Welcome to the Spring 2015 edition of The Personalisation Bulletin. The Bulletin is published by Adult Social Care and Health (ASC&H) to keep providers in the picture about social care and support in East Sussex. It covers things that are of interest to providers from practice and workforce development, to commissioning, market development and quality. From this issue, we will also feature key changes coming in with the Care Act, which was introduced on 1st April 2015 and we will also be providing you with information about East Sussex Better Together. We hope you find it useful.

If you think we can improve it in any way – or if you’d like us to send you a hard copy – please call us on 01273 335697 or email ASC_personalisation@eastsussex.gov.uk.

The Care Act 2014 came into force on the 1 April, bringing with it some changes to the way we work.

These changes centre on the principle of wellbeing and preventing, reducing and delaying the need for care. There are also changes to the way that ASC&H assesses eligibility and carries out safeguarding policies and process. There are local training opportunities to help providers understand and prepare for the changes (see page 3).

For ASC&H much of the focus of the last year has been readiness and preparation for the Care Act and also setting up a new programme to integrate and transform health and social care services – East Sussex Better Together (ESBT). In this edition we will focus in on the Care Act and introduce the East Sussex Better Together programme.
Choice

Care Act – key changes for providers

The Care Act 2014 is the biggest change to adult health and social care law in over 60 years.

The Care Act reforms the law relating to the care and support of adults and their carers by bringing together a huge number of existing laws, and introducing some new duties to local authorities. This means there is now a single tool covering the legal arrangements for all people who need social care as well as their carers, local authorities, service providers and the wider population.

Most of the Care Act came into force on 1 April 2015, although the major reforms to the way social care is funded, including the care cap and care account will not be introduced until April 2016.

Although the legislative base is totally different, in practice much will remain the same for providers, The Local Government Association (LGA) has produced a summary guide about the main implications for providers of care and support some of which is summarised below:

- Principle of wellbeing – this underpins the Act, with implications across all areas including service delivery
- Assessment, including carers – a new process for assessment that will need to be conveyed to people seeking care and support - guiding to their local authority for further help
- National eligibility criteria – understanding what the new criteria looks like, and how it can be explained it to people seeking care and support, again guiding them to their local authority for further help
- Care planning and review – providers working with local authorities to identify outcomes within the care and planning process that will establish the foundation of a care plan.
- Deferred payments arrangements (DPA) – understanding how the new local East Sussex DPA will work and to be able to explain to clients and potential clients how to access the DPA

Areas for providers to be aware of:

- Market shaping and commissioning – consider how to get involved with LA market shaping and commissioning activity and be a part of the dialogue
- Managing provider failure and service interruptions – understanding local authorities’ powers and duties when a care provider fails or the provision of a service is interrupted.
- Market oversight – the CQC’s new function to oversee the financial sustainability of providers that would be difficult to replace were they to fail.
- Statutory safeguarding – be aware of the need for adult safeguarding policies and procedures and the areas to cover; benchmark against existing policies and procedures and draw up new ones where required.
- Information advice and guidance – have in place information about services provided so that individuals can decide if those services are appropriate for them. Make this available to the local authority so it can be incorporated into its advice and guidance
- Duty of candour – understand provider responsibility to be open when things go wrong and the action they are expected to take.

Taken from the LGA summary guide: Guide to the Care Act and implications for providers. [http://www.local.gov.uk/web/guest/publications/-/journal_content/56/10180/6886637/PUBLICATION](http://www.local.gov.uk/web/guest/publications/-/journal_content/56/10180/6886637/PUBLICATION)

We will be keeping the Care Act developments on the agenda for discussion at the provider forum meetings during 2015/16 (see page 10 for future dates).
Care Act – working with communities

For local authorities, the Care Act includes new duties on wellbeing, prevention and information and advice, and working in partnership with local communities is central to delivering the Care Act.

