



Supporting People Response to Social Care and Health Commission report

RECOMMENDATIONS

1. To inform the Commission that:
 - a review of warden services is under way and to ask the Director of Policy to keep the Commission informed about progress
 - Supporting People providers are already required to develop care plans and to review them regularly.

SUPPORTING INFORMATION

2.1 The Commission report recommends ...

“1.1 The Council Cabinet should review the charging policy for people living in warden complexes and consider removing the charge for people who do not require warden services.”

The reasoning for this given in the report is ...

“2.4 There is anecdotal evidence that not all individuals living in warden controlled complexes require or want warden services. The current charging structure is such that all residents in these establishments are charged for warden services. It is anticipated that a number of people may be paying charge for warden services when they do not require or use warden services. The Commission therefore recommends that the Council Cabinet examines how people are allocated warden controlled accommodation and reviews the current charging structure for those already receiving warden services to ensure that charges are based on need not by merely living in these complexes. “

- 2.2 The Supporting People Team has opened a Service Review for all sheltered housing schemes. These reviews are taking an in depth look at the services and will rate them in terms of cost, quality and, ultimately, their overall value for money.
- 2.3 The Supporting People Team is also aware of the issue raised by the Commission about not all individuals living in warden controlled complexes requiring or wanting warden services. This is a common problem for many councils.

2.4 There is, however, no empirical evidence about the extent to which this is the case in Derby. We expect that Supporting People reviews of Derby Homes services for older people will help us to make a better informed judgement about this on a scheme by scheme basis as we proceed. It may be that the outcome of the reviews is to remodel them using mobile wardens so that tenants, if they wish, can receive the services wherever they live.

2.5 The Commission report further recommends ...

“1.2 The Council Cabinet should require providers contracted to deliver Supporting People services to develop care plans outlining specific needs of each resident and detailing how they are going to be met.” and

“1.3 Each provider should be required to demonstrate that care plans are systematically reviewed to ensure their effectiveness.”

The reasoning for this given in the report is ...

“2.5 The Commission also questioned whether people entering Supporting People services are assessed individually and a care plan is established to meet their specific needs. Although contractors are assessed for their suitability to deliver supporting people services and may meet its generic criteria, there is no evidence that service users are being systematically assessed and care plans established to meet their specific needs.”

“2.6 Supporting People services contribute to the policy of providing care in the community and therefore individuals receiving these services should have care plans to meet their needs. Requiring providers to produce care plans and demonstrate that these are being reviewed for effectiveness should help to improve services aimed some of the most vulnerable people in the community.”

2.6 The Supporting People Team does require providers to complete support plans with their service users and regularly to review these. This is a locally introduced performance indicator that we have agreed with providers as being of particular significance.

2.7 Performance is monitored on a quarterly basis and information about providers' performance in this area, because it has been agreed as being so important, is one of the key indicators that help to inform the judgement we make about the value for money the service offers.

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Background papers:	None
List of appendices:	Appendix 1 – Implications

IMPLICATIONS

Financial

1. None arising directly from this report.

Legal

2. The Council is contracted with providers to pay for Supporting People support services in warden schemes until the completion of the Supporting People service reviews.

Personnel

3. None arising directly from this report.

Equalities impact

4. People receiving Supporting People services are among the most vulnerable in the city.

Corporate objectives and priorities for change

- 5.1 The Supporting People programme links to the Council's objective of **healthy, safe and independent communities**.
- 5.2 It furthers the priority of **modernising social care**.