

Making it personal



Market Position Statement for the Social Care Market in Kirklees 2014-2017

Services to Support Adults with:

- Physical Disability
- Sensory Impairment
- Stroke



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1. Introduction and Purpose

This document is one of a set of five Market Position Statements (MPS) which Kirklees Council has written focusing on the social care needs of Older people; Adults with a learning disability; Adults with mental health issues; Adults with a physical or sensory impairment; and Adults with substance misuse issues (drugs/alcohol).

This document looks specifically at the needs of adults with a physical disability; adults who have had a stroke; and adults with a sensory impairment. It describes the approach Kirklees Council is taking to develop the social care market in Kirklees. We have written it in order to:

- Provide information about population change, demand and the current state of the market – *Is it correct? Is there any additional information you might find useful?*
- Show the kind of services the local authority wants to see available in the market place and why – *How does this fit your future plans?*
- Show how the Council can support the development of social care services to meet local needs - *Will this support be helpful? Is there anything else we could do to encourage the kind of market we wish to see?*
- Help open up a new dialogue where the Council is a facilitator and developer of the local care market in partnership with people who use services and providers.

In this first Market Position Statement we have focused on those areas where social care spends most of its budget. We would want to see future versions of this publication produced jointly with health and to cover a broader range of services and styles of provision including services for people with a range of long term conditions, people living with HIV and those with an acquired brain injury.

We have targeted our Market Position Statements at different provider markets (recognising that providers tend to focus on particular groups of people) in order to keep them relatively brief and relevant to providers. However, we do encourage providers to think about diversifying into other areas so that people can be offered a greater range of choices. Copies of this and other Market Position Statements for adults will be available on the Kirklees Council website: <http://www.kirklees.gov.uk/careinkirklees>

Context

Community Solutions

A vision for social care, launched in November 2010, *Capable Communities, Active Citizens* puts the emphasis on individual well being and community solutions. The *Localism Bill* brings in fundamental changes to shift the balance of the market and includes the “community right to challenge”. Eligible organisations will want to carefully consider the opportunities presented by their community right to challenge for potential service delivery.

In addition, the introduction of personal budgets has allowed individuals to have a greater direct influence on the choices in the “market” and to be creators of those solutions. The NHS is influenced by NICE guidance and the national public health strategy. GP led NHS commissioning is now via two Clinical Commissioning Groups (CCGs) in Kirklees (North Kirklees CCG and Greater Huddersfield CCG); The March 2012 Public Services Act makes it clear that partnerships need to commission for value against the “triple bottom line” of social, economic and environmental value; and the National Collaboration for integrated care and support is in place.

The Care Act 2014 is the biggest overhaul of adult social care rules and puts in place the legal changes necessary to implement the Government's White Paper Caring for our future: reforming care and support (July 2012). The Act fundamentally changes how social care law works, prioritising people's wellbeing, needs and goals, highlighting the importance of preventing and reducing needs and putting people in control of their care.

<https://www.gov.uk/government/publications/care-act-2014-part-1-factsheets>

<http://www.kirklees.gov.uk/community/careInKirklees/careAct.aspx>

Social Value

Kirklees Council has a policy statement summarising their approach to social value.

<https://www.kirklees.gov.uk/business/businessWithCouncil/pdf/socialValuePolicyStatement.pdf>

The term social value refers to approaches which maximise the additional benefits that can be created through the delivery, procurement or commissioning of goods and services, above and beyond those directly related to those goods and services. Social Enterprise UK in their Brief Guide to the Public Services (Social Value) Act 2012 say that focussing on social value means asking the question: "If £1 is spent on the delivery of services, can that same £1 be used to also produce a wider benefit to the community?"

Social value is therefore about using the money we have more strategically, to produce a wider benefit than would otherwise have been achieved. Kirklees Council priority social value outcomes relate to two main themes:

- Supporting the Kirklees economy (this includes maximising the impact of the Kirklees £, promoting employment in Kirklees and supporting youth employment).
- Reducing demand (and consequently expenditure) for public services in Kirklees – maximising the impact of our actions on increasing resilience and independence.

2 Future Demand and Pressure Points

Population Growth

The population of Kirklees in 2010 was nearly 430,000. By 2030, in line with national trends in the increasing number of older people, this is predicted to rise by over 12% to around 483,000. More statistical information about Kirklees population is available at

<http://www.kirklees.gov.uk/community/statistics/factsheets/Fact2010.pdf>

Sources of data

The main source of data for the remainder of this section is taken from the Oxford Brookes University, Institute of public care, Projecting Adult Needs and Service Information System (PANSI) www.pansi.org.uk. In addition social care information has been gathered regarding people known to the Council, our own information systems tell us what we currently provide and to whom. It should be noted that the figures aim to estimate as accurately as we can and give as full a picture as possible of potential demand. Inevitably, there will be some discrepancies but we have tried to make it clear what the sources of figures/data are and the extent of the population which they refer to. If you come across discrepancies which are confusing please alert us and we will try to clarify in future editions.

Physical Disability

At January 2014 just over 20,000 people living in Kirklees aged 18-64 were predicted to have a moderate physical disability and almost 6,000 predicted to have a serious physical disability. By 2020 both of these figures are predicted to rise by 3% with the 25-34 age range being the highest to increase by 6%. www.pansi.org.uk

At February 2014 there were 3,228 people age 18-64 years with a physical disability known to Kirklees Council social care services. 51% of these were from Greater Huddersfield and 46% from North Kirklees. The majority were female. Approximately 40% of these had been assessed under Fair Access to Care with a total 859 people being substantial or critical.

Stroke

During 2014 in Kirklees 2,400 people age over 18 years were predicted to have a long standing health condition caused by a stroke with nearly 800 of these people being between 18 and 64 years. By 2020 these figures are predicted to rise by 9% overall and a 20% increase in those 65 years and over. www.pansi.org.uk

In 2008-09 the estimated direct care cost of stroke was at least £3 billion annually, within a wider economic cost of about £8 billion. (*Progress in Improving Stroke Care, Department of Health, Jan 2010*) and once a person has an acute stroke, the risk of having another within the next five years is between 30 and 40 per cent.

At the time of writing this report 66 people age 18-64 with a physical disability were recorded by Kirklees Council as having had a stroke and in excess of 400 people (of all ages) were known to Kirklees Stroke Information and Advice Service.

