

Market Position Statement

“ Help us develop the right Care and Support services for adults living in Hertfordshire ”

Adults with Physical Disability and or Sensory Impairment



physicaldisabilitymps@hertfordshire.gov.uk

Contents

The updated Market Position statement (MPS) outlines key achievements that have been commissioned and delivered by Hertfordshire County Council in partnership with the Clinical Commissioning Groups (CCGs) and other key stakeholders in 2015. The key stakeholders include: the voluntary and community sector, community health partners and the private sector.

The MPS also examines future market opportunities and commissioning intentions and should be used alongside our strategic documents¹²³ to provide the necessary information to local, regional and national suppliers to allow them to make informed strategic business decisions.



1. The market that we wish to facilitate

Hertfordshire County Council (HCC) together with the NHS Clinical Commissioning Groups (CCGs) is committed to ensuring that we achieve good outcomes for the services we commission in a way that is personalised, well led, provides value for money and that promotes a sustainable and diverse market place. For further details on this please refer to **Commissioning for Better Outcomes.**

We want to engage with new and existing housing, and care providers to deliver high quality services for people with a Physical Disability (PD) and or Sensory Impairment (SI) in Hertfordshire that are:

Person centred and outcome focused

- To take a co-productive approach to designing and delivering better services
- Through personal budgets, offering flexible ways to use Direct Payments
- Joining up and introducing integrated pathways in reducing health inequalities

Inclusive

- To encourage providers to promote equality of opportunity for adults with PD and SI
- To encourage providers to ensure that inclusivity is an integral part to service delivery

Well Led

- To work across a range of partners to ensure a timely access to services
- To manage data sharing in a safe and secure way so that it supports smooth transition for younger adults with PD and or SI
- To improve our commissioning evidence through appropriate management systems and tools to ensure that future planning of services are well developed

Promotes a diverse and sustainable market

- To encourage our providers to explore and provide innovative housing solutions where it promotes choice, flexibility and independence
- By encouraging and promoting all our providers to become a member of Herts Care Partners
- Promote employment and volunteer opportunities

We want every service we commission and work with to promote and enhance individuals' wellbeing. The Care Act 2014 establishes this as a principle and gives a broad definition of what wellbeing means.⁴ This includes personal dignity, physical and mental health, control over day-to-day life, and ability to participate in work, education and recreation.

All services should therefore work holistically with individuals to support their wellbeing as far as possible. We see prevention as another key principle that sits alongside wellbeing. We want to develop services that promote individual wellbeing by preventing, reducing or delaying the development of need for health and social care, in many cases by intervening early before problems escalate. Key examples include avoiding hospital admissions, such as through falls prevention or avoiding

carer breakdown, often by working in partnership with voluntary and community sector organisations. All services should therefore proactively identify and develop approaches to prevention and early intervention. We see personalisation of services as key to achieving this. We recognise that individuals often know what is best for their own care and wellbeing. We want to commission services that work proactively with individuals to understand their needs, wants, interests, and ambitions, and that build on individuals' strengths and assets in providing care and support for them. We want to see providers embrace the principles of Think Local, Act Personal (TLAP).⁵

Enhance & promote wellbeing

- ✓ personal dignity
- ✓ physical & mental health
- ✓ control over day to day life
- ✓ ability to participate in work, education and recreation



⁴<http://www.legislation.gov.uk/ukpga/2014/23/section/1/enacted> and https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/315993/Care-Act-Guidance.pdf

⁵http://www.thinklocalactpersonal.org.uk/_library/Resources/Personalisation/TLAP/MakingItReal.pdflocalaccount201415.pdf

2. Achievements

In our 2015 Market Position Statement we committed to several commissioning intentions. We have been successful in achieving our commissioning intentions through our partnership working with our CCG colleagues, Public Health, voluntary sector and various stakeholders. During the year several of these were taken forward, a summary of which is as follows.



- In 2014/15, 14,816 clients received our help because they had a physical support and or sensory services requirement.
- Hertfordshire County Council has established a steering group for people with physical disabilities and sensory impairment. Hertfordshire's priorities in this area are:
 - supporting disabled people to live independent lives, through the personalisation of services,
 - giving disabled people more choice and control;
 - improving opportunities to access employment
- the opportunity to play a full part in society, through enhanced lifelong learning opportunities and a focus on narrowing health inequalities.
- The steering group will be co-chaired by a service user alongside various key stakeholders including carers to ensure that the delivery of the priority areas is actioned.
- We are at early stages of working closely with our Clinical Commissioning Groups (CCG's) to review the pathway for people with neurological conditions. Hertfordshire's priorities are to ensure a whole system approach in understanding the gap in accessing these services.
- Hertfordshire County Council recently carried out a survey for neurological respite in order to gain an understanding of individuals' need that may be affected by

progressive and non-progressive neurological conditions. This has helped to inform the county's understanding in current respite provision and input into future commissioning models. The next steps are to work closely with the provider market and support in improving access to this type of provision.

- The council have invested money in St Michaels House, a short breaks service for adults with physical disability and sensory needs in the county. We have worked very closely with service users, social workers and sensory needs team in order to ensure that we have a building that is future proofed for the changing needs of this client group. Next steps we are working closely with health colleagues to review how we can integrate this service to allow for other service users with different needs to access the short break service specifically reviewing

- Two rooms to be designed to cater for other service users.
- The Council have been successful in developing 2 independent accommodation settings in St Albans designed for young people with physical disability and complex needs. Both properties are within easy access to local amenities allowing them to live fulfilling lives as part of the community. The majority also use personal budgets. Going forward this is the type of accommodation model the Council would like to develop more of.
- Herts Hearing Advisory Group were awarded a £20k innovation grant fund to initiate a pilot which will support care homes by providing training through volunteers in deaf awareness, hearing aid maintenance and using assistive sensory equipment. More broadly, Herts Hearing service wishes to



£20k
Innovation
grant



raise, at a national level, the lack of awareness and training in care homes to support those who are hard of hearing. The aim is to also have the training programme properly accredited in collaboration with national home providers.

