



Derby City Council

Adults and Public Health Board 20 January 2014

Report of the Strategic Director of Adults,
Health and Housing

ITEM 12

Review of Enablement support

SUMMARY

- 1.1 This report sets out a definition of Enablement support, describes Derby's recent performance and explains a significant reorganisation designed to improve both customer outcomes and Council value for money.

RECOMMENDATION

- 2.1 To note the development of Enablement support in Derby.
- 2.2 To agree reporting frequency updating on improvements in the outcomes experienced by Derby's older and disabled people as a result of extended and better-targeted enablement support.

REASONS FOR RECOMMENDATION

- 3.1 Enablement support is a key driver of improved outcomes for vulnerable adults and optimal use of health and social care resources by the Council and its partners.

SUPPORTING INFORMATION

- 4.1 Enablement (alternatively known as recovery, rehabilitation or re-ablement) is defined as *"support to help people with physical or mental health problems or disabilities manage their situation by learning or re-learning the skills necessary for daily living"*.
- 4.2 Enablement is a key part of Derby's customer journey, as set out in Appendix Two. Adult social care often encounters individuals in times of crisis, and if an enablement approach is not adopted, the customer will become "locked in" to dependency on the services that are provided when they are at their lowest ebb.

- 4.3 In practice, almost all customers, saving those in the last stages of terminal care, can benefit significantly from an Enablement approach. For example, younger adults with complex learning disabilities can learn life skills and move towards living an “ordinary life”. Older people with significant levels of dementia can be supported to maximise their control and dignity in basic areas of their life, rather than it being assumed that all such autonomy should be taken away from them.
- 4.4 In this way it is best to see Enablement as a philosophy rather than a service. Unless every part of adult social care operates in an enabling way, customers will not be supported to maximise their dignity, independence and their right to live an “ordinary life”. The Council will also continue to incur unnecessary costs through locking people into dependency.
- 4.5 However, Derby’s historical approach to Enablement has been to primarily focus upon a defined service rather than making it everybody’s business. The service, which has stemmed from the redevelopment of the Council’s home care teams along with some added Occupational Therapy input, has achieved very good outcomes for those customers it has the capacity to support. The service consistently supports between 50% and 60% of customers who are referred with critical or substantial needs to no longer require home-based care after typically six weeks of support.
- 4.6 However, the historical Enablement service cannot support all older and disabled people who become eligible for social care support following illness, injury or disability. Depending on levels of complexity, the service typically supports between 90 and 120 customers in any given month.
- 4.7 In view of this limited capacity, Enablement resources need to be better focused to ensure that the people benefitting are those with the most significant gains to be made from successful interventions. For example, Derby continues to be an outlier in terms of nursing home admissions, with worse performance than similar unitary authorities in this regard.
- 4.8 The NHS Intermediate Care service in Derby has a similar profile. Outcomes for the people it is able to support are good, with excellent achievement against the national performance indicator for independence. However, the service does not have capacity to support everybody who may need it, and has the potential to be better targeted to those customers who would gain most benefit and avoid much more expensive health and social care arrangements.
- 4.9 In response to these challenges, the Council is now completing a restructure of Assessment, Enablement and Support Planning activity. This is partly in response to the Council’s budget strategy and the requirement for savings from management and social work in 2014-15 that was agreed by Full Council in 2013. However it is also driven by the need to reorganise so that Derby’s customers get better outcomes from enablement.

4.10 In summary, the outcomes of the restructure are:

- The Enablement Service renamed as “Home First” and working more closely with Intermediate Care to make the most of capacity and target customers who are most at risk of hospital admission (local evidence strongly shows that inappropriately long hospital stays often contribute to older people losing skills and confidence, leading to avoidable care home placements). The Council’s Perth House facility and its short term beds will be part of this service, as will the Carelink community alarm and telecare team.
- An “Ordinary Lives” team supporting adults with very complex disabilities who may have been institutionalised by traditional care arrangements, and who will targeted interventions can learn the skills they need to regain significant levels of independence and dignity.
- A “Transitions” team working with disabled young people and giving them the skills they need for adult life.
- Six social care teams (two with specialist mental health focus) working in identified localities to support the recovery and rehabilitation of customers referred in need of assessment.
- The significant extension of Local Area Coordination enabling adults of all ages to find and develop local networks of support in their neighbourhoods.

4.11 These refocused teams, being implemented from April 2014 onwards, will ensure that all social care staff understand “enablement” is everybody’s business and customers experience better outcomes that build on their capacity to make a positive contribution rather than treating them as passive recipients of care.

OTHER OPTIONS CONSIDERED

5.1 Doing nothing will not improve outcomes for older and disabled people, including larger numbers being safely supported to live in their own homes. Doing nothing will also miss the opportunity to make best possible use of Council resources, including by aligning more clearly with the NHS.

This report has been approved by the following officers:

Legal officer Financial officer Human Resources officer Estates/Property officer Service Director(s) Other(s)	N/A N/a
For more information contact: Background papers: List of appendices:	phil.holmes@derby.gov.uk 01332 642845 None Appendix 1 – Implications Appendix 2 – Derby’s Customer Journey for Adult Social Care

Appendix 1

IMPLICATIONS

Financial and Value for Money

- 1.1 Successful enablement services will deliver value for money to the Council as well as better outcomes for individuals. This is because enablement is about supporting customers and their family carers to safely regain confidence and independence, rather than being unnecessarily dependent on outside help.

Legal

- 2.1 None arising from this report.

Personnel

- 3.1 None arising from this report

Equalities Impact

- 4.1 The development of enablement will need to consider equality issues relating to social or economic factors that affect the well-being of vulnerable adults from different backgrounds

Health and Safety

- 5.1 None arising from this report

Environmental Sustainability

- 6.1 None arising from this report

Property and Asset Management

- 7.1 None arising from this report

Risk Management

- 8.1 None arising from this report

Corporate objectives and priorities for change

- 9.1 The development of enablement services will support good health and well-being for vulnerable adults in Derby, in particular:
- More people living longer in better health.
 - Better mental health and well-being.
 - More choice and influence over services

Appendix One: The agreed Derby model for adult social care