Visual Impairment

In 2014 it was estimated that nearly 200 people aged 18-64 living in Kirklees had a serious visual impairment and just over 6,000 people age 65 years and over had a moderate or severe visual impairment which is predicted to rise by 12% by 2020. www.pansi.org.uk

Visual impairment is linked to many other disabilities and conditions such as stroke, diabetes, learning disability and dementia, so as the prevalence of these other disabilities and conditions rise, so it is expected, will visual impairment.

At the time of writing this report 6,976 people were registered with Kirklees Council Adult Sensory Team as having a visual impairment representing approximately 1.6% of the total population of Kirklees. 5,635 (81%) of these people were aged 65 and over.

Over half of all sight loss is due to preventable or treatable causes. With an estimated two million blind and partially sighted people living in the UK, this means that a million people are currently living with sight loss that could have been prevented. *Source: Action for Blind People (Actionforblindpeople.org.uk) - Accessed January 2012*

Hearing Impairment

In 2014 just over 10,000 people aged 18-64 in Kirklees were predicted to have a moderate or severe hearing impairment with a further 29,000 people age 65 years and over. People with moderate deafness have difficulty in following speech without a hearing aid. People with severe deafness rely a lot on lip reading, even with a hearing aid. British Sign Language (BSL) may be their first or preferred language. By 2020 these figures are likely to rise by 4% for the 18-65 age group and by 14% for people 65 years and older. www.pansi.org.uk

At the same time nearly 100 people aged 18-64 years, and nearly 800 people age 65 years and over are predicted to have a profound hearing impairment. People who are profoundly deaf communicate by lip reading. BSL may be their first or preferred language. By 2020 these figures are predicted to rise by 6% and 12% respectively. www.pansi.org.uk

In Kirklees during 2012, just over 1 in 10 (11%) adults reported some form of hearing impairment. In those aged over 65 this equated to more than 1 in 3 (39%) (*JSNA 2013*) and at the time of writing this report 6,478 people were registered with Kirklees Council Adult Sensory Team as having a hearing impairment representing approximately 1.5% of the total population of Kirklees. 5,307 (82%) were aged 65 and over. As with visual impairment, Kirklees JSNA highlighted that 55% of hearing impaired people declared another disability.

Carers

There are over 60,000 carers in Kirklees including those caring for people with a physical disability, stroke or sensory impairment. Demographic change coupled with the direction of community care policy will see an estimated 60% rise in the number of carers needed by 2037. For Kirklees this would result in an additional 36,000 carers.

3 Current State of Supply and Strategic Intentions

The following information breaks down the current range of services in Kirklees to support people with a physical disability, stroke or sensory impairment including their strengths and weaknesses and clarifies the strategic intentions of the council:

Information, Advice and Signposting

Kirklees Council Single Point of Access (SPA) and Care Navigation provide information, advice and signposting to all people approaching the council, including those self-funding. This also includes a Sensory Service that provides specialist information, advice and support to people with a sensory impairment, however local people tell us that the advice sessions for people with hearing loss need to run longer and more often.

A number of specific contracts, some jointly funded between health and social care, also provide information and advice across Kirklees including:

- Carers Count service that provides a range of information and support to carers including emotional support;
- Stroke Information and Advice service that provides support to people, and carers of people, who have had a stroke;
- Sight Kirklees Independent Enablement Service (SKIES) that provide information, and advice to people with sight loss;
- Eye Clinic Liaison Officer (ECLO) service that provides information, advice and support to people with a visual impairment especially those newly diagnosed.

At the time of writing this document Carers Count and SKIES are still establishing their service and the Stroke Information and Advice and ECLO service are currently under review as the contracts are due to end March 2015.

The Council also contract an Advocacy service in Kirklees, with Cloverleaf Advocacy, to help people to say what they want and play a full part in decisions about their lives. Sometimes people may know what they want, but have difficulty in making others understand and sometimes people are not in a position to express their views or make their wishes known. Between July 2013 and June 2014 the service provided advocacy support to 62 people with a physical disability equating to approximately 1400 hours. The current advocacy service contract comes to an end June 2015.

Strategic Intentions . . .

Whilst Kirklees Council is increasingly becoming a universal hub for health and social care information and advice, we would still like to see some specialist information and advice: for carers; people with a sensory impairment; and people, and carers of people, who have had a stroke. So that people can get the information they need to make good decisions about their care and support. For example, carers have the time they need to talk with people who understand and can help prevent crisis; communication barriers are recognised and overcome for people with a sensory impairment; and specialist information and support is provided to people, and carers of people, who have had a stroke to help them adjust to their situation. Consideration will also need to be taken regarding advocacy support and how it fits with other developments the council is working on around the new Care Act.

Prevention, Well-being and Self-Care

A key feature of the early intervention and prevention approach is a thriving community sector, able to deliver low level, but crucial, support for people in their own homes or their local community. Kirklees Council Community Partnerships offer community development support and grant investment to local groups and organisations with an emphasis on achieving sustainability through the funding. During 2014 North Kirklees Clinical Commissioning Group (CCG) and Greater Huddersfield CCG jointly invested in this support to enable people to access care closer to home; reduce use of healthcare services; reduce re-admissions to hospitals; and prevent people being admitted to hospital.

Currently 68 grant funded projects via Community Partnerships provide some support to people with a physical or sensory impairment, of which 14 specifically target people with a physical or sensory impairment, providing services such as befriending and peer support. All of these services are highly valued by people who are eligible and non-eligible for social care support.

In addition to Community Partnerships a number of prevention and self-care schemes are provided via the council and CCGs including:

- Expert Patient Programme - a patient led self-management programme to help people better manage long term health conditions
- Practice Activity and Leisure Scheme (PALS) - a 45 week exercise scheme for people at risk of developing certain health conditions such as stroke
- Health Trainers - help people with a long term condition learn how to manage their health better by using motivational techniques and positive lifestyle changes
- Looking After Me - a course for unpaid carers to look after their own health needs and plan for the future

All of our existing contracts to support people with a physical or sensory impairment include an element of prevention, for example 6mth reviews for people discharged from hospital following a stroke to ensure people have the information they need to make informed decisions including how to reduce their risk of further strokes. As these services develop a bigger emphasis will be placed on the role of targeted interventions to help delay the need for health or social care input for more people for as long as possible.

Strategic intentions . . .