- Partnership working with Sense to provide Deaf/Blind people with a communicator guide, to enable them to access their local community.
- Introduction of new integrated care services with Health to support people to maintain their independence and prevent hospital admissions and long term care.
- Development of integrated stroke services and early discharge pathways to support people in need of health and social care services.
- Prepaid direct payment cards are a new initiative which has been launched in Hertfordshire. HCC pay money direct onto the card

so people can purchase care and support independently

- Commissioned DisabledGo⁶ to work with HCC to survey 1000 local council buildings, businesses and premises where disabled people might go and publish info on the website. People with disabilities and their carers are then able to look on the website and plan their journey and the time they spend at these locations.

Development of integrated stroke services and early discharge pathways

to support people in need of health and social care services.



3. The evidence base for commissioning Adult Social Care in the county



Increase



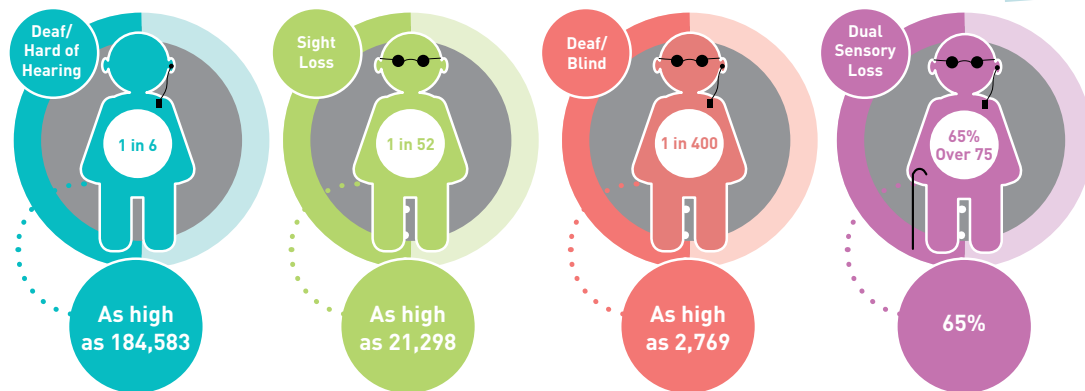
physical disabilities and sensory needs

3.1 Current and Future Demand

3.2 Population

- It is estimated that the number of people with physical disabilities and sensory needs in the county is expected to rise. This is because children with complex needs and recessive genetic disorders are expected to live longer due to medical advances and greater survival rates. A growing older population will also increase the numbers of acquired sensory impairments in the county as well as older people who are frail and whose mobility is impaired by physical disability.

Furthermore, the breakdown of people with sensory needs are as follows⁷:



⁷Data Source – DH, Action on Hearing Loss, RNIB

Moderate to Serious Physical Disability

age
18-64
71,010



= **6%** of the population
of the county

People with sensory needs are likely to also have other forms of disabilities which require community support.

It is estimated that the current number of adults within Hertfordshire

aged 18-64 with a moderate or serious physical disability is 71,010.

This equates to **6% of the population** of the County and also includes adults that are predicted to have a moderate or serious sensory need.

The projected figures estimate that this group is likely to **increase by 10% over the next 10 years to nearly 78,000.**

Moderate to Serious Physical Disability



Adults 18 – 64

Table 1 Population projections for adults ages 18-64 in Hertfordshire predicted to have a **moderate physical disability**

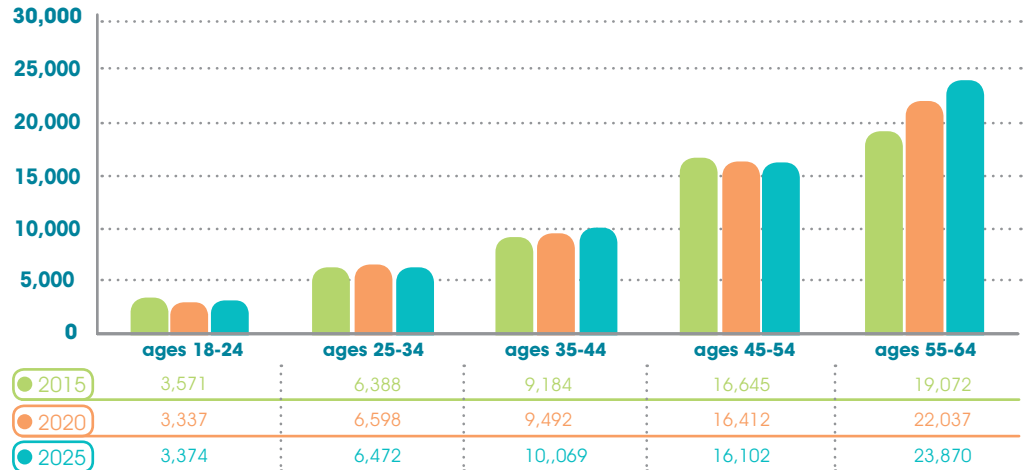
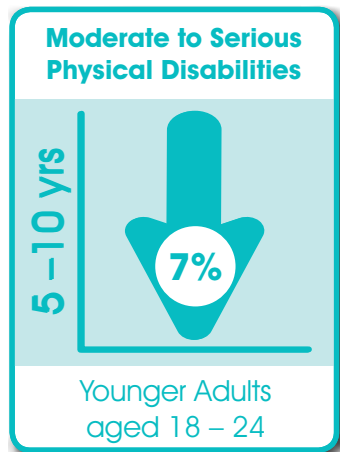


Table 1 on page 10 demonstrates that over the next 5 to 10 years we are likely to see a **decrease of 7% in younger adults 18-24** with a moderate to serious physical disability.



