Davies@cambridgeshire.gov.uk



My story - Malcolm

Malcolm lives in a supported housing scheme run by Granta Housing Society. His goal is to visit an aunt in France who he has not seen for 30 years.

When his support workers began working with him, Malcolm came across as quite a nervous character. He had no intention of getting on a train and was nervous about using public transport - making it difficult for him to achieve his goal of visiting his aunt. Now, over a period of time and with the support of the staff where he lives, Malcolm's confidence is growing.

Malcolm hadn't been on a train for over 15 years. Using his Self-Directed Support and the Strengths Approach, Malcolm's Personal Budget has paid for a support worker to accompany Malcolm to the train station, get on a train with him and go to King's Cross.

This is helping Malcolm to develop the confidence he will need to make the journey to visit his aunt on public transport.

“He's been down to King's Cross on more than one occasion”, says Malcolm's support worker. “He has stopped and had a cup of coffee and a bowl of pasta, and he's been to see where St Pancras station is - so gradually his journey's getting plotted for him in his mind. His confidence is now there to do the various parts of the journey. It's been a build up of being able to do this over a period of time which is going to enable Malcolm to actually make the full trip to France.”

Some of the things Malcolm would like to see in France are the L'Arc de Triumph and the Eiffel Tower. But in general he says, *“I'd just like to see my auntie because I haven't seen her in 30 years.”*

Self-Directed Support is enabling Malcolm to live a life as fulfilled as possible. It demonstrates that things like a mental health problem need not be for life and that individuals can make recoveries and improvements within their capabilities. Malcolm says, *“I feel like my mental health issues have got better through my Self-Directed Support. It makes me feel happy going on the train. I've been on the train three or four times in the last month and every time I go I get better and better which is good. I enjoy going past the countryside from Cambridge to King's Cross. Just looking and seeing the world go by.”*

Malcolm's story is featured in the film *It's all about us!* (see opposite).

Personal Health Budgets

A Personal Health Budget allows people to have more choice, flexibility and control over the health services and care they receive. At the heart of a Personal Health Budget is a Care Plan - the agreement between the Primary Care Trust and the individual that sets out the person's health needs, the amount of money available to meet those needs and how that money will be spent.

More information about Personal Health Budgets is available on the [Department of Health website](#).

Cambridgeshire.net latest

Jon Anderson, the Council's Online Community Engagement Manager was a guest at the June meeting of the 'Champions' Group. Jon's role is to drive the development of Cambridgeshire.net forward, and he is meeting with various groups to discuss this. Jon talked to the 'Champions' about plans for how Cambridgeshire.net would be developed in the future.

Cambridgeshire.net lists information about what is going on in Cambridgeshire and includes lists of organisations that provide services. It offers the opportunity for all providers to advertise their business free of charge. The 'Champions' are familiar with Cambridgeshire.net following their input into development of the database for social care service providers.

Latest developments

Jon explained that there are three databases on Cambridgeshire.net:

- ▶ voluntary organisations, groups, clubs and societies
- ▶ courses
- ▶ events and activities.

Work is being done looking at linking the information from these to other websites to populate them with relevant listings data and improve coverage of, and access to, information.

Providers are encouraged, if they have not already done so, to list their details on Cambridgeshire.net as this provides a free source of advertising for their business.

It is up to individual providers to make sure they list their details and to maintain their individual records.

Whilst service users choosing managed services can only use County Council accredited suppliers, individuals taking their Personal Budget as a Direct Payment and self-funders have a choice over who provides the support and services they need. The County Council encourages service users, as well as service providers, to use Cambridgeshire.net to find information about local services. Cambridgeshire.net can be found at: www.cambridgeshire.net



People can look for information about services using Cambridgeshire.net



Big Disability Network

Gill Riley from the STEnG (Social Training Enterprise Group) attended the August 'Champions' meeting to talk about the Big Disability Network. This is a new website being developed by STEnG following consultation with Future Business and the Cambridgeshire User Led Organisation (ULO).

The website will be a showcase for all providers of services, information and goods, to people of all disabilities, with mental health issues, the frail or elderly and indeed anyone in receipt of social care packages.

Although primarily for the voluntary, not-for-profit sector, it will also be open to the professional care organisations that support them. It will allow service users, their carers, and professionals to see what opportunities are available - from arts and crafts to accredited training throughout Cambridgeshire - through a simple but efficient 'Search' function. The website will be easy read for service users to access themselves or with support.

There will be a small annual subscription charge for vetted providers to have their own marketplace page which will be easy to update, add videos and photographs and have links to their own websites. There will also be a providers' forum which will enable organisations to share news, events and information. STEnG are planning a January launch and discussions are taking place between Gill and officers from the Council responsible for the Your Life, Your Choice and Cambridgeshire.net websites to ensure that all of the online sites and information complement each other and have relevant links in place.

Key Memories

Widening Reminiscence Delivery

by Beverley Hoff, Museums Partnership Officer

'Key Memories - recollections of my first home', was an inter-generational reminiscence project funded in 2008 by the Heritage Lottery Fund and based in five museums across the county working with local community groups and care providers. The project provided funding for the training of museum staff and volunteers in reminiscence delivery and oral history collection. Inspired by their collections, staff and volunteers created unique high quality reminiscence boxes full of 1950s artefacts, designed to stimulate the senses and inspire a wide range of memories.