Our intentions are to develop more targeted prevention activities where possible via retendering of existing contracts alongside new grants via Community Partnerships to the voluntary and community sector, where possible to people with existing risk factors, vulnerabilities or acknowledged additional needs to protect people from developing a stroke or visual impairment or to reduce the severity of problems and demand on acute services. We will also encourage and support more generic activities in local communities via Council grants, for adults of all ages, to help prevent social isolation and falls and ensure contracted services encourage and support individual greater well-being, self-reliance, autonomy and personal responsibility.

Rehabilitation / Re-ablement

Rehabilitation services for visually impaired people can increase people's independence and inclusion in society whilst also reducing the need for long term care. Kirklees Council awarded a 32 month contract for the rehabilitation of people with a visual impairment in 2013. Sight Kirklees Independent Enablement Service (SKIES) provides equipment, orientation and mobility training, for example learning how to navigate road crossings and using public transport, daily living skills training and support with communication to help approximately 300 visually impaired people a year regain and maintain their independence.

Rehabilitation after a stroke is vital to help people to build confidence and get back on their feet. Rehabilitation services are funded via CCGs and are highly valued by the people who use them although local consultation has identified that following rehabilitation people sometimes need that little extra support to put it into practice in the community.

The Councils re-ablement service works with people for up to six weeks. Utilising assistive technology, and working alongside health colleagues such as physiotherapists and occupational therapists, staff find creative ways for people to achieve their personal goals; manage day to day activities; and regain confidence in the home following for example a trauma or crisis. The aims of the service include reducing avoidable hospital admissions; improving quality of life; and promoting physical, social and psychological health and wellbeing. Services are available 24 hours a day, 365 days a year depending on assessed need.

For people who have a Carephone, and need urgent help during the night, the Council's Mobile Response Service operates through the night, seven nights a week. Working with health care professionals they respond to urgent requests providing assistance with falls and accidents; personal care needs; re-assurance; problems with assistive technology; and low level health tasks to help avoid admissions to hospital.

Strategic intentions . . .

Our intentions, as far as possible, are to continue to provide a council re-ablement service for people coming out of hospital or hitting a crisis; continue to support the rehabilitation of people with a visual impairment via a contract; and to increase community support following rehabilitation for people who have had a stroke, via the Stroke Service and/or via the Council's Community Partnerships grant provision to help people who have had a stroke to build confidence, stay motivated and maintain their recovery in the long term. At present we envisage the council continuing to provide the Mobile Response Service alongside the Carephones Home Safety Service.

Self-directed Support and Direct Payments

Self-Directed Support is people taking control of their care and support needs. A personal budget is an indicative amount of money based on the outcome of an assessment of need. The amount awarded is calculated via a resource allocation system (RAS).

Increasingly, people with community care needs, with help from support staff, are being encouraged to use direct payments (DP) to buy their own services. As more people choose this arrangement, providers will increasingly be selling directly to individuals rather than to the Council. The health and social care website 'Connect to Support' gives people choice and control over their own support by giving the option for people to purchase services directly and includes facilities for people to leave reviews of individual services and a 'My Life' section where people can share and receive information and advice.

<https://www.connecttosupport.org/s4s/WhereLive/Council?pageld=1>

At February 2014, 247 people age 18-64 with a physical disability were taking their personal budget as a direct payment representing 29% of all people with a physical disability assessed as critical or substantial within the same age range. The remaining 71% are still currently opting for the Council to purchase care on their behalf.

The Council is actively working to increase the use of DP's and during 2014 piloted a pre-payment card scheme where people use a card, similar to a debit card, to pay for activities/services to meet their needs. Also on Connect to Support is a new micro-commissioning section where: people can advertise the support they need; providers can bid saying what they can offer and how much it will cost; and people can choose their preferred provider and buy through the site. In Kirklees Council this is currently being piloted initially within learning disability services where the indicative budget is £250 per week or more.

Services to support people to manage their DP including payroll services can be found on Connect to Support along with support and information for people looking to employ a Personal Assistant. Kirklees Council Care Navigation team also provide support employing a personal assistant especially where an individual is looking to employ a local person in their community - the team currently report that there are no issues locally re the supply of personal assistants as the local supply is usually resourced from a family member or friend.

Strategic Intentions . . .

It is difficult to precisely predict how many people will opt to purchase their own services in the future using a DP although the Council will continue to: encourage a wider take up; work with current providers; and support the development of new ones, to ensure they are in a position to provide services directly to people with a DP. The Council will also support micro commissioning; encourage individuals to think differently and for example pool resources with others; and where possible, have greater choice and flexibility with their DP package by combining it with their health budget. Where possible we will also continue to introduce reducing contracts that reduce gradually over the term as more people choose to take a DP and pay for their support directly. This means providers will be expected to attract customers who will purchase their service directly from them.

Supported Living

Kirklees Council working in partnership with a consortium of companies called Regenter Excellent Homes for Life has provided 466 new council homes for rent across Kirklees. 35 of these homes are specially designed for wheelchair users and 140 are extra care provision aimed at older people but accessible to people with a physical disability from 50 years if they have a housing and care need. Extra care housing is a model that aims to

meet the housing, care and support needs of older people, while helping them to maintain independence in their own home and often includes communal facilities to prevent social isolation. <http://www.kirklees.gov.uk/community/housing/pdf/excellentHomesExtraCare.pdf>

There is a lack of local supported living options for people with a physical disability and because of this some younger adults are living in residential care when they would rather be living independently in the community. This is something we hope to address over the coming years.

Kirklees Council contract a Handyperson Service to assist with repairs and the installation of aids to enable people to stay living in their own homes for example supplying and fitting key safes, banisters and grab rails; putting up curtains; draught proofing; and minor electrical, plumbing and joinery work. During 2012/13 the service helped 3,671 people stay in their own home of which 14% were under 60 years.

Strategic intentions . . .

The Council would like to see more people with a physical disability living independently in the community with formal and informal support in a range of housing tenures including public, community housing, private rental and ownership. This includes more supported living accommodation, including housing with on-site 24 hour support. The challenge for potential future providers is to provide this within the new accommodation funding levels incorporated in the national welfare reforms. Further information about how we plan to support the development of new accommodation options for people with a physical disability is to be outlined in our Accommodation Strategy for people with a physical/sensory impairment due for completion 2015. During 2015 the Handyperson service will be retendered.