Whereas the largest projected growth areas over the next 10 years is the age group **55-64 with a 16% increase in the next 5 years and a further 8% increase by 2025.**



Table 2 Population projections for adults ages 18-64 in Hertfordshire predicted to have a **serious physical disability**

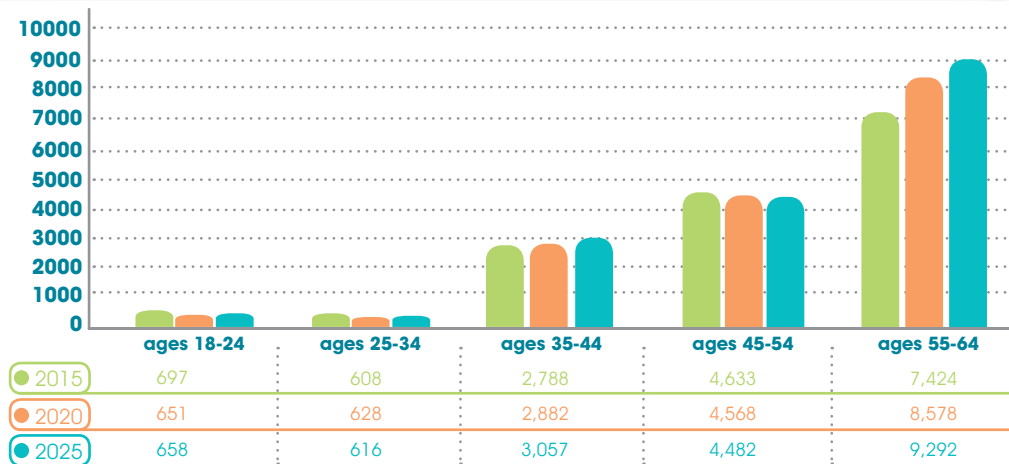


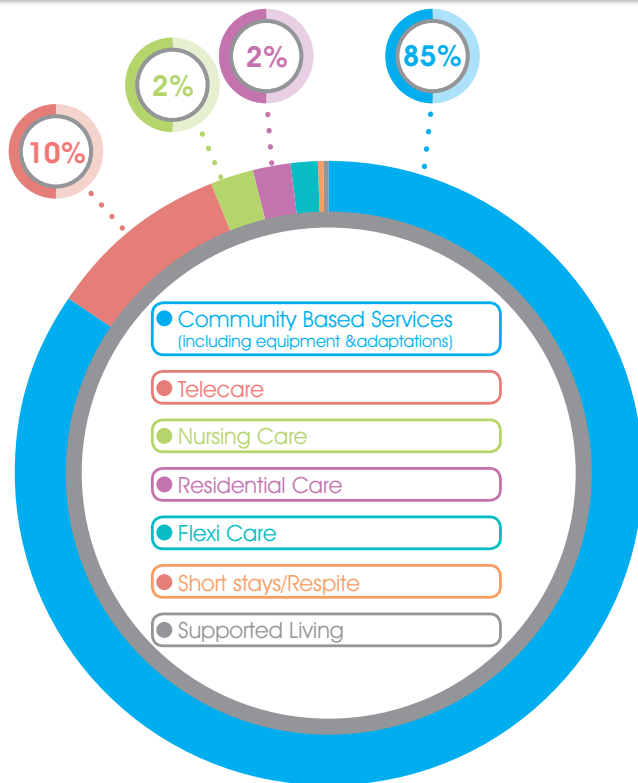
Table 2

As of December 2015 there were 3610 people diagnosed with a physical disability accessing services from HCC, this is **an increase of 19% from last year.**



3.3 People with a Physical Disability and or Sensory Impairment referred to adult social care

Table 3



The adjacent chart demonstrates that **85% of services accessed by adults with a PD and or SI** were community based which include services such as equipment & adaptations, day care, telecare, home care and enablement.

40% of these community based services were accessed by a personal budget or direct payment.

Conversely data from Hertfordshire County Council's Herts Equipment Services (HES) demonstrates that clients aged 20 or under is tending to increase for example in 2011/12 620 young people received equipment compared to 747 in 2014/15 – the nature of equipment used is much more complex than is usual across the service user base. This population is expected to continue rising and will need supporting throughout their lives.

Voluntary sector services that provide equipment's for people with PD and or SI will need to adapt to meet the demand of this younger cohort, and future commissioning (which is not planned for 2016) will need to reflect this.

The increasing complexity of need and age of those needing support will affect future services.

Market Opportunity

Hertfordshire have ambitions to increase access to equipment service this includes for low/high technology to provide possible solutions to enable people to live independently particularly for those with complex needs. We are keen to hear from providers who can support this part of the market. Please contact:

physicaldisabilitymps@hertfordshire.gov.uk





3.4 Direct Payments

Hertfordshire's ambition is to ensure that all our customers have the opportunity to take control and direct how their care and support needs are met. A direct payment is one such initiative that with the right support provides such an opportunity.