The full range of sources of community services and support, groups and organisations is seen in the Care Act to complement the care and support provided by formal traditional social care services, in the lives of people with care and support needs. This includes opportunities to participate and be included in wider universal services and activities as well as building strong networks of support with friends, family and neighbours. This is woven into a number of areas of the Care Act:

- **Promoting wellbeing** – the definition of wellbeing is broad and includes many areas relevant to active and supportive communities, in particular:
  - Participation in work, education, training or recreation
  - Social and economic wellbeing
  - Domestic, family and personal
  - Contribution to society

- **Prevention** – including working with other local organisations to build community capital to engage with communities and understand how to prevent problems from arising, and working with the voluntary and community sector as part of commissioning and market and place shaping

- **Assessment and care and support planning** – including approaches based on individuals strengths, and co-production to foster mutual support networks, and care and support planning that focuses on connections to family and community.

The Care Act will help us to build on our local work with communities so that all people with care and support needs can benefit.

Contact: Candice Miller

candice.miller@eastsussex.gov.uk

If you’d like to sign up for the new Care Act e-bulletin email careact@eastsussex.gov.uk

Care Act information sessions for providers

- 6th May (10am – 12 noon) – Sussex Exchange, Hastings

- 14th May (10am – 12 noon) – St Wilfrid’s Hospice, Eastbourne

You can apply by completing the nomination form in the training brochure or by following this link to the nomination form: https://www.eastsussex.gov.uk/forms/eforms.aspx?f=455&p=1

For further information, contact:
Debbie Mepham 01323 463337
Lucy Rolph 01323 466329
Email: dps.training@eastsussex.gov.uk

After Caring – information for carers at the end of their caring role

This booklet contains information and guidance for carers who are recently bereaved or where the person they looked after has moved into a residential care home, and they no longer have a caring role.

It is available on Care for the Carers website: http://www.cftc.org.uk/index.php?page=480 or hard copies from Care for the Carers: info@cftc.org.uk, tel: 01323 728390.

One year self funder pilot with My Care My Home pilot has now ended

The self funder pilot, which began in January 2014, meant self funders could access independent help and advice directly from My Care My Home (MCMH).

During the year’s pilot, a good number of people received advice and support; however the volume of referrals and demand for the services from My Care My Home was not as large as anticipated. This meant that extending the partnership arrangement was not viable. MCMH will continue to offer an independent advice and information service to self funders who want to approach them directly.

Future public material published by ESCC is being revised as well as our responsibilities towards meeting the needs of self funders in light of the Care Act, including how we will meet the April 2016 funding reforms deadline.

For more information, contact Beja Morrison on 01273 482517 or beja.morrison@eastsussex.gov.uk
Free Independent Advocacy

POhWER has been funded by the Council to provide a free, confidential, independent advocacy service with adults accessing or seeking to access social care services in East Sussex since 2010.

Professionally trained advocates support over 1000 people across Sussex every year to understand their rights and make their voices heard. They often receive very positive feedback about the impact their support has had. One client said “my advocate guided me through all the ups and downs to find the right direction. I really valued her support”.

POhWER can support your clients to understand and communicate about issues such as care planning, safeguarding, reviews, complaints, and many more, if they are:

- over the age of 65
- under the age of 65 with physical or sensory disabilities
- a carer of an adult who is eligible for adult social care services
- someone who receives Direct payments
- an adult with rapidly deteriorating neurological conditions
- an adult with physical impairments moving from Adult Social Care to Continuing Care funding
- wishing to challenge how care and support services are being provided.

POhWER are currently working with ESCC to ensure our service meets the requirements and is delivered within the spirit of the Care Act.

To find out if POhWER can help your clients, or find out more about either volunteering or becoming a member, please call: 03004562370, Or email: pohwer@pohwer.net, http://www.pohwer.net/

Research has found that taking part in this programme can reduce the number of falls and fall-related injuries, particularly by those aged over 80 or over. It’s free for clients to take part in and is being run in 11 locations across the county by instructors from local leisure trusts – Wave Leisure and Freedom Leisure.