The project culminated in a touring exhibition launched at the Farmland Museum and designed on a 1950s kitchen cabinet - a valuable memory prompt that is available to loan from Cambridgeshire Museums Advisory Partnership (CMAP) free of charge.

New reminiscence resources have been developed for four more museums in the county. In addition, two bespoke cabinets have been designed to look like small 1950s dressing tables and are based on the theme of 'getting ready to go out'.

They contain personal items suitable for both male and female use. These two new table top resources compliment the 'Key Memories' kitchen cabinets. An information leaflet about all the museums in Cambridgeshire who loan or deliver reminiscence sessions will be available shortly from CMAP.



Above: Reminiscence delivery training day for museum staff, volunteer and care workers at Chatteris library

Below: 1950s inspired reminiscence cabinet



Signpost your business Register with Cambridgeshire.net



Cambridgeshire.net is an excellent way for you to advertise your business **FREE** of charge to people searching for care services across Cambridgeshire.

Register your details today:

www.cambridgeshire.net

Through further funding from Renaissance East of England we are about to embark on a qualitative evaluation exercise, focusing on the impact of the 'Key Memories' programme for participants and the critical success factors for museums. The steering group will include Alastair Gaskell the Clinical Psychologist for older people in Cambridgeshire who continues to support the work we are doing and is very keen to work with museums to develop good practice. The results of this work will be available next year and it is hoped that it will be of value to museums across the region.

A regional Reminiscence Network East group aims to promote project development, share good practice, develop partnerships and embed reminiscence across the sector.

If you would like more details about anything in this article, details on how to loan reminiscence resources from museums, or how to register to join the regional network please contact Beverley Hoff, Museums Partnership Officer on 01223 715474 email: Beverley.Hoff@cambridgeshire.gov.uk

Care Networks launch 'Help at Home'

by Hilary Johnys, Senior Care Co-ordinator, Care Networks

A new service which can help ill people to stay at home instead of being admitted to hospital is to be launched across Cambridgeshire. The service 'Help at Home' has already been helping people in Huntingdonshire and Fenland by providing practical help, like shopping and collecting prescriptions, to people who may be at risk due to being unable to get out of the house.

NHS Cambridgeshire is funding the new service, which is an extension of Care Network's popular 'Welcome Home from Hospital' service. This more comprehensive support for isolated and vulnerable adults is being rolled out countywide under the new name 'Help at Home'. The service began taking referrals on 1st September and was officially launched by Dame Norma Major on 9th September.

Clients can already get up to three weeks free practical help if they have been in hospital but now we are also offering three weeks support for people who are unwell at home. In addition to this we're offering help with one-off tasks that people need - like changing a light bulb. Tasks like these, if people are unable to do them, can make a huge difference and enable people to remain independent in their own homes.

An example of this was when someone with emphysema developed a chest infection. They couldn't get out to collect their prescription and to shop. Our volunteer was able to help with these practical tasks and provided reassurance by calling in to check the person was OK until they recovered.

We are also looking for more Help at Home volunteers. It provides a unique volunteering opportunity which only commits you for a one-off visit or for two or three weeks at a time, and it can work around your other commitments as you tell us your availability.

Anyone wanting to find out more about Help at Home or interested in volunteering should visit the [Care Network website](#) or call 01223 714433.



Dame Norma Major launches the Help at Home service watched by (L-R) Hilary Johnys, Andrew Gardiner chair of Care Network trustees, Louise Tranham contracts manager at the County Council, and GP Dr Paula Newton.



Community Care launches new website for adult care practitioners

YouCare is for everyone who works in residential or domiciliary care at every level. It includes news, career information and good practice examples as well as a forum for sharing ideas with colleagues.

The website includes a section on [residential and domiciliary care personalisation](#).

Prepare your business for Self-Directed Support

Designed as a dip-in resource, the **Self-Directed Support Toolkit** helps providers to implement changes needed following the introduction of Self-Directed Support, see:

www.cambridgeshire.gov.uk/social/selfdirectedsupport

STOP PRESS



Caring for our future: shared ambitions for care and support

Launched by the Government on 15 September, *Caring for our future* is engaging with:

- ▶ people who use care and support services
- ▶ carers
- ▶ local councils
- ▶ care providers
- ▶ voluntary sector

about improving care and support.

It provides an opportunity to bring together recommendations from the Law Commission and the Commission on Funding of Care and Support with the Government's [Vision for Adult Social Care](#) and to discuss what the priorities for reform should be.

The engagement exercise runs until 2nd December. The results will inform a Government White Paper to be published in Spring 2012. For more details of how to get involved visit: www.caringforourfuture.dh.gov.uk

Please ensure that the information in this Briefing is cascaded to any of your colleagues who will find it useful.

To receive your own copy email:

in.controltotal@cambridgeshire.gov.uk

Next Briefing Winter 2011

Old issues of Provider Briefing

If you would like a copy of an old issue of this Briefing email:

in.controltotal@cambridgeshire.gov.uk

Got a question about Self-Directed Support?



Cambridgeshire
County Council

What
is it?

When
is it
happening?

How
will it affect my
business?

If you have a staff meeting, training day or network event and would like someone to come and talk about Self-Directed Support and how it affects your business we will be pleased to arrange a visit.

For more information or to enquire about the availability of someone to attend your event email:

in.controltotal@cambridgeshire.gov.uk