In 2013/14 Hertfordshire was ranked 96th in the UK. Adult social care outcomes framework (ASCOF) figures for 14/15 demonstrate that Hertfordshire is now ranked 54th in the UK and rank 5th overall in the East of England. As an authority Hertfordshire is above average, locally and nationally, in the percentage of its customers receiving self-directed support as a direct payment (table below). In line with projected population figures

Hertfordshire's overall target is to be in the top ten in the UK which would mean achieving upwards of 42% of our customers receiving self-directed support as a direct payment.

Hertfordshire aim to have a larger percent of adults with physical disabilities taking control of their care and support and using their budget to access tailored support specific to their needs.

42%
receive self directed support as a direct payment

Table 4

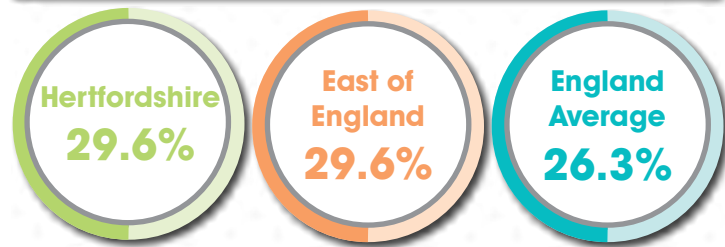
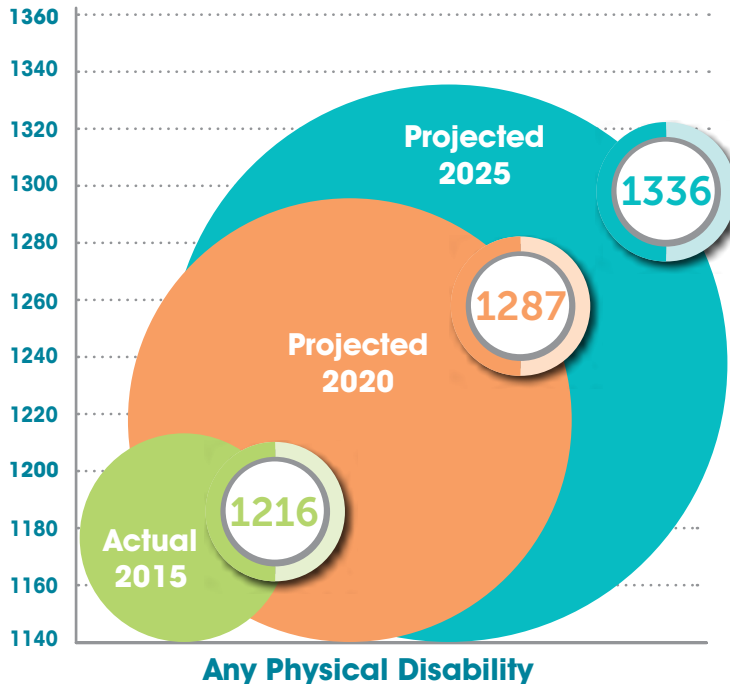


Table 5



For further details on the population, wellbeing and health of adults with a physical disability and or sensory impairment please refer to Hertfordshire County Council's Joint Strategic Needs

Market Opportunity

Hertfordshire are always seeking opportunities to make sure everyone can benefit from direct payments as some people are put off by the idea of handling money. Quick, smart, simple and available NOW prepaid cards are a new initiative which has just been launched in Hertfordshire. Hertfordshire would like to see upwards of 40% of people with eligible care and support needs being supported to take advantage to direct payments. We are keen to hear from providers to explore new initiatives and consider new ideas to make this a reality. Please contact:

physicaldisabilitymps@hertfordshire.gov.uk

Assessment, which outlines what we know about the differing health and care needs of the people of Hertfordshire, link: **<http://jsna.hertslis.org/>**



3.5 Personal Health Budgets

East and North Hertfordshire Clinical Commissioning Group (ENHCCG) is currently working with Herts Valleys Clinical Commissioning Group (HVCCG) to provide **Personal Health Budgets (PHBs) to people with Continuing Health Care, who have since October 2014 had the 'right to have' for a Personal Health Budget.** The CCGs intend to

expand PHB provision to other patient groups including those with Learning Disabilities, Mental Health and Long Term Conditions (LTC). The CCGs' approach to expanded provision is, to be delivered over a 5 year period.

This will be phased so as to allow the CCG to pilot initiatives before rolling out other patient groups. The expansion of provision to other patients will be detailed in the PHB local offer to be published in April 2016. PHBs are intended to give people more choice, control and purchasing power over their healthcare and support. Opportunities currently exist to work with providers to test flexible approaches to service provision that meet personalised needs based on patient identified outcomes. Providers will however need to have the ability to support people with complex and multiple health and related needs.

PHB Provision

EXPANDED



over 5yrs

- Learning Disabilities
- Mental Health
- Long Term Conditions

Market Opportunity

Some people may wish to recruit their own personal assistants. This option provides the most control over the care they receive, but carries responsibilities as an employer. We are keen to hear from providers on their innovative approach to supporting this part of the care sector. please contact:

**physicaldisabilitymps
@herfordshire.gov.uk**

ENHCCG and HVCCG will in addition be working with the Local Authority to develop integrated processes to cater for individuals with health and social care budgets presenting further opportunities to provide integrated personalised health and social care services across the local economy.

As PHBs continue to exist and be requested by local patients, providers will need to adjust their provision to the personalised agenda as ENHCCG and HVCCG will expect providers to deliver a more personalised service based on outcomes which patients consider will improve their health and wellbeing. The PHB expansion programme will include the involvement of providers, patients and local communities in developing local market for personalised health and social care services.