Assistive Technology, Equipment and Adaptations

A key feature of our early intervention and prevention approach is making best use of assistive technology to help people live independently in their own homes for longer. Currently a range of assistive technology is offered to people via the Council's Carephone Home Safety Service including monitored pendant alarms; falls and flood detectors; and, increasingly, customised packages designed around individual needs. Over 6,000 people of all ages and care groups currently make use of this service.

In addition Kirklees Council, Greater Huddersfield CCG and North Kirklees CCG commission Kirklees Integrated Community Equipment Service (KICES). This contract went out to tender late 2013 and a 3 year contract awarded to Medequip. Items of equipment are supplied and delivered and during 2011/12 4,320 people 18-64 years, of all care groups, accessed the service using 7,708 items of equipment. Although an increasing number of people are obtaining simpler items of daily living equipment directly from retailers without coming through the Council we still expect the volume of equipment loans to continue to increase as policies increasingly move towards a care closer to home approach. During 2013/14 the number of items issued was over 12,000 to people of all ages and care groups.

As mentioned in the rehabilitation section SKIES provide equipment to people with a visual impairment and is still a relatively new service. Kirklees Sensory Service provide some equipment to people with a hearing and/or visual impairment and during 2012/13 gave information to 618 people re where they can purchase equipment.

Kirklees Accessible Homes Team hosted by Kirklees Council is a jointly funded service between Kirklees Council, North Kirklees CCG and Greater Huddersfield CCG. In 2012/13

the service carried out 697 large adaptations and 2,306 small adaptations. The number of people requiring adaptations in the future is likely to increase significantly in line with an ageing population and the increase of people with long term health conditions such as obesity.

Kirklees Visual Impairment network also uses grant funding via Kirklees Council Community Partnerships to provide opportunities for people with a visual impairment to share their knowledge and experience and view and try equipment and assistive technology before deciding which ones would best meet their needs.

Strategic intentions . . .

We expect more people to obtain simpler items of daily living equipment directly from retailers and will continue to provide advice on selecting equipment via for example the health and social care website Connect to Support . We will also continue to provide equipment following an assessment of need via a contracted KICES service and make use of assistive technology to support people's independence and safety via the Council's Carephone Home Safety Service. We would like to see the adaptations service being provided under one employer and closer links in the future between the adaptations and equipment service and people using a direct payment to purchase their own adaptations and equipment. We would also like to see continued opportunities via Community Partnership grants for people with a visual impairment to share experiences and try equipment and assistive technology.

Communication Support

A number of highly valued services provide communication support to people in Kirklees including: Kirklees Council Sensory Service that provides support to people with hearing loss including a BSL Interpreter Service; lip speaker service (a hearing person professionally trained to be easy lip read); and a speech to text reporter service that reproduces speech into text on a computer or projector screen. The service can also access equipment such as a Minicom for those who are eligible.

Kirklees Council Transcription Service creates alternative formats i.e. braille, large print and audio for people with a visual impairment as well as tactile images such as maps, plans, diagrams and simple pictures. They also produce Kirklees Recorder Talking News, a free fortnightly audio newspaper available as a CD, Cassette tape, delivered to the door or available as an online podcast, that provides news, views and features from local Kirklees newspapers, a highly valued service by people with sight loss in Kirklees.

Some voluntary and community organisations also provide information and support to people with a visual impairment, using grant funding via Kirklees Council Community Partnerships, to use communication technology for example Kirklees Visual Impairment Network runs a drop in and regular events to demonstrate the use of reading devices; applications to access information; screen readers and magnification programs.

For people with aphasia or other communication difficulties as a result of a stroke, Kirklees Council contract communication support via the Stroke Association to help people cope with everyday communication skills such as communicating with family and friends or giving the right money in a shop by reinforcing techniques that facilitate effective communication. During 2013/14, 78 people accessed the service of which 41 were new referrals.

Strategic intentions . . .

Our intention, as far as possible, is to ensure that all people who need it receive communication support. We aim to do this, where possible, by continuing to meet the communication needs of people with a sensory impairment via council provision; continuing to include in any stroke contract support for people to build confidence and develop their communication after a stroke; and continue to support information and events for people with a sensory impairment to find out about and try communication technology via the Council's Community Partnerships grants. We will also further investigate the need for communication equipment via Kirklees Equipment Service.

Domiciliary Care

Kirklees Council has domiciliary care contracting arrangements with approximately 30 local providers for all care groups via a mixture of block contracts and spot contracts, and only accredits providers who have successfully been registered with the Care Quality Commission (CQC). The Council also runs its own accreditation process. From experience and customer feedback the council know that the majority of service providers deliver good quality services and where they have experienced problems with quality and/or reliability this is usually due to inadequate office and management infrastructure – areas which they have focused their workforce and training support to try to resolve. The Council has also developed a framework agreement for specialist providers to work with learning disabled and physically disabled people with complex needs.

Demand for domiciliary care across all care groups has increased by 7% reflecting increasingly complex packages, with more double up calls needed. At January 2012 there were 138 people with a physical or sensory impairment, under 65 years using domiciliary care services. Of these 138 people were receiving a service via independent providers – 66 in north Kirklees and 72 in south Kirklees (7.31% of overall domiciliary care users).

Strategic intentions . . .

The Council will continue to support the development and expansion of independent domiciliary care providers to create a range of competitive, vibrant high quality care providers and support the development of small scale highly skilled specialist domiciliary care providers to meet the needs of people with more challenging and complex needs.

Care Homes

There are three main independent care homes specifically for people with a physical disability operating in Kirklees. In total, they have a capacity of 72 bed spaces, of which 22 are en-suite. In June 2013, 60 Kirklees people of working age with a physical disability were living in a care home. Of these, 38 were in residential care and 22 in nursing care.

The move, over the last few decades, from institutionalised living to people choosing to be supported to live independently in their own home has rightly raised people's expectations about quality of life and many younger people with a physical disability do not want to live in a residential or nursing home. This raises the question of the long term viability of care homes for people with a physical disability. Enabling people to live in their own homes promotes greater choice and control, maximises people's independence and delivers better outcomes.

Strategic Intentions . . .

The aim is to reduce dependency on care home placements and develop supported living as the main provision of accommodation and support. We therefore envisage the need for care home placements to decrease as we support more people to live independently in the community and work with providers to develop alternative housing options, including options for people who need 24 hour care.

