CABINET REPORT

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To: Chair, Ladies and Gentlemen

Joint Commissioning Statement for Older People’s Services

1.0 SUMMARY OF THE REPORT

1.1 The Joint Commissioning Statement for Older People has been developed on a regional basis by the partnership of MTCBC, RCTCBC, and Cwm Taf UHB, supported by the Voluntary Councils of VAMT and Interlink.

1.2 The Joint Commissioning Statement for Older People indicates the direction of travel for services for older people until 2025 and progress will be monitored via the Regional Wellbeing Board and Executive Group.

1.3 This report includes the key actions for 2016-17, several of which have already commenced as part of the required actions to meet the requirements of the Social Services and Wellbeing Act.

1.4 Public consultation has taken place across the Cwm Taf Region and the report indicates the key outcomes of the consultation process and outlines where the document has been revised in response to the consultation exercise. The overall result of the consultation was positive.

1.5 The report includes:
   - The outcome of public engagement on the draft Joint Commissioning Statement for information;
   - The Equality Impact Assessment of the draft Joint Commissioning Statement, which has been developed jointly by the partner organisations for endorsement;
• The final Joint Commissioning Strategy for Older People’s Services 2015-25 for endorsement; and
• Identification of next steps and endorsement.

2.0 RECOMMENDATIONS that

2.1 The views received during public engagement be noted.

2.2 The Joint Commissioning Statement for Older People’s Services 2015-2025 be endorsed; and

2.3 The proposed next steps be agreed.

3.0 INTRODUCTION AND BACKGROUND

3.1 In January 2014 Welsh Government announced the Intermediate Care Fund for 2014/15 for all regional collaboration footprints. The aim of the fund is to maximise support for people requiring intermediate care by developing new models of sustainable integrated services that maintain and increase people’s well being and independence.

3.2 One of the priorities for the partnerships was to develop a vision of commissioning for the whole health and social care economy. To deliver this it was agreed that a Joint Commissioning Statement for Older People’s Services would be developed across the Cwm Taf Region to replace the separate strategies and approaches of each of the public sector agencies.

3.3 The draft report and request to undertake the public consultation was presented to Cabinet in June 2015.

4.0 PART 1 – PUBLIC ENGAGEMENT ON THE DRAFT JOINT COMMISSIONING STATEMENT

4.1 Public engagement on the draft Joint Commissioning Statement ran for nine weeks from Monday 27th July until Friday 18th September 2015. The outcome of the public engagement phase is attached as Appendix 1.

4.2 The engagement document and questionnaire were made available on the partner organisation’s websites as well as the Cwm Taf Consultation Hub. The views gathered during engagement have been analysed and the Joint Commissioning Statement has been amended accordingly.

4.3 The views received were generally supportive of the Joint Commissioning Statement although there was a strong view that the devil would be in the detail of prioritisation and implementation.
Where the views received had the greatest influence was in amending and strengthening the principles and values that underpin the Joint Commissioning Statement (see pages 5 and 6 of the full list of principles and values which is available via the background papers link). For example public engagement confirmed the following principles:

- **Promoting Independence** - The majority of views received during the engagement period provided strong support for the principle of promoting independence.
- **Prevention** - Offering information and support which preserves health and wellbeing and prevents the need for more intensive services.
- **Early intervention** - Identifying risks to people’s independence early and providing effective interventions to address these.
- **Integration of services** - Health and social care services that work together to provide a seamless, whole system approach.
- **Co-production** - Delivering public services in an equal and reciprocal relationship between professionals, people using services, their families and their neighbours.
- **Partnership** - Our organisations working together at every level to ensure that our collaborative efforts produce the best possible outcomes for our citizens and make best use of our resources.

However, public engagement also identified the following areas that required inclusion and have been incorporated in to the final document:

- **Dignity** - Our organisations and our staff will treat service users and their carers with dignity and respect.
- **Tackling isolation** - Supporting people to feel connected to their local community.
- **Accessibility** - Factors such as the timeliness of a response and access/transport to services will be a key consideration in the way.

**5.0 THE JOINT COMMISSIONING STATEMENT FOR OLDER PEOPLE’S SERVICES 2015-2025**

The Joint Commissioning Statement has been revised in light of the comments made during the public consultation and has been endorsed by both the Regional Executive and Social Services & Wellbeing Board and is available via the background papers link.

The Joint Commissioning Statement has an overarching goal of moving away from a response that offers institutional care as almost inevitable and necessary for older people as they acquire increasing frailty, to responses which focus on outcomes, promote independence and prevent crises. This will involve the three public sector agencies making very different choices, particularly in what they offer through their own services, as well as what they commission others to provide (either via the Third Sector, Social Enterprise or Independent Sector).