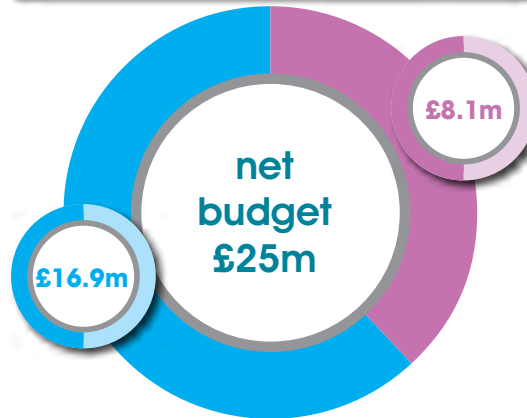


4. Our spend

The pressure on national finances and the reduction in government expenditure has created a need to increase the value for money of existing services. This means we need to drive efficiencies whilst maintaining the quality of existing service provision.

The pressure on finances is magnified further by demographic demands which have contributed to the 2016/17 net budget.

Budget for 2016/17

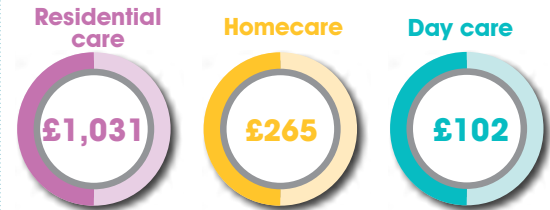


● Residential Care (In-house, Private & Voluntary sector) **£8.1m**

● Community services, Advocacy, day care, direct payments, Transport, Minor Adaptations, Homecare etc. **£16.9m**

We would like to move towards community living with various types of tenures as this encourages independence, individual choice of where people want to live and with whom, and provides individuals with better quality of life outcomes.

The table below shows the average costs for one week in various service types:



Hertfordshire County Council and the counties two Clinical Commissioning Groups (CCG), East and North Hertfordshire CCG and Herts Valleys CCG, have agreed to increase the amount of health and social care they commission together. The Better Care Fund⁸ pooling of the health and social care budgets mean we will be working even closer with the NHS to deliver and transform joined up services to make them more effective and efficient.

5. An overview of commissioning intentions 2016/17

Social care and health commissioners wish to engage with a variety of providers and partners to:



5.1 Develop services within Hertfordshire to support people with a Physical Disability and or Sensory Impairment.

What we need from the Provider market:

1. To increase services to be designed around the person and tailored to the individual's needs.
2. To increase access to self-directed support for adults with a physical disability, deaf/ hard of hearing people, visual impairment and or dual sensory loss.
3. To work in an integrated way with health partners to ensure people leave hospital as soon as it is appropriate so we can help them regain their independence as quickly as possible.
4. To work in an integrated way with health partners to support people to maintain their independence

and prevent hospital admissions and long term care.

5. To work in partnership with all relevant agencies to ensure timely assessments for care services and safeguards for people in need of protection.
6. For providers to develop and market their services to be attractive to people purchasing their own care and support services, this includes the purchasing of a personal assistant and complementary therapies.
7. To work with home care providers to achieve a good balance between lead provider provision and support provision.
8. To explore 'spot' purchase commissioning for people with a sensory impairment so more ad hoc services are easily accessible, this includes specialist counselling services, befriending service, and

Increase

in people with personal budgets and direct payments

the Council commissions direct payment services providers who can develop and market their services

people with physical disabilities



access to British sign language (BSL) interpreters or BSL Friendly services where staff are qualified trained in BSL to meet service users needs.

9. Developing closer working partnerships with the NHS, Clinical Commissioning Groups (CCG's) as well as other statutory and voluntary organisations to coordinate plan / unplanned care treatment into hospital for people with a PD and or SI, and continue this support with a planned discharge from hospital, this includes people who have acquired brain injury and or suffered from a stroke and supporting them through counselling and independent support.

10. To explore developing clearer referral pathways for people with a sensory impairment to be able to access services in a timely way.

11. To explore closer working practices with Children's services and Health and Community services in order to support future planned move for children transitioning into adulthood, underpinned by developing and or sharing of data base.

12. **As the numbers of people with personal budgets and Direct Payments rise, the Council will seek to commission direct payment services from providers who can demonstrate their ability to develop and market their services to be attractive to people with physical disabilities purchasing their own care and support, adding real value to their lives.**

13. Independent brokerage is commissioned by HCS. A choice of independent brokers is available to anyone in Physical Disability Services and or Sensory who has a personal budget or direct payment following an assessment or review.

Brokers are paid professionals who can provide information, advice and support to help identify services in their local community for people to purchase with their personal budget or direct payment.

14. To review all staff skill mix across the NHS, CCGs and Hertfordshire County Council to determine how we can work together more efficiently for example consideration of joint out of hours monitoring service.
15. To support families and carers to have access to the appropriate training and right support to care for their loved ones.
16. To work in partnership with our providers and review on how we can improve access for the black minority ethnic

groups with a PD and or SI who require befriending or volunteering support.

5.2 Future development and better housing options for people with a Physical Disability and or Sensory Impairment.

1. **To continue to extend choice and control by offering a range of opportunities as an alternative to residential care.**
2. To review all housing stock with our partners and district councils to identify and or develop 1 or 2 bedroom specialist, wheelchair adapted properties.
3. To work in partnership with our housing providers and district councils in order to reduce the number of adaptations

being installed in homes by matching service users' needs with the identification of available housing stock at an earlier stage.

4. **To align our commissioning intentions with the district councils housing strategies, for example Accommodation boards have been set up across the county in order to explore how we could work in partnership and make best use of housing stock.**
5. To work with the private rented sector to secure affordable and sustainable tenancies for people with PD and or SI.