Short Breaks

At January 2012 54 people with a physical and/or sensory impairment received a break equating to 92 breaks. 80% of these people were under 65 years. Breaks were taken at 19 different facilities, ranging from care home settings to those delivered in a more holiday styled environment with on-site therapeutic facilities, restaurants and swimming pools. In addition some people received a direct payment to enable them to 'tailor' their own breaks, we expect this area to keep growing and for people to be more creative in the future and, for example, join together with friends to collectively purchase breaks.

Services in Kirklees to give carers a short break of about 2 or 3 hours include a contracted service for people with personal care needs. Carers Trust currently provides support to about 600 carers a year (from all care groups) and has just secured a two year contract to provide more flexible carer breaks from January 2015.

In addition, during 2014 a number of new carer break services are being developed in preparation for the new Care Act which for the first time gives carers the same rights to assessments and care services from local authorities as those they care for. This will include a new 'Take a Break' service where volunteers provide support to cared-for people to give the carer a break.

Strategic Intentions . . .

We expect to see a continued demand for short breaks and in light of the new Care Act more Carers taking a direct payment to commission their own break. Our role will be to ensure that people have the information they need to choose a break; tender a, non-personal care 'Take a Break' service; and encourage new and innovative ideas from local community and voluntary groups to develop care breaks via Kirklees Council Community Partnerships grant provision.

Leisure and Social Activities

The council has a contract arrangement with Age UK currently providing 76 places a week for people with a physical disability, as well as funding individual placements in other existing day services such as those for older people and specialist out of area services for example for people with conditions such as Huntington's disease.

Some people with a physical disability who used to use traditional day services now use a direct payment to undertake the leisure and social activities of their choice and other people are increasingly choosing this option. The Council's Community Partnerships also grant fund some specific voluntary and community activities for people with a physical/sensory impairment such as wheelchair sports, befriending, horse riding and goal ball, although many more are aimed specifically at older people - we would like to see more ageless, integrated support to prevent younger people with a physical disability from becoming socially isolated and more people pooling their money with others to buy joint care and activities.

Strategic intentions . . .

We do not envisage commissioning any block contracts for day time activities for people with a physical disability as people increasingly use their direct payment to purchase support. To enable this, the council will continue to encourage ageless, integrated support and innovation so that people have a wider range of alternatives to choose from and encourage people to think about how they can combine resources to share the cost of personal care and activities.

Employment

Reducing worklessness has long been a key objective for the government. The main support for people with a physical or sensory impairment to enter paid employment in Kirklees is via a number of government initiatives including: Work Choice that helps people whose needs cannot be met through other work programmes, Access to Work or workplace adjustments; and residential training that helps long-term unemployed disabled people secure and maintain jobs or self-employment.

Disabled people who need extra employment support can also access a Disability Employment Adviser via their local Job Centre to help find work or to help gain new skills even if people have been out of work for a long time or have no work experience and Access to Work removes the practical barriers that disabled people face in work so they can enjoy the same career opportunities as their colleagues. Support includes a BSL interpreter at interviews; a support worker; aids and equipment in the workplace; grants for travel to work; and adaptations to buildings or equipment at work to make them accessible.

In addition, some voluntary and community groups offer various training and support for people to develop the skills needed for future employment including IT skills; building confidence and self-esteem; and volunteering opportunities. Many of which are grant funded via Kirklees Council Community Partnerships.

Strategic Intentions . . .

The new Government employment initiatives support disabled people into paid employment. Alongside this the Council will continue to encourage the development of community support via Community Partnership grants to help people with a physical/sensory impairment to build confidence; develop skills; access volunteering opportunities; and see employment as a realistic option; as well as challenging myths and misunderstandings about disabled people to help reduce barriers for those wanting to enter training or employment. We will also put a bigger emphasis on added social value to any new tenders to encourage placements, apprenticeships and work experience for disabled people.

4. Models of Service We Want to Commission

Working with people with a physical/sensory impairment or long term condition in Kirklees, the Council has developed a vision for future support. Summaries of this vision, as it impacts on the local care market and how we plan to support these changes are given on the next few pages.

Physical/Sensory Impairment/Long Term Conditions Partnership Board Summary of GOALS 2010-20

Dignity & Safety

- Personalised personal care
- Privacy respected at all times and in all settings
- People feel safe in their own home
- People feel free from abuse and harassment

End of Life

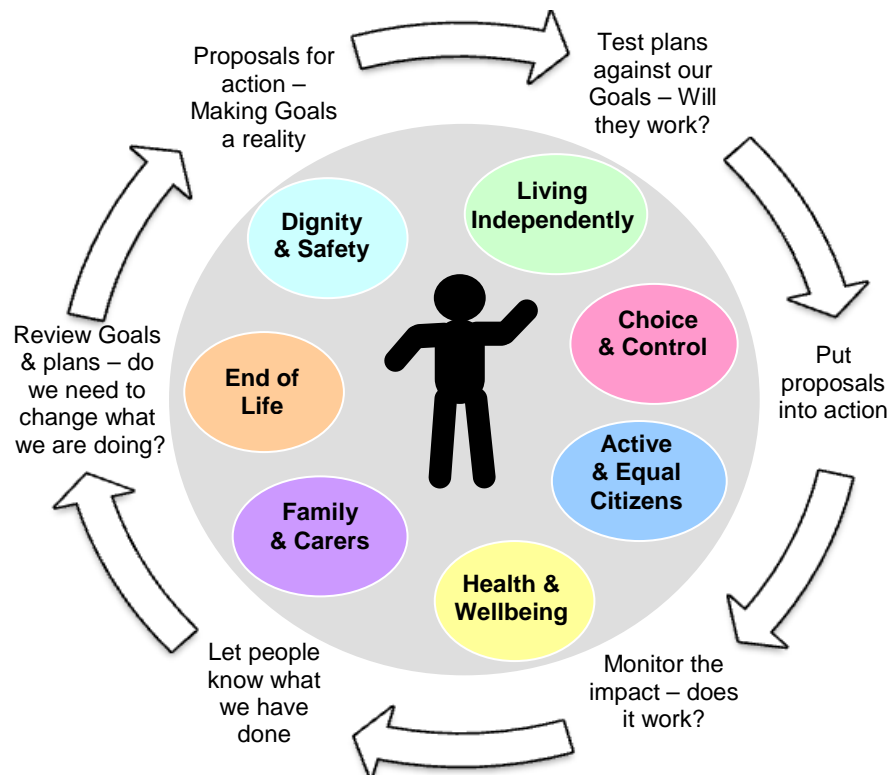
- People spend the end of their life in the place and company of their choice
- Information about the full range of palliative care services available
- High quality 'whole family' care and support during the last days of life

