

ADULT SERVICES SCRUTINY COMMITTEE – 2 DECEMBER 2009

TRANSFORMING ADULT SOCIAL CARE – SELF DIRECTED SUPPORT EVALUATION SUMMARY

Report by Director for Social & Community Services

Introduction

1. This report summarises the Self Directed Support Evaluation of the Learning Exercise that started in December 2008.
2. The formal evaluation of the self directed support learning exercise was completed in September 2009. A workshop was held on 25 September 2009 that recommended a business as usual model and a county-wide implementation plan for self directed support. The model was agreed at the Transforming Adult Social Care Programme Board in September 2009.

Self Directed Support Learning Exercise Summary of Evaluation

3. The Social & Community Services (S&CS) directorate has tested the model of self directed support and personal budgets in the north of the county between December 2008 and September 2009. The aims of the learning exercise were as follows:
 - To test and fine-tune an assessment tool and resource allocation system that will work for the majority of clients within existing funding.
 - To achieve a demonstrable change in the way that social care is delivered which promotes choice and control for the service user.
 - To achieve a demonstrable change in the marketplace.
4. The evaluation exercise is based on the number of people who had been part of the learning exercise between December 2008 and August 2009 (158). Questionnaires and interviews were conducted with the 55 people who at the end of August 2009 had support plans in place. Interviews were also undertaken with the staff and brokers involved in the learning exercise.
5. **Areas of Success**
 - Support Brokerage has been a success with both staff and people receiving services stating that it has helped with setting up their support plan.
 - The response from those in receipt of the support is that self directed support has increased dignity in their daily lives and increased the level of control over their support.

- There were differences in brokerage with council brokers being quicker than non-council brokers, likely due to them being full time and having previous experience.
- Both brokers and care management staff are clear about their roles and responsibilities but both agree that communication with each other needs to be improved.
- Personal budgets allocated through the Resource Allocation System ranged from £40 to £870. There was an average of £22 a week left over from each allocation. An average of 9%.
- In the learning exercise the average cost of external home support sourced by brokers was lower than that procured by the Council. This may be down to cherry picking for the best prices on behalf of the providers.
- The use and cost of personal assistants has made a big impact by improving the flexibility, control and type of support that people receive. The average hourly rate for a personal assistant (PA) is £12 an hour compared to £20 for Oxfordshire County Council (OCC). 11 people out of 55 with completed support packages hired a personal assistant via a Direct Payment.
- 33 of the 57 cases which have been implemented have elected to receive their budget through a direct payment.

6. Areas where improvement is needed

- Care management staff still perceive there to be too much paperwork.
- It is also acknowledged that the interim IT arrangements that are in place at the moment are sufficient to manage the current number of clients, but once the project is implemented across the county the current measures will not be able to cope with the increased numbers and data. The emphasis on the systems review is how we implement self directed support with sufficient IT support.
- Those in receipt of services perceive that there are too many people involved throughout the process. The development of a single point of contact will reduce this perception.
- The amount of time to undertake self directed support is too long. Once processes have been finalised and individuals are able to dedicate all their attention on tasks this will reduce.

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Background Papers: Nil

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