6. To work with providers and have a seamless void process to enable efficient and timely allocation, which matches the needs of clients.
7. To work in partnership with planners to design future projects, this includes the availability of more supported living accommodation.
8. To work directly with colleagues from property teams and utilise our internal housing stock in order to future proof properties.
9. Reduce the need of residential care and promote alternative housing pathways for people with a physical disability and or sensory impairment.
10. **To develop a county wide Accommodation Strategy in order to identify how the provision, demand and aspiration for housing, care and support services will be met for adult social care clients.**
11. To explore shared Lives placements in order to support adults with PD and SI to integrate fully within the community and enhance their lives through choice and control.
12. Gap in finding longer term placements for people who have a neuro rehab need, but don't meet Continuing Health Care (CHC) criteria, but are too disabled to live independently.
13. Gap in provision around alcohol induced Acquired Brain Injury (ABI) / Korsakoff syndrome. As well as addiction / self – medication behaviours pre and post ABI.

County Wide Accommodation Strategy



care and support services met for all adult social care clients

14. We are keen to work with providers that will offer affordable rents to our health and social care services.

5.3 Future promotion, innovation and better outcomes

1. To invest in system resilience in order to ensure the health and social economy are able to respond to demands on it.
2. To utilise support hours, by being creative and innovative with how these can be used to support people and meet their needs.
3. To explore investing in specialist staff, who are appropriately trained in line with the National Occupational Standard of Sensory Workforce to support people who are deaf/ hard of hearing, or are visually impaired and or diagnosed with dual sensory loss.
4. To develop integrated pathways to support delivery of care to residents particularly those with complex needs and co-morbidities.
5. To explore investing in training & development in health and social care and encourage new ways of working for care home staff, this includes providers complying with the new Hertfordshire Care Standards⁹.
6. To promote Brokerage and offer independent and impartial advice about how disabled people can achieve their goals and aspirations to secure the services they require.
7. To promote the use of Wi-Fi and technology within all new projects that will be developed for people with a PD and or SI to encourage independent skills.
8. Provide assistive technology that offers greater flexibility to cater for those that are eligible for social care funds or that are self-funders.



⁹http://www.hertfordshire.gov.uk/mediareleases/healthandcommunityservices/PR_17539/

9. Increase access to equipment service and low/high technology to provide possible solutions to enable people to live independently particularly for those with complex needs.

10. To work in partnership with the NHS, CCG, the private and voluntary sectors in order to prevent people from sight loss and hearing loss, this includes staff to identify at an early stage of those at risk of low vision for example people who experience from falls, and ensuring they get an eye check, or ensuring that those with failing hearing get an assessment and then have support to clean hearing aids

11. To improve referral pathways to ensure people with sensory needs have support as early as possible to prevent deterioration and delay in accessing treatment and support.

12. To work in partnership with NHS and our voluntary sector and support to identify at an early stage for people with chronic health issues, including those associated with alcohol abuse.

13. To work with providers to support our understanding of the self-funders market.

5.4 Accessing community facilities

1. To increase the capacity in our voluntary sector and move away from 'traditional' services, this includes better access to health and leisure services, holistic and therapeutic community based services and integration into the community that are accessible for all.

2. Improve the availability of advice and information (accessible for all) about the type of care, support options, job and volunteering

Increase

voluntary sector capacity



services accessible for all.

opportunities available, this includes advice on management of debt.

3. To create flexible and responsive service provision, available in the evening and weekends.
4. To improve the quality and availability of information (accessible for all) about what services are available in the community.
5. To explore the development of locality based social groups accessible to the deaf and hard of hearing people.
6. **To recommission the voluntary and community sector contracts for 2017 following a review of the existing offer and in line with a broader review of community sector services, with the ambition of increasing the diversity and equality of services.**

We will work to Think Local Act Personal Principles¹⁰ which ensure people have greater independence

¹⁰http://www.thinklocalactpersonal.org.uk/_library/Resources/Personalisation/TLAP/MakingItReal.pdf

increase the diversity and equality of services



and choice enabling enhanced wellbeing within stronger and more resilient communities.

We are seeking innovation from the market in how we design and deliver these services. We also recognise, in the spirit of localism, that services may look different across parts of Hertfordshire.

We welcome a dialogue, through this Market Position Statement and the associated engagement with all our stakeholders, please contact us on:

**physicaldisabilitymps@
hertfordshire.gov.uk**



6. Supporting the move to adulthood

We know that there is an increase in the numbers of children born with severe and complex health conditions surviving into adulthood; these individuals will require specialist services when moving through adulthood. In the next **1 year we expect 130 young people moving into adult social care.**



We are working closely with our children's commissioners in the county to ensure that we implement a comprehensive exit strategy for young people moving into adulthood. This will not only provide young people with the right support, care and accommodation it will enable Hertfordshire County Council to have a joined up plan in understanding the needs going forward.

The 0-25 Integration Programme is looking at how children's social care, adults' social care, education and health services can work more effectively together to better support families with children and young people that have additional needs. By joining up service delivery and commissioning we will see improved outcomes for children and young people as they enter adulthood.

Market Opportunity

We invite you to consider the full range of children's services which supports the pathway for a seamless transition between child and adult services. Please contact **physicaldisabilitymps@hertfordshire.gov.uk**

We are looking for providers who can provide this type of service, supporting young people and meeting their needs. In addition children's commissioning are developing a Market Position statement.

7. The current accommodation market profile for people with a Physical Disability and or Sensory Impairment

The current demand across the county is for wheelchair adapted properties and individual flats. We want to work with our providers and stimulate the market to encourage more properties to be owner occupied.