Referrals can be made by any health professional via ICAP. If you know of anyone who might benefit, you can direct clients to their GP.

For information about the programme and to find out when and where classes are taking place in your area, please call: 01903 660073 or email betterbalance@zestpeople.co.uk

East Sussex 1Space

The online resource directory has now grown to over 1800 services and support options, including free, local cost and community support services. Thank you to all of you who have registered your service for free on the directory.

East Sussex 1Space receives around 4000 hits per month of which 30% are repeat visits.

The website has been upgraded recently to improve the search functionality to give:

- Improved keyword search facility
- Location search which lists the services nearest the search location
- Services ranked to show most recently updated services first.
- As part of the Care Act work is also underway on tools to aid navigation.

You can now ‘Suggest a Service’, so if you know of any services or groups you think would benefit from being on 1Space please use the ‘Suggest a Service’ page to tell us about them.

Remember you can register your service or group with us today, for free, by using the guidance on the homepage or by attending a free registration workshop.

Contact us for more details – Lucy Tapley at lucy.tapley@eastsussex.gov.uk http://www.eastsussex1space.co.uk/

Otago - exercise falls prevention programme

This 16 week exercise programme is designed to reduce people’s risk of falling by improving their strength, balance and confidence. It is aimed at anyone who is having problems with strength and balance and who meets the other referral criteria.

Research has found that taking part in this programme can reduce the number of falls and fall-related injuries, particularly by those aged over 80 or over. It’s free for clients to take part in and is being run in 11 locations across the county by instructors from local leisure trusts – Wave Leisure and Freedom Leisure.

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Contact us for more details – Lucy Tapley at lucy.tapley@eastsussex.gov.uk http://www.eastsussex1space.co.uk/
Supporting People Personalisation Projects

Supporting People awarded bursaries to eleven housing support providers in 2013/2014 for innovative projects that would develop and embed personalisation within services.

Every project proposal was co-produced by clients and staff, with delivery driven by client steering groups or by client representatives.

Some examples of the projects include:
- reviewing and rewriting support planning procedures;
- co-producing an employment skills workshop;
- using an online resource to create links between residents from different housing schemes based on their skills and interests.

Supporting People will share the results of these projects by publishing the learning online.

The second round of projects began in autumn 2014 and will be completed by autumn 2015.

For further details please contact jonathon.redford@eastsussex.gov.uk or call 01273 482 241.

East Sussex Better Together (ESBT)

East Sussex’s four health and social care commissioning organisations (the three CCGs and the County Council) together spend around £935 million every year on services for local people.

Our budget is likely to stay about the same, but demand and the costs of care will continue to rise, so we have a real challenge to make sure we continue to meet people’s needs. We know that if we don’t change the way we organise services to better meet local need, our speed of access and the quality of care will suffer.

So we have an urgent and important job to do. We all need to work together to make sure we spend 100% of that £935 million, funded by tax payers, better and more effectively so that every penny really counts.

East Sussex Better Together (ESBT) is our programme to help us work together so we can ensure high quality and affordable care now and for future generations. We want to lessen our reliance on acute services and invest much more in high quality primary and community services to ensure this support is more readily available for local people. Our shared vision is that within 3 years there will be a fully integrated health and social care economy in East Sussex that makes sure our population receives proactive, joined up care prioritising services that help people to be more independent.

The framework of six plus two boxes set out below is designed to bring together the entire spectrum of services people need to be fully supported at every stage of their health and care needs:

1. Healthy living and wellbeing
2. Proactive care
3. Crisis intervention and admissions avoidance
4. Bedded care
5. Discharge to assess
6. Maintaining independence

Elective care
Prescribing

To find out more about ESBT please visit:
www.eastsussex.gov.uk
www.eastbournehailshamandseafordccg.nhs.uk
www.hastingsandrotherccg.nhs.uk
www.highwealdleweshavensccg.nhs.uk
Workforce

Free e-learning

The table below shows the certified e-learning courses available to care providers in East Sussex. These are available free to all health and social care workers. To access these:
1. Go to www.kwango.com
2. Go to ‘User Login’ and add the user name and password shown below for each course you want to access.