The Joint Commissioning Statement describes a strong and shared commitment by Rhondda Cynon Taf (RCT) County Borough Council, Merthyr Tydfil County Borough Council, and Cwm Taf University Health Board (UHB) to ensure seamless and
integrated health and social care services for our older population. The commissioning organisations also recognise the invaluable role of Third Sector organisations and have developed our commissioning statement with this extended sense of partnership in mind.

5.4 The partners share a clear vision to transform the way we support people to live independent, healthy and fulfilled lives. This will be achieved by providing health and social care services that are:
- Integrated, joined up and seamless.
- Focused on prevention, self-management and reablement.
- Responsive and locally delivered in the right place, at the right time and by the right person.
- Safe, sustainable and cost effective.
Which will:
- Promote healthy lifestyles and prevent ill health.
- Promote independence and protect the vulnerable.
- Improve services and joint working.

5.5 Continuing with current models of service is not an option. There are considerable challenges that, if not managed innovatively, will see resources increasingly targeted only at those with greatest need. Restricting the number of people receiving support to only those with the highest needs may result in a short term reduction in demand on services but without putting in place adequate preventative strategies, we will not secure longer term sustainability neither in terms of the effectiveness of outcomes for individuals nor from a financial and capacity perspective for formal health and social care services.

5.6 This approach is in line with the requirements of the Social Services & Wellbeing (Wales) Act 2014 as illustrated in the diagram below. This demonstrates that the emphasis of service provision can be dynamic in response to the changing needs of individuals, providing targeted intervention and support where needed, enabling individuals to return to independence as quickly as possible, supported by ongoing access to universal services and community support.

5.7 We will achieve this by building an integrated, co-ordinated approach to health and social care services comprising 3 inter-related levels:
- Community, Universal and Prevention Services.
- Early Intervention and Reablement Services.
- Specialist and Substitute Services.

5.8 Further detail regarding the model are contained within the body of the Joint Commissioning Statement.

6.0 NEXT STEPS

6.1 The Joint Commissioning Statement was presented to the Executive Leadership Group for endorsement and will be presented to the Partnership Board, UHB Board, the Local Authority Cabinets and the Boards of Trustees for Interlink and VAMT during January and February 2016.
6.2 Endorsement of this Joint Commissioning Statement represents a major milestone and confirms a level of trust and maturity within the Cwm Taf health and social care community. However, this is only the beginning of the journey. The important next phase will be implementation of the Statement, which will deliver improved outcomes for older people in the Cwm Taf Region.

6.3 Aligned to this is the wider work that the Partnership is progressing to implement and ensure readiness for the all ages Social Services & Well-Being (Wales) Act 2014, which will go live on 1st April 2016. To assist with this the Partnership will progress a conversation, to be facilitated by the Institute of Public Care, in the New Year to determine how it can successfully deliver outcomes against the defined priority areas.

6.4 It is also understood that the Welsh Government is likely to increase the recurrent allocation of Intermediate Care Funding across Wales from £20m to £50m in 2016/17.

6.5 The key priority areas for 2016-17 are:

**Community, Universal & Prevention Services:**
- Working with the Third Sector and commissioning a range of services which build community capacity and resilience (eg. in order to reduce social isolation amongst older people);
- Continuing to develop and strengthen the role of Community Co-ordinators;
- Networking Primary Care Services so they operate more effectively for the patient in partnership with Local Authorities and the Third Sector, particularly through the development of Cluster Hubs;
- Expanding health & well-being and self-care opportunities within communities (eg. by tackling obesity or by introducing Housing and Health Action Areas); and
- Developing the Information, Advice and Assistance service to the public in Cwm Taf to ensure the effective introduction of the Dewis Cymru Information Directory and compliance with the Social Services and Wellbeing (Wales) Act 2014.

**Early Intervention & Reablement:**
- Closing the gaps between hospital and home and between health and social care through:
  - The development of integrated @Home Services, supported by:
    - The development of a Single Point of Access;
    - The further roll-out of Integrated Assessment Processes; and
    - A review of the provision of equipment.

**Specialist & Substitute Services:**
- Development of an accommodation with support strategy for older people exploring new models of care, to ensure a comprehensive continuum of options are available to avoid further reliance on residential care in the future;
- Undertake a joint market position statement for the care home market to inform the development of a pooled budget for care homes by April 2018; and
- Continuing to improve the quality of Nursing Home Care through the Older People’s Commissioner Action Plan including work to review the joint care home contract.
6.6 Several of the priority areas identified have commenced under the regional arrangements for the implementation of the Social Services and Wellbeing Act.

