



Meeting of East Renfrewshire Health and Social Care Partnership	Integration Joint Board
Held on	26 June 2019
Agenda Item	12
Title	Overnight Support
<p>Summary</p> <p>This report sets out a revised approach and clear policy position on overnight support, which should enable staff to progress support reviews, and explore alternatives to a physical presence overnight. It also contains proposals for how people living with support, family members and elected members can be fully informed about the policy change and alternative ways of providing support and alleviate risk overnight</p>	
Presented by	Candy Millard, Head of Adult Health & Social Care Localities / Caroline Robertson, Locality Manager
<p>Action Required</p> <p>The Integration Joint Board is asked to:-</p> <ul style="list-style-type: none"> ▪ Agree the revised policy position for overnight support to personalised support alternatives that meet people's assessed need and outcomes in less intrusive and more efficient ways. ▪ Agree the new approach to overnight support planning ▪ Endorse the proposed review programme and communication arrangements 	
<p>Implications checklist – check box if applicable and include detail in report</p> <p> <input checked="" type="checkbox"/> Finance <input checked="" type="checkbox"/> Policy <input type="checkbox"/> Legal <input type="checkbox"/> Equalities <input type="checkbox"/> Risk <input checked="" type="checkbox"/> Staffing <input type="checkbox"/> Directions <input type="checkbox"/> Infrastructure </p>	

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EAST RENFREWSHIRE INTEGRATION JOINT BOARD

26 June 2019

Report by Chief Officer

OVERNIGHT SUPPORT

PURPOSE OF REPORT

1. The purpose of this report is to provide the Integration Joint Board (IJB) with an update on overnight support arrangements.

RECOMMENDATION

2. The Integration Joint Board is asked to:-
 - Agree the revised policy position for overnight support to personalised support alternatives that meet people's assessed need and outcomes in less intrusive and more efficient ways.
 - Agree the new approach to overnight support planning
 - Endorse the proposed review programme and communication arrangements

BACKGROUND

3. We have previously reported to the IJB budget pressures associated with overnight support. This arose from national living wage changes, which require providers to pay care staff the living wage for shifts where they sleep overnight in a person's house and wake if required to respond to any care or support needs. These shifts, known as 'sleepovers', were previously paid at a block rate for the night rather than per hour.
4. A desktop exercise was carried out in November 2016 which highlighted the people who had overnight support provision. This exercise was carried out in partnership with support providers with representatives from commissioning and operational staff teams. Through the desktop process people who might no longer require a physical presence overnight and those who might require a continued presence were identified based on the level of activity and risk.
5. It was the intention of the group to remove the overnight physical presence wherever this was not required. Where there were risks identified it was proposed that ongoing consultation with the providers would take place to identify alternatives to sleepover provision. Options around this varied from small groups being supported by one responder service to providers working together to provide support to others within their area. This would obviously require development and commitment from the various providers. Unfortunately this work has not progressed at the rate we had anticipated.
6. This report sets out a revised approach and clear policy position on overnight support which should enable staff to progress support reviews and explore alternatives to a physical presence overnight. It also contains proposals for how people living with support, family members and elected members can be fully informed about the policy change and alternative ways of providing support and alleviate risk overnight.

REPORT

7. A group of people whom we support, predominantly with learning disability, were assessed as requiring a physical presence in the form of a sleepover or waking nightshift overnight. Whilst this was common practice historically, we now have

alternatives due to developments in technology and other linked responses that can meet people's assessed need and outcomes in less intrusive and more efficient ways.

8. Some of the needs that sleepovers and waking night cover were trying to meet were:-
 - Practical help e.g. with medication, continence, positioning
 - Emotional support e.g. reassurance where a person is confused or distressed
 - Safety support e.g. responding if someone is likely to leave the house or turn on taps, cookers etc
 - Treatment e.g. administering epilepsy medication
9. We are now in the position to develop much more personalised responses for people managing their individual risks whilst focusing on their outcomes. This can include the use of everyday and specialised technology; environmental controls, adaptations and equipment; alongside trained call handling and response staff.