Family & Carers

- Access to comprehensive, timely information on all aspects of caring
- Respected as partners in care
- A range of short breaks options
- Undertaking caring safely and confidently
- People know what support is available to help them in their caring role
- Carers, where they choose, are able to work or undertake training
- Young Carers enjoy the same opportunities as their peers and do not take on inappropriate caring tasks

Health & Wellbeing

- A choice of preventative, early intervention support and exercise
- People in control of, and able to manage, their condition confidently
- People encouraged and supported to self care so they can return to the lowest level of care possible for them
- Ongoing trusting relationships with the professionals
- People determine their own treatment/s and support
- The right interventions at the right time, regardless of where people
- Personalised treatment and support, within acceptable waiting times, and from professionals using a person centred approach
- An equal chance for good health



Living Independently

- A range of housing options including supported living
- Assistive technology/equipment and adaptations that best meet the outcomes people want to achieve
- Early, and ongoing, access to specialist and community rehabilitation support
- To communicate, and be communicated with, in the way that people choose
- Public transport whose drivers understand, and are sensitive to, the barriers faced by disabled people
- Easy access to information about the range of benefits that are available

Choice & Control

- Access to high quality health and social care support that is personalised, timely and flexible
- People in control of the support they receive
- People undertaking the activities of their choice at the time of their choice
- A smooth transition of support as they enter adulthood
- Higher expectations about the services and support people receive
- Consistent, accessible, timely information about support available that is easily understood, culturally appropriate and made available in different formats

Active & Equal Citizens

- People fully involved in the development and decision making around generic, and specific, long term condition care pathways and the development of new and existing health and social care services
- People seen and respected as equal partners in the decision making process
- Full opportunities for people to access leisure and social activities
- Reduced social isolation
- Increased confidence, opportunities and personalised support to access work or other occupational and educational opportunities

Current Service Model 2014	Desired Service Model 2017	Support to Change – The Council will where possible:
<p>Information, Advice & Signposting</p> <ul style="list-style-type: none"> • Generic & specialist (sensory) provision via the council (including self-funders) • Specific contracted information services for stroke, carers & people with a visual impairment including newly diagnosed • Contracted advocacy support 	<ul style="list-style-type: none"> • A range of information and advice for disabled people (including self-funders) • Continued specialist information and advice for stroke, carers and sensory impairment including newly diagnosed visual impairment • Advocacy support available to those who need it 	<ul style="list-style-type: none"> • Continue to provide general advice and information for disabled adults • Work with health colleagues to review the existing Stroke and ECLo service during 2014 and make recommendations regarding future commissioning • Finalise and implement Kirklees Visual Impairment Strategy recommendations • Consider advocacy support in work to implement the new Care Act
<p>Prevention, Well-being & Self-Care</p> <ul style="list-style-type: none"> • 14 specific Council grants to the voluntary/community sector • A number of council/health self-care schemes • Some targeted prevention via existing contracts e.g. 6 month stroke reviews 	<ul style="list-style-type: none"> • A range of targeted prevention activities for stroke, falls and visual impairment (VI) • Increased ageless, integrated support via Council grant provision to help prevent social isolation of people with a PSI • All contracts encourage and support individual greater well-being, self-reliance, autonomy and personal responsibility 	<ul style="list-style-type: none"> • Use grant funding to encourage the development of more targeted preventative activities for stroke, falls and VI • Encourage ageless, integrated support via Council grant provision to prevent the social isolation of people with a PSI • Include a bigger emphasis on prevention and self-care in new/re tenders/contracts
<p>Rehabilitation/Re-ablement</p> <ul style="list-style-type: none"> • Contracted provision to support the rehabilitation of VI people • Health provision for stroke rehabilitation • Council re-ablement service • Assistive technology & Equipment • Council Mobile Response 	<ul style="list-style-type: none"> • Access to re-ablement following a trauma/crisis • Continued rehabilitation for visually impaired people • Increased community support following stroke rehabilitation • Best use of Assistive Technology to support rehabilitation/re-ablement 	<ul style="list-style-type: none"> • Continue VI rehabilitation via a contract • Use grant funding to encourage the development of community support following stroke rehabilitation to help maintain recovery in the long term • Promote Connect to Support as a source of information for people to find out about and access support services • Continue to develop the use of assistive technology and equipment
<p>Self-Directed Support & Direct Payments (DP)</p> <ul style="list-style-type: none"> • Approx. 30% take up from people with a physical disability • Connect to Support website including feedback facilities • Connect to Support website includes Services to help people manage their DP and find a PA • Micro commissioning pilot in learning disability services 	<ul style="list-style-type: none"> • More people using a DP with a wide range of support from which to choose from • More innovation/people pooling their resources to share costs • Wider use of micro commissioning • Prepayment cards • Further developed and wide use of Connect to Support Website to help people find the right support services for them 	<ul style="list-style-type: none"> • Encourage a wider take up of DP's and provide support for people to find the right services & pool resources • Continue to work with current/future providers & people who use services to create a wide range of support choices • Use reducing contracts as a way of phasing in any changes • Further develop / promote Connect to Support as a source of information for people to find out about and access support services • Pilot prepayment cards and support the development of micro commissioning
<p>Supported Living</p> <ul style="list-style-type: none"> • Some council developments but still not enough supported living options locally especially for younger people with complex care needs • Supported living framework agreement for the provision of care & support • Draft PSI Accommodation strategy 	<ul style="list-style-type: none"> • A range of supported living options locally in a variety of housing tenures including housing with care especially for younger people with complex care needs • Increased knowledge regarding the number and needs of people with a PSI who would benefit from supported living 	<ul style="list-style-type: none"> • Provide clear messages to the care market and support to providers who wish to develop supported living options for people with a physical/sensory impairment • Finalise & implement our PSI Accommodation strategy recommendations and build data of the number and needs of people with a physical/sensory impairment who would benefit from supported living including housing with care