This can only be achieved by ensuring there is a wide range of good quality housing and accommodation of the right types and in the right places available to people with PD and or SI. In particular, our key aims are to focus on:

improving choice, improving quality and ensuring good supply.

In order to achieve this we first of all need to have an understanding of:

- What accommodation provision currently exists
- What its condition and suitability is
- What needs to be done to improve it
- Where there are gaps in accommodation provision
- What should be done to fill the gaps

7.1 Accommodation Standards

HCC will be producing an Accommodation Strategy in 2016/17, which will outline the accommodation standards we

want for people with physical disabilities and sensory needs in Hertfordshire. This will include the need for properties to be maintained to a suitable standard and where they are not currently, works to be undertaken to bring them to the required standard. As part of this, the findings from the review of all HCC owned properties that are currently occupied by various vulnerable groups supported by adult social care and health services will be to implement a task and finish group. The membership of this group will include, scheme manager's an expert by experience, integrated accommodation commissioning, various operational teams and HCC property colleagues. The accommodation standards will be part of the Accommodation Strategy.

7.2 Accommodation Boards

In 2015 HCC established dual district Accommodation Boards with our 10 district partners and housing providers.

One of the key drivers for the board is to ensure that the accommodation related priorities of key partners and people with lived experience of care and support needs are addressed in local planning.

Through the establishment of the board we aim to

develop a county wide Accommodation strategy to be launched in autumn 2016 that addresses the following:

- The promotion of independent living and prevention or delay of escalation of need is addressed;
- Equity in service access and delivery of the right quality standards and value for money;
- Enabling timely access to the right accommodation.
- Enabling individual choice and control

The table below outlines the current accommodation profile in Hertfordshire, as of 30th November 2015. Trend compared to 2014 figures

Table 6



Residential Home placements



Supported Living



Long Stay Nursing home Placements



Flexi Care

8. Equipment

There are several key themes that are influencing commissioning activities and future commissioning intentions, focusing on the drive to prevent hospital admissions and support hospital discharges:

- A new Service Level Agreement (SLA) is being developed with Hertfordshire Equipment Service to address the need to respond both to hospital discharge and prevention of admission (with items such as hospital beds), alongside the existing need to provide equipment that allows service users to remain in their own homes.
- The new SLA will ensure that the equipment service is aligned with the demands of health and social care and through flexing to meet the change in

demand same day deliveries and longer opening hours.

- Given the increasing complexity service user need, a review of the current process for authorisation of complex equipment will be carried out, to ensure that these items can be delivered as quickly and efficiently as possible. The review will also look at ensuring there is a consistent approach in the prescribing of equipment across Hertfordshire through new policies and processes.
- The above future commissioning model is being developed and will be implemented in April 2016, with a particular focus on whether lower level, lower cost community equipment could be better provided through the voluntary and community sector.

8.1 Future commissioning intentions

The wheelchair service in Hertfordshire is currently going through some changes. East and North Herts CCG is working with Herts Valleys CCG to review and re-design a more integrated and person-centred service for the future. The CCGs are seeking the views of people who currently use the service, their carers, staff and other stakeholders to help inform the future development of wheelchair services across the county.

Please contact:
engagement@enhertsccg.nhs.uk

9. Quality and Monitoring

Care Homes
in Hertfordshire

69%



Rated
Good or Excellent

9.1 Residential monitoring

Service safety and quality is extremely important to HCC and its partners. HCC works closely with the CCGs, the Herts Care Providers Association (HCPA), Hertfordshire Partnership Foundation Trust (HPFT) and the Care Quality Commission (CQC) and other partners to deliver an ambitious programme of continuous improvement in services for people with physical disability and sensory impairment.

Our ambition is at least 80% of care homes in Hertfordshire achieve East of England contract standard of "Good" or above.

Currently 69% of care homes in Hertfordshire are rated "Good" or "Excellent". This means that Hertfordshire is ranked 37 in the Country for the number of "Good" care homes, despite its providers

being the most expensive in the Country.

We have adopted the Association of Directors of Adult Social Services (ADASS) East of England Regional Standard contract for adult social care and housing support services in the East of England a consistent framework for managing quality. To support effective commissioning the team leads on an ongoing programme of service quality monitoring with our partners from the independent, statutory (both health and social care) and the regulatory sectors.

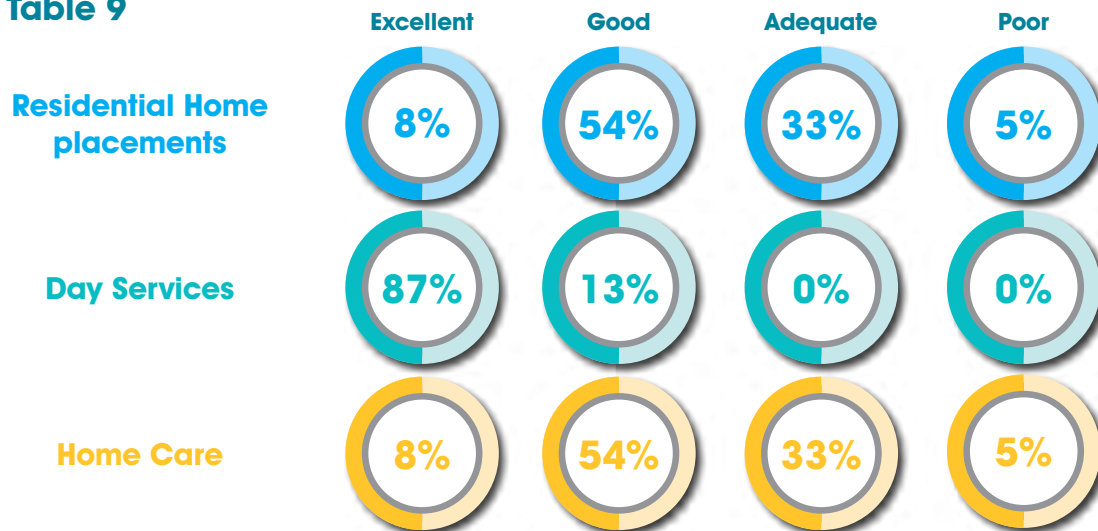
Our Ambition

80%

Care Homes
Rated
Good or
Excellent

The table below outlines the ratings in the specific sectors for the first three quarters of