<table>
<thead>
<tr>
<th>Course</th>
<th>User name</th>
<th>Password</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEW: Understanding Autism</td>
<td>Contact autism.adults @eastsussex.gov.uk</td>
<td>You will be sent a course code and details on how to register</td>
</tr>
<tr>
<td>NEW: Managers Induction Standards</td>
<td>SVAesxind</td>
<td>esxind003</td>
</tr>
<tr>
<td>Mental Capacity Act</td>
<td>SVAesxind</td>
<td>esxind003</td>
</tr>
<tr>
<td>Deprivation of Liberty</td>
<td>SVAesxind</td>
<td>esxind003</td>
</tr>
<tr>
<td>Safeguarding Vulnerable Adults</td>
<td>SVAesxind</td>
<td>esxind003</td>
</tr>
<tr>
<td>Dementia</td>
<td>DEMesxind</td>
<td>esxind005</td>
</tr>
<tr>
<td>Self-Directed Support</td>
<td>SDSesxind</td>
<td>esxind004</td>
</tr>
<tr>
<td>Induction to being a Personal Assistant</td>
<td>esussexpai</td>
<td>Esussexpai</td>
</tr>
<tr>
<td>Domestic abuse</td>
<td>SVAesxind</td>
<td>esxind003</td>
</tr>
</tbody>
</table>

East Sussex County Council also sponsors access to SCILS (Social Care Information and Learning Service) which has over 150 free guides to training, as well online forums. Go to www.scils.co.uk. Use the registration number 234EASUIN. (You will be asked to create a user name and password.)

Training brochure

The training brochure for 2015/16 is now available on the internet or through clicking on this link: https://new.eastsussex.gov.uk/socialcare/providers/training/apply

Please remember to check the brochure regularly as we are constantly updating and adding new courses to meet the changing needs of the workforce throughout the year. This will be done through monitoring whether courses are under and over subscribed, having increased presence at Provider Forums and ensuring more robust links with our Quality Monitoring team. We are continuing to implement our policy of charging for non-attendance. 2013/14 saw nearly 70 invoices issued for non-attendance and this money we have been able to put back into the training budget to run extra courses.

The training offer for 2015/16 will not include training for First Aid, Infection Control or Food Safety. This was agreed in November 2014, following a consultation with providers. The reduction of training budgets has forced this change as resources are being focussed on national and local priority areas, including Dementia, Reablement, Safeguarding, and Autism. In addition the implementation of the Care Act will generate new workforce development needs which we will be able to respond to.

Training for the Independent Care Sector

Training & Development Consultant (Independent Care Sector) 12 month post.

This post was extended by six months to February 2015. Key workstreams which have evolved as a result of this post will continue to be part of the ASC Training offer, namely:
• Working in partnership with the Quality Monitoring Team to ensure training resources are targeted effectively
• Representation at all provider forums
• Training opportunities and ongoing support for first line and registered managers.

Care Certificate

The Care Certificate is replacing the Common Induction Standards and is due for implementation in April 2015. This is offered over two months with an intense programme which includes 5 Care Certificate workshops and the following mandatory training;

- Level 2 Food Safety in Catering
- Malnutrition, Good Nutrition & Hydration
- Safe Handling of Medication
- Moving and Handling
- Basic First Aid Awareness
- Safeguarding Adults at Risk – Basic Awareness

It also includes an induction session and a review session. As new staff will not be able to undertake lone working until they have completed the certificate, this ensures they will be suitably trained and available as soon as possible. Direct observation of new staff becomes a mandatory requirement, and the new worker must be observed during normal day to day activities. These observations will normally be done by their supervisor. However, where this proves difficult our experienced assessors can undertake this function.