7.0 FINANCIAL IMPLICATIONS

7.1 The financial implications will be identified during the individual planning arrangements at each stage.

8.0 SINGLE INTEGRATED PLAN AND SUSTAINABILITY IMPACT SUMMARY

8.1 The Single Integrated Plan and Sustainability Impact assessment identified that the development of a Joint Commissioning Statement will have a positive effect on the following priority areas:

- People in Merthyr Tydfil have the opportunity and aspiration to learn and develop their skills to maximise their potential.
- People, who live and work in Merthyr Tydfil are supported to enjoy a healthier and better quality of life.
- Working with Communities - The role of communities working in partnership to help to deliver the Vision and Priority Outcomes for Merthyr Tydfil.
- Equal Opportunities – ending discrimination, ensuring equality of opportunity and that all parts of our population can live together, where every person has an equal chance to participate and has equal access to services.
- Social Inclusion - ensuring that no-one is disadvantaged because of poverty, geography or access to services.

9.0 EQUALITY IMPACT ASSESSMENT

9.1 An Equality Impact Assessment (EqIA) form has been prepared for the purpose of this report. It has been found that a full assessment is required. The form can be accessed on the Council’s website/intranet via 'Equality Impact Assessment' link. As this is a joint document the UHB equality impact assessment has been completed as it is a more in depth document than that of MTCBC.

9.1.1 The positive impacts are:

- The proposals will affect all older people for example in relation to community, universal and preventative services but also have an overall benefit for the resilience of the wider population.
- There will be a positive impact in terms of a culture change which promotes independence and social inclusion, greater choice and control for older people.
- The proposed service model will improve health and social care outcomes by increased availability to services that promote health and wellbeing but also the opportunities to target support and care to those who need more intensive help.
- Women in Cwm Taf have a higher life expectancy than men so the Joint Commissioning Statement is likely to have a greater beneficial impact on them. However, a greater focus on the quality of life of older people in
total is likely to result in greater attention being paid to the needs of men who often tend to become more isolated as they get older.

- The emphasis is for the majority of services to be available as locally as possible, at home or within local communities will have a positive impact by promoting accessibility and addressing barriers like transport. Home based and community care can minimise disruption to people’s lives.
- The improved coordination of services to be achieved by the collaborative approach taken by partners and the development of a Joint Commissioning Statement will ensure older people can access the services they need in the right place at the right time, delivered by the right person.

9.1.2 The negative impacts are:

- There may be a negative impact on family members/carers who feel that they have to take on additional responsibilities and a significant unpaid caring role. This could particularly impact on certain cultures and/or where women are traditionally expected to take on that role.
- There is an expectation that suitable alternative preventative and support services will be available to address the increased demand that is anticipated as a result of demographic pressures etc. If these services are not available quickly enough with sufficient capacity, there will still be additional demand which may be difficult to meet.
- Some groups, eg people with sensory impairment, may be unable to access appropriate information, advice and assistance which will disadvantage them further.
- It is accepted that there are some groups within the older population eg LGBT or ethnic groups whose needs are not currently as well understood due to lack of data (both quantitative and qualitative). However it is not anticipated that there will be a negative impact on them.
- Overall it is considered that the benefits to be gained from the implementation of the Joint Commissioning Statement for Older People will outweigh any negative impacts. The potential negative impacts will be addressed as identified below and as the Strategy is implemented.

9.1.3 Current proposals to address the issues are:

- During 2016 the UHB, Merthyr Tydfil County Borough Council and Rhondda Cynon Taf County Borough Council continue to work together to improve the ways we provide support to Carers of all ages. We are developing a new Cwm Taf Carers Strategy and the views of key partners, but most importantly Carers themselves, will inform what we do and shape our plans. The feedback from the engagement on the Joint Commissioning Statement will also be fed into the work on the new Carers Strategy.
- We are already looking at opportunities to develop more preventative activities and building community capacity with our Third sector and community partners eg our priority to support health and wellbeing initiatives.
- Implementation of the NHS All Wales Standards for Accessible Communication and information for people with sensory loss.

LISA CURTIS-JONES
CHIEF OFFICER (SOCIAL SERVICES)

COUNCILLOR LINDA MATTHEWS
CABINET MEMBER FOR SOCIAL SERVICES

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<tr>
<td>Joint Commissioning Consultation Analysis Report</td>
<td>December 2015</td>
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<td>Equality Impact Assessment</td>
<td>December 2015</td>
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<tr>
<td>Joint Commissioning Statement for Older People Services</td>
<td>December 2015 (Final Draft)</td>
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<td>Single Integrated Plan Sustainability</td>
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Does the report contain any issue that may impact the Council's Constitution? No

Consultation has been undertaken with the Corporate Management Team in respect of each proposal(s) and recommendation(s) set out in this report.