Table 9



10. Future of Short breaks

We are currently undertaking a review of short break services in the county. The review will take into consideration the accommodation, location, local amenities and the profile of the

people who access the services to establish the demand and the appropriateness of the provision we have in the county. The review will be concluded in 2015 and further update will be provided as part of this document.

Market Opportunity

We are seeking for new ideas from our providers that will ensure quality remains at the very forefront in what we are trying to deliver in our residential market. Please contact:

physicaldisabilitymps@herfordshire.gov.uk



Currently the County Council has 1 specialist short break service for adults with a physical disability and or sensory impairment: St Michael's House, located in Welwyn Garden City, which is currently undergoing a major refurbishment.

The short break service is vital to supporting people to become more independent. The project is anticipated to be launched for April 2016.

11. Future of Preventative services

We recognise that there is a gap in the market for PD and or SI preventative services. We will be exploring opportunities with our health partners and voluntary and community sector partners in order to support people to remain in their own homes or homes that have been adapted to their disability and need. We recognise technology, information, and re-enablement are also preventative services that we will need to continue to promote.

It is also crucial to ensure support for people with SI are given as early as possible including commissioning of ad-hoc specialist services to prevent deterioration to their well-being.

12. Future of Residential services

Whilst it is recognised that residential services are still needed for some specific care needs, we will also be exploring all opportunities to promote the move from residential care to supported / independent living.

When a care home remains the best solution for an individual's needs we will continue to work with providers to ensure high quality personalised care with maximum independence. This will be a key component of our Accommodation Strategy.



13. Future of Day Care services

The county council manage 3 day care services specifically designed for people with a physical disability, located in Stevenage, Welwyn Garden City and Hemel Hempstead but also provide support in other multipurpose day services across the county. Currently it is estimated that 176 people with a PD and or SI are currently commissioned to access day care services.

We expect, and monitor all day services on the basis of being person-centred, flexible, responsive, innovative and promoting choice and control.

Where possible we want services to be developed co-productively and have recently embarked on a three year programme "Changing services together" which is developing ways of working co-productively with all stakeholders in particular service users and family carers but also will include work with providers to develop a coproduced service specification for day services.

14. Future of Transport Services

HCC transport is a last resort for service users who are not able to access services or the community in any other way. We are aiming to build closer relationships with partners and providers and within this partnership enable service users to travel in the most independent and flexible way possible. Individual transport solutions should meet individual needs and support service users to achieve their specific outcomes. It is estimated that 100 people with PD and or SI currently are commissioned and access transport services across Hertfordshire. The coordination of HCS adult transport services (Community Transport, Dial-a-ride, day service transport and Fleet) has moved from the Transport Access and Safety team (TAS) within the Environment Department to the Community Wellbeing Commissioning Team within Health and Community Services (HCS) on 1st April 2016. This move did not affect established contacts.

As part of this move a review of current transport services will be undertaken. It is aimed to publish updated policies and to improve effectiveness of transport for service users in Hertfordshire.

15. Self-Funders Market

The self-funder market is a growing market and improvements we are making to our commissioned services in terms of quality and choice should be consistent for all people in Hertfordshire who need care and support services, regardless of whether they are funded by HCC. Due to responsibilities under the Care Act the council are required to have a better understanding of this area of the market. We are working closely with Herts Care Providers Association and their wider membership to help us gain a better understanding and knowledge of, the self-funder market in Hertfordshire.

We aim to map and calculate the size and value of the self-funder market in 2016/17 and will continue to extend our partnerships with providers to include those not directly commissioned by HCC, to identify those who may require local authority funding in the coming year as well as to be prepared for the cap on care costs due to be implemented in 2020.

16. End of Life Care

Life expectancy in Hertfordshire is improving and is higher than the England average, but varies between men and women and between smaller areas according to levels of multiple deprivations. We know from feedback from services users, families and professionals, that given the choice, a large majority of people would choose their end of life care and support differently and where possible would choose to die at home. We want to use this information to develop our strategy to ensure people are supported to die well and to encourage "lifetime" planning to be put in place for adults with long term conditions.

Market Opportunity

We aim to map and calculate the size and value of the self-funder market in 2016/17 and will continue to extend our partnerships with providers to include those not directly commissioned by HCC, to identify those who may require local authority funding in the coming year as well as to be prepared for the cap on care costs due to be implemented in 2020. Please contact:

physicaldisabilitymps@hertfordshire.gov.uk




Please refer to:

<http://jsna.hertsliis.org/top/lifstaggrouop/>
for further details on End of Life Care and the
principal causes of death in Hertfordshire.

If you would like to receive this information
in a larger font size or would like any help in
understanding the information in this document,
please contact:

physicaldisabilitymps@hertfordshire.gov.uk

Please visit **www.hertfordshire.gov.uk/hertsmpo**
for more information on all of the Hertfordshire
Market Position Statements as well as further
reading on HCS legislation, strategies and drivers.



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