New approach to overnight support planning

10. Our revised approach to overnight supports needs to sit alongside our new approach to individual budgets, and planning with people that allows more innovation and flexibility to meet their desired outcomes.
11. Needs overnight will be reassessed and reanalysed including consideration of each person's strengths and assets, and identification of their specific risks including the risk of restriction to their freedom.
12. A range of options to meet the needs and outcomes will be considered in developing personalised plans. This will include options for moving from one form of overnight support to another, including use of checking equipment, tests of change and transitional support.
13. New overnight support plans will be accurately costed and the resultant amount will be included in Individual Budget for each person. This will be considered to be the HSCPs reasonable offer of support.

Proposed Communication and Redesign Actions

14. Following adoption of the policy and approach, a letter will be drafted and sent to those who receive a physical presence overnight to allow them to understand our policy and approach. Letters will also be sent to families, legal proxies and providers.
15. Communication and briefings will be provided for elected members as well as IJB members and HSCP and Primary Care staff including GP's. This will prevent any misunderstanding and ensure people are not taken by surprise when they are approached by family members and providers.
16. Separate events will be organised for support providers and people who receive support along with their family/legal proxy. This event will be led by senior HSCP management and will be followed by information from the service and providers showcasing the innovative work that has been carried out in East Renfrewshire and other areas, and how this has improved people's lives and outcomes alongside their independence. These events will provide separate opportunities for staff and families to ask questions and discuss concerns about the process.
17. Once the events have place and people are clear about the process, individual reassessment and revised support planning will take place. Where possible this will be undertaken in conjunction with an Individual Budget review in order that people can plan for all their outcomes and support.

18. A social work advanced practitioner will be recruited to support social workers with practice issues associated with reviews, risk assessments and support planning.
19. Whilst planning will be undertaken on an individual basis the review of overnight support will be managed as a programme with additional short term resourcing for the coordination, communication and back office support required.

CONSULTATION AND PARTNERSHIP WORKING

20. The revised approach is based on learning from a number of partnerships across Scotland, work by the Improvement Service and consultation with some local partner providers.

IMPLICATIONS OF THE PROPOSALS

Finance

21. The ongoing cost implications for this support is not sustainable however the benefits of promoting independence and offering opportunities outweigh any financial benefit. We currently have 60 overnight support provisions at the minimum cost of £2.1m year on year if we were to realistically replace 70% of these with technology we would be looking at a financial saving of over £1m.

Staffing

22. Current demands on our staffing will not allow this project to be completed without any additional resource. The project requires someone to co-ordinate the whole process as well as an advanced practitioner who will be skilled to an advanced level to allow them to address some of the complex conversations which will have to take place. This Social Work Advanced Practitioner will also carry out any independent assessments if required. Staffing costs to support the programme are Grade 11 Advanced Practitioner (£38641) and Grade 7 Assistant Business Improvement Officer (£24057)

Infrastructure

23. None

Risk

24. The risk of not continuing with this work and committing to it longer term is that the demands on our service will continue to increase year on year, and people will continue to get an intrusive level of staff presence in their lives.

Equalities

25. We have to apply the same risk measures across our client groups; we have an aging population with long term conditions and progressive complex health needs who should have similar consideration of their overnight risks and supports.

Policy

26. This paper sets out a new policy for overnight support provision.

Legal

27. In consultation with our legal department we have drafted a letter for legal proxies which sets our policy and approach.

CONCLUSIONS

28. Initial plans to remove overnight support sleepover arrangements based on a desktop exercise have not progressed as anticipated. This report sets out a revised approach and clear policy position on overnight support, which should enable staff to progress support reviews and explore alternatives to a physical presence overnight. It also contains proposals for how people living with support, family members and elected members can be fully informed about the policy change and alternative ways of providing support and alleviating risk overnight.

RECOMMENDATIONS

29. The Integration Joint Board is asked to:-
- Agree the revised policy position for overnight support to personalised support alternatives that meet people's assessed need and outcomes in less intrusive and more efficient ways.
 - Agree the new approach to overnight support planning
 - Endorse the proposed review programme and communication arrangements

REPORT AUTHOR AND PERSON TO CONTACT

Caroline Robertson,
Barrhead Locality Manager (Professional Social Work Lead for Adult Services)
caroline.robertson@eastrenfrewshire.gov.uk

Candy Millard, Head of Adult Health & Social Care Localities
candy.millard@eastrenfrewshire.gov.uk

21 May 2019

Chief Officer, IJB: Julie Murray

BACKGROUND PAPERS

None