



# **A Bolder Community Services Six Month Post Implementation Review**

**Scrutiny Board 5  
19<sup>th</sup> November 2014**

# Review approach

## Objective

To understand the impact of the changes delivered as part of the A Bolder Community Services programme.

Six service areas covered by the proposals.

- Day Opportunities
- Housing with Care
- Housing Related Support
- Information Advice and Support
- Home Support Short Term Services (HSSTS)
- Aylesford

A number of different methods were used including:

- Provider meetings
- Service user interviews
- Performance reports

# Review Summary

## Day Opportunities

### Older People

- 17 service users from Risen Christ and Frank Walsh House moved to Gilbert Richards.
- Remaining service users accessing alternative services e.g. luncheon clubs.
- Positive reports received from service users that have moved to Gilbert Richards.

### Maymorn

- Numbers of services users at the weekend remain low. Options to improve take up being considered.

### Learning Disability

- Successful relocation of service users from Curriers to the new facility at Frank Walsh House.
- Comments stating that the new service allows people to access more places in the community.
- 9 people considering travel training to be more independent.
- The relocation from Watcombe to Frank Walsh House has been well received by service users and families.
- One person has struggled with the move but with support from the family leading up to the move the impact has been less than anticipated.

# Review Summary continued

## Housing with Care

- In total 33 people were relocated .
- Face to face interviews held with tenants to understand experience and impact.
- Commented included:
  - Their new home is bigger and more spacious than before.
  - Tenants made specific reference to improved bathing facilities, improved layout and their pleasure at having their own bedroom.
  - Tenants also felt security arrangements had improved.

## Housing Related Support

- Minimal evidence to date of any impact on service users or Providers.
- Impact on other statutory or health services not yet known.
- Providers have increased the amount of Housing Benefit being claimed.
- Learning Disability and Mental Health providers are supporting similar numbers of service users.
- Reduction in frequency of visits and the number of hours provided each week or month.
- Staff changes in organisations have impacted on the continuity of support.

# Review Summary continued

## Information, Advice and Support

- Post review interviews held with four providers: Age UK, Alzheimer's Society, Carers Centre and Grapevine
- For some providers it was too soon to understand fully the impact of the changes.
- Demands on resources could be attributable to an increase in demand from members of the public as opposed to reductions to resources.
- Providers reported a reduction in the number of public events and courses they could run.
- Some areas have seen an increase in provision and others have been absorbed into other services.
- Capacity an issue for providers but this is attributable to increases in demands for the services as opposed to reductions in funding.

# Review Summary continued

## Home Support Short Term Service (HSSTS)

- The HSSTS service ceased on 30<sup>th</sup> June 2014.
- Three new Short Term Support to Maximise Independence (STSMI) providers operational from 2<sup>nd</sup> June 2014.
- Early feedback positive with people gaining the skills to maintain their independence after a period of reablement.
- Within the first 3 months 53% of service users did not require sequential services.

## Aylesford

- The Aylesford received additional funding for an initial 6 month period.
- Further work undertaken with the Clinical Commissioning Group to determine the future of the facility.
- A consultation on the closure of the Aylesford concluded on 5<sup>th</sup> September.
- Outcome to be reported to Cabinet in November.

## Future considerations

- Full impact may not yet be fully understood or evidenced.
- Potential impact on health services not known as too early to determine.
- Maintaining alternative funding sources such as Housing Benefit may be a short term remedy to on-going financial challenges.
- Further budget reductions will be necessary and these may impact on some of the same services.

## Overview and on-going monitoring

- No compulsory redundancies were made as a consequence of the changes.
- Reviews of the impacts including equality impact assessments will continue.
- Follow ups with service users, families and providers as the changes further embed.
- Performance monitoring across all services.