On successful completion of the programme the new learner will receive a Care Certificate issued by East Sussex County Council.

The cost of this programme is £350 per learner. If you require the team to undertake the assessments in the workplace the cost rises to £450.

To find out more about the Care Certificate or ESQAC courses, email ESQAC@eastsussex.gov.uk

East Sussex Qualification & Assessment Centre (ESQAC)

ESQAC has been approved by a number of Awarding Organisations, to offer a wide range of QCF qualifications, at all levels from Level 1 through to Level 6.

Within the ASC range of qualifications, we currently offer:

- Level 2 and 3 Award and Certificate in Dementia Care
- Level 2 and 3 Award and Certificate in Learning Disabilities
- Level 2 and 3 Award in End of Life Care
- Level 2 and 3 Diploma in Health & Social Care
- Level 3 Award and Level 4 Certificate in Education and Training
- Health & Social Care Apprenticeships

The costs range from £300 to £500 for an award through to £1,300 for a full Diploma.

Applications are also welcome for those wishing to start with individual units, rather than take on a qualification. These can be used as stand alone specialist development or continued professional development or used to as a pathway to a certificate or full diploma.

The Team

The team is made up of 9 staff who have a variety of expertise across different occupational areas. They are all qualified Assessors and Internal Quality Assurers (IQAs) and they all support the development and delivery of the qualifications as well as offering one to one support and assessing to learners.

The added value of accessing qualifications through the centre is that learners will get the level of support they need to be successful.

New qualifications being offered by ESQAC are:

- Level 4 Award in Delivering Personalisation in Practice in Health & Social Care
- Level 3 Award in Awareness of the Mental Capacity Act
- Level 5 Diploma in Leadership in Health & Social Care
- ILM Level 5 qualifications in Leadership and Management
The Good PA Guide

Pavilion Publishing have recently released the ‘Good PA Guide’ which is based on the training experience of Renee Jasper-Griffith (ASC training) in working with both individual employers and Personal Assistants to define what a ‘good’ PA in social care should know and practice. It focuses on the practicalities and legal aspects of social care; however the book also offers advice and guidance on professional boundaries, employment issues and personal development. It has many first hand examples of ‘good’ working practice supplied by employers and PA’s interviewed in East Sussex.

Pavilion are also publishing a blog which is linked to further details about the book.

Top Tips for Personal assistants
http://www.pavpub.com/tips-for-personal-assistants/

Market development

Micro Market Development Casestudy

What do Ernest Hemingway, Graham Greene, Vivienne Leigh and Tim Wood have in common?

The answer is that all four individuals have been diagnosed with the condition Bipolar. However, only one has gone on to write the publication “Managing Bipolar – A Self Help Guide”. We refer to Tim Wood, a Micro Provider!

Tim’s journey began with an initial contact meeting to explain what his vision was for the Bipolar micro service he would like to offer.

The Micro Market Development Project Officer worked with Tim to identify what gaps the proposed service would be addressing and what steps and links were required in order to make his vision a reality. And from there on, with 37 enquiries to date, Tim’s service offer continues to develop. Just one example of what can grow from little (Micro) acorns!

For more information on the Micro Market Development Project please contact Zareen Graves on 01273 335653, zareen.graves@eastsussex.gov.uk
http://www.eastsussex.gov.uk/socialcare/providers/funding/microservices.htm
Pub is the Hub

East Sussex County Council, Wealden District Council and Pub is the Hub are working together to encourage and support pubs who want to expand into new services for their communities. For example, developing lunch clubs to combat social isolation for people with care and support needs, provide a hot meal and also to give carers a break.

Pub is the Hub is an organisation of voluntary advisors for licensees of rural pubs who are thinking of broadening their range of services. They encourage licensees, communities, pub owners, breweries, local authorities and the private sector to work together to match community needs with additional services which can be provided by the local pub.