Current Service Model 2014	Desired Service Model 2017	Support to Change – the Council will where possible:
<p>Assistive Technology/ Equipment and Adaptations</p> <ul style="list-style-type: none"> Contracted equipment service (KICES) Adaptations via the Councils Accessible Homes Team (AHT) Assistive technology/Telecare linked to the Councils Carephone service Some opportunities for people to view and try equipment/assistive technology 	<ul style="list-style-type: none"> AHT under one employer and closer integration of equipment, adaptations & assistive technology to fully support people's independence Options for people to purchase their own adaptations and equipment/assistive technology via a direct payment Continued opportunities for people to view and try equipment/assistive technology 	<ul style="list-style-type: none"> Continue to support the current development and delivery of KICES and the AHT and identify the benefits of bringing adaptations, equipment and assistive technology service/s together Work with NHS to make increasing use of assistive technology Explore options for people to purchase their own adaptations and equipment Continue to encourage opportunities for people to view and try equipment/assistive technology via voluntary/community sector
<p>Communication Support</p> <ul style="list-style-type: none"> Sensory support via the council Sensory support via council grants Contracted provision for people with aphasia following a stroke 	<ul style="list-style-type: none"> Communication support for all of those who need it especially people with a sensory impairment (SI) and people with Aphasia following a stroke 	<ul style="list-style-type: none"> Continue to meet the communication needs of people with a SI via council provision Continue to include in any stroke contract support for people to build confidence and develop their communication after a stroke continue to support opportunities for people with a SI to view and try communication technology via council grants Investigate the need for communication equipment via Kirklees Equipment Service
<p>Domiciliary Care</p> <ul style="list-style-type: none"> Domiciliary care delivered via independent providers Specialist domiciliary care service framework agreement in place 	<ul style="list-style-type: none"> A range of independent care providers that offer a quality, value for money service including specialist services via a framework agreement 	<ul style="list-style-type: none"> Continue to support the development of a competitive, effective, thriving range of independent domiciliary care providers Continue to provide support and guidance to care providers to develop small specialist services to meet the needs of people with more complex support needs via the specialist service framework agreement
<p>Care Homes</p> <ul style="list-style-type: none"> 3 main care homes via independent providers Most people with specialist care needs live out of area 	<ul style="list-style-type: none"> Overall reduction in the number/capacity of care home placements as the number of supported living options increase 	<ul style="list-style-type: none"> Provide clear messages to the care market and provide support to providers who wish to modernise and change current care home provision to meet future demand
<p>Short Breaks</p> <ul style="list-style-type: none"> Some use of direct payments to tailor individual breaks Some younger people taking a break in care homes mainly supporting older people Carer breaks via Carers Trust 	<ul style="list-style-type: none"> Greater range of short break options locally especially for young adults with a PD More people using a DP to 'tailor' their own short break People have the information they need to choose a break A range of carer break options 	<ul style="list-style-type: none"> Provide clear messages to the market and support the development of short breaks Encourage and support people to use a DP and find alternative breaks Ensure access to information about the range of short breaks available Tender a new Carer breaks service during 2014 and encourage new carer break activities via council grants
<p>Leisure and Social</p> <ul style="list-style-type: none"> Some local day service contracted provision Some specialist out of area day service provision Some people tailor their own support via a direct payment (DP) 	<ul style="list-style-type: none"> A wide choice of leisure/social activities including for younger people & people with complex care needs Increased use of DPs for leisure/social activities Increased ageless/integrated opportunities to prevent social isolation via Council grant provision 	<ul style="list-style-type: none"> Encourage and support people to come together to combine their resources and do things differently Encourage and support ageless/integrated support and innovation via council grants so that people have a wider range of alternatives to choose from Promote Connect to Support as a source of information for people to find out about and access support services

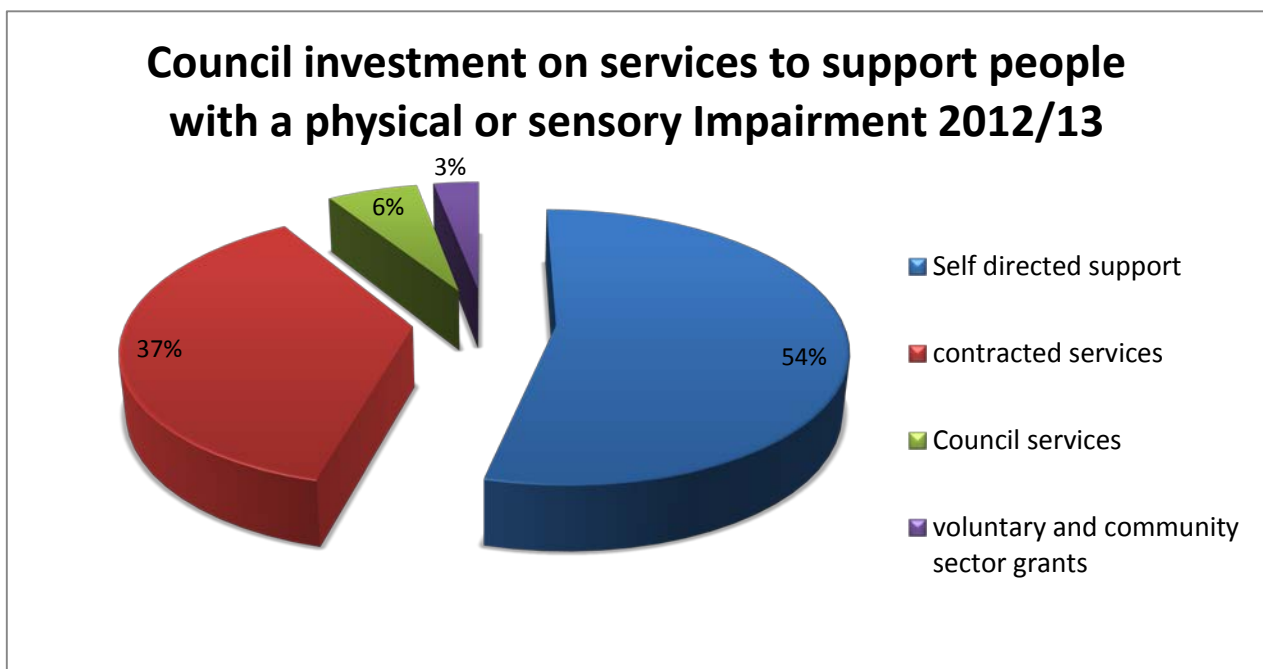
Current Service Model 2014	Desired Service Model 2017	Support to Change – the Council will where possible:
<p>Employment Services</p> <ul style="list-style-type: none"> • Mainstream Services via government led initiatives • Some independent provision to help people gain skills and build confidence 	<ul style="list-style-type: none"> • Increased opportunities for disabled people to undertake work experience, placements and apprenticeships • Increased community initiatives that encourage volunteering, help people to build confidence, develop skills and see employment as a realistic option • Reduced barriers for disabled people wanting to enter training/employment 	<ul style="list-style-type: none"> • Encourage the development of community support via council grants to help people build confidence and develop skills • Encourage & support people to access existing services and see employment as a realistic option • Include a bigger emphasis on added social value in any new tenders to encourage placements, apprenticeships and work experience for disabled people • Help to challenge myths & misunderstandings about disabled people to help reduce barriers for people wanting to enter training or employment

5 Levels of Resource

Budget Pressures

Like Councils up and down the country, Kirklees Council's budgets are under serious pressure. We are working hard to increase our efficiency and are committed to investing in early intervention and preventative approaches which we believe will deliver the best value and the best outcomes for Kirklees residents. We currently provide direct (or contracted) services to people who have either critical or substantial care needs (as defined in the Fair Access to Care guidance) and will endeavour to keep providers informed about any changes to this approach.

During 2012/13, the total Council investment for services to people with a physical or sensory impairment was approx. £9.4m. The diagram below shows how this breaks down.



During 2014 Clinical Commissioning Groups invested £560k in voluntary and community sector organisations via Community Partnerships specifically to enable people to access Care and Support Closer to home; reduce use of Healthcare Services; reduce re-admissions to hospitals; and prevent people being admitted to hospital. Joined with the community partnership budget of £1.3m this made a joint investment for 2013/14 of approx. £1.9m for all care groups.

6 Support from the Council

The Council is keen to see a thriving independent sector social care market and wants to see a range of choices for people alongside a growth in business and employment opportunities in Kirklees. We will support these developments in a number of ways.

Keeping Providers Informed & Supporting New Providers

Providers are kept informed of developments via Provider Forums and the Care in Kirklees website/newsletter <http://www.kirklees.gov.uk/community/careInKirklees/index.aspx> GOV.UK provides information about starting a new business <https://www.gov.uk/starting-up-a-business/start-with-an-idea> and links to Kirklees Council website which promotes social care provision as an opportunity for people who are thinking about starting in business. <http://www.kirklees.gov.uk/>

Quality Monitoring & Safeguarding

It is important that people are able to purchase services that are of a high quality, reliable and fairly priced. Our staff will continue to monitor providers to ensure that they are delivering services which meet these standards and which ensure that vulnerable people are safeguarded. The Council is committed to the continued development of a skilled and well trained workforce to safeguard vulnerable adults in Kirklees. The responsibility for safeguarding vulnerable adults lies with the Council; however the operation of the safeguarding procedure is a collaborative responsibility and all agencies are accountable. www.kirklees.gov.uk/safeguardingadults

Workforce Planning and Learning and Development

We will continue to support the development of the local independent sector workforce via a range of support options, including training, recruitment assistance, targeted recruitment drives and good practice events. Further information about the support available is on the Care in Kirklees website <http://www.kirklees.gov.uk/community/careInKirklees/index.aspx>

Support for the Voluntary Sector

The Council's Community Partnerships Service works closely with voluntary and community sector organisations, offering advice and funding to local groups who are delivering health and social care support. Staff can assist with business planning, links to volunteers and networking.

7 Taking Forward Market Development Work

This publication is one of a series of Market Position Statements aimed at the social care market and marks the start of ongoing conversations with providers and potential providers in Kirklees. Provider Forums are in place for groups of providers and act as a useful communication mechanism between the Council and independent sector providers. In

addition the Care in Kirklees website: www.kirklees.gov.uk/careinkirklees provides a wide range of up to date information and discussion forums for all social care providers in Kirklees. A regular newsletter is published both on line and in hard copy. We will continue to use these mechanisms to communicate with providers as the market transforms.

We will also look at other mechanisms for regularly engaging with independent sector providers and the market as a whole. We are interested in hearing from providers about the best ways of doing this. If you would like to discuss with us any of the information in this publication, or you have ideas about ways we can improve our communication with providers and potential providers please do not hesitate to contact us:

Amanda Foxley - Partnership Commissioning Manager Amanda.foxley@kirklees.gov.uk
Margaret Watt - Head of Commissioning and Quality Margaret.watt@kirklees.gov.uk

8 Further Information & Contacts

Care in Kirklees Website:

The main source of support and information for social care providers in Kirklees is via the Care in Kirklees website: www.kirklees.gov.uk/careinkirklees.

Connect to Support:

The health and social care portal that gives people choice and control over their own support by giving the option for people to purchase services directly
<http://www.kirklees.gov.uk/community/careSupport/getSocialCare/pdf/21.pdf>

Partnership Commissioning Team:

Responsible for strategic planning for all adult care groups and comprises of Partnership Commissioning Managers for: mental health (and substance misuse); learning disabilities; physical & sensory impairments; older people; and a Carers Strategy Officer
Tel: 01484 21000 and ask for Julie Crowther Email: julie.crowther@kirklees.gov.uk

Community Partnerships:

Provide funding and development support to voluntary and community organisations
Tel: 01484 225142 Email: community.partnerships@kirklees.gov.uk
Website: <http://www.kirklees.gov.uk/communitypartnerships>

Contract Monitoring Unit (CMU):

Oversee the development and ongoing monitoring of social care contracts for the Council's Well-being and Communities Directorate.
Tel: 07528 988971 Email: david.pym@kirklees.gov.uk

Business Development:

The Business Initiatives Unit within the Investment and Regeneration Service offers advice and signposting to residents considering starting in business.
Tel: 01481 221677 Email: jayne.pearson@kirklees.gov.uk

Workforce Planning/Learning & Development:

Have a remit to support in-house and independent sector services.
Workforce Planning Team Tel: 01484 225120 Email: karen.wisniewski@kirklees.gov.uk
Learning & Development Tel: 07976 194081 Email: Deborah.mckay@kirklees.gov.uk

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