Rebecca Elms took over the Brewers Arms pub in Herstmonceux last October. The pub, which was built in 1599 had been boarded up and out of use for some time, and needed a lot of work before it was ready to reopen.

Since opening its doors, to Rebecca’s delight, the pub has got increasingly busier and is getting great reviews on Trip Advisor. Rebecca is working with the council to make use of the pub’s quieter times to encourage people in the village to go out more and be a part of the local community in Herstmonceux.

She is enthusiastic to get the pub’s services right for them and is currently piloting different initiatives to see what works and appeals to people.

So far, the East Sussex Library and Information Service has put a small book loan collection in the pub and Rebecca is trialling a weekly 1940s lunch club.

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“We get quite a few people visiting who are housebound and it gives them the opportunity to be part of the community” says Rebecca. “I spoke to a carer the other day and the lady she looks after had travelled from Uckfield. They both really enjoyed the music and it was a nice trip out for them.”

Vicky Smith, ASC&H’s Head of Policy and Strategic Development, who is leading on the collaboration through the ‘Strengthening Local Communities for older and disabled people’ workstream, is hopeful that staff will help to promote activities at the Brewers Arms (and any other pubs that join the project) to clients and carers as alternative options to traditional services.

If you’ve got any ideas for activities that could be developed to meet needs, or would like to find out more information contact: candice.miller@eastsussex.gov.uk
Support with Confidence

The Care Act requires local authorities to ensure provision to decent independent financial advice; there also a recognised need locally to work with solicitors and legal executives to ensure provision to good quality legal advice (Power of Attorneys etc).

We are therefore looking to develop the market for Independent Financial Advisors, solicitors and legal executives who have been approved through Support With Confidence.

The Support With Confidence (SWC) scheme is currently working with recognised industry accreditation providers to ascertain best practice in the following areas, and as such set minimum requirements for scheme approval:

- independent financial advisers (IFAs) - working with Society of Later Life Advisers (SOLLA)
- independent legal advisors, i.e. solicitors and legal executives - working with Solicitors for the Elderly (SfE)

For more information about the scheme, or if you would like to apply, please contact the SWC team on 01323 463430 or email supportwithconfidence@eastsussex.gov.uk

Dates for provider forums in 2015

The forums provide an opportunity for providers to collaborate with health and social care commissioners and each other on local care market and workforce development. The meetings are an opportunity to hear about new service developments and other things of interest to providers – suggestions for the agendas are always welcome. Providers from across the spectrum of care and support delivery attend. The dates for the next forums are:

Older People’s Provider Forum:
- Wednesday 10th June 2015
- Wednesday 7th October 2015

Older People’s Residential and Nursing Provider Forum:
- Wednesday 1st July 2015
- Wednesday 14th October 2015

Learning Disability Provider Forum:
- Monday 29th June 2015
- Wednesday 28th October 2015

All the meetings are from 1-5pm, (includes time for registration and breaks) at Sovereign Harbour Yacht Club in Eastbourne.

For more information, please contact: ascpersonalisation@eastsussex.gov.uk

Supporting People Provider Forum

The forum discusses issues affecting housing support service providers. It will be of interest to managers from organisations providing housing support in East Sussex, and Supporting People staff.

Meetings are held in the Council Chamber at Uckfield Civic Centre from 10-12.30.

The next meeting is on the 19th May.

Extra Care Provider Forum

The Extra Care Provider Forum provides all those involved in the delivery of services in extra care housing within East Sussex an opportunity to share best practice, build on working relationships and develop innovative new ways of providing services. Those not currently providing these services, but with an interest in doing so, are also welcome to attend the forum.

The Forum meets three times a year at the Sovereign Harbour Yacht Club in Eastbourne.

2015 dates are:
- Tuesday 7th July: 9.30am – 12 noon
- Tuesday 24th November: 1.20pm – 4pm

Previous minutes, papers and future dates for all forums can be found at the following website link: