

# **Briefing Document - Redesign of Service Provision with Age Concern Cheshire**

## **Background**

Age Concern Cheshire commenced a contract in April 2004 with Cheshire County Council to develop and deliver the 'Supporting You' Service to help people age 55 plus to maintain their independence by accessing information and local services. The aim of the service is to reduce dependency on social care and health services by supporting individuals to access appropriate alternative services. This service is aimed at people with low and moderate care needs and referrals are received from the Advice and Contact Team. The service includes a home visit and welfare benefit check which has enabled service users to successfully access in excess of £1m funding. The 'Supporting You' service also work closely with the Cheshire Fire and Rescue Service who offer a home safety assessment.

The 'Get Active' service compliments 'Supporting You' offering a range of activities which focus on falls prevention and Keep Active Prevention Strategy. 'Get Active' service is targeted at people who are frail; it includes gentle exercise, postural and cardio vascular exercise using a variety of activities. Activities include gentle exercise such as chair exercise; balance oriented exercise, tai chi, Nordic walking, horse riding, golf and sailing. The 'Get Active' grant is monitored separately to enable Age Concern to bid for additional resources or match funding from organisations such as Sports Council and Big Lottery.

In addition to the above, Age Concern have received three grants to deliver Community Day Service along with a small grant towards core funding. These arrangements are historic and the day services offer a traditional style service which includes a cooked lunch to a fixed number of older people with low and moderate needs.

A natural opportunity has arisen as Age Concern has been undertaking a review of their own management structures and the Community Day Service grants have been reviewed in line with the Third Sector Review.

## **What does the Redesign involve?**

The aim of the redesign is to modernise service delivery in line with 'Putting People First' and Personalisation. This involves re-profiling the current pattern of service provision to:

- Build on the "Supporting You" service, as part of the Council's early intervention service. This service would meet the needs of all older people including new referrals and standard payers with low and moderate 'Fair Access To Care' (FACS) eligible needs including the existing day service customers as appropriate and people with high-

end moderate needs. The aim is to maintain health and well being as part of the Prevention and Early Intervention Strategy.

- Rationalise current day service provision, using the “Supporting You” service to link people into existing mainstream community provision.
- Offer all existing service users a one-to-one interview with an Age Concern care broker to identify alternative provision, where required and ensure that no-one is left without an appropriate service to meet their needs.

The proposal is in line with changes in legislation, introduction of personal budgets offering an outcome based service which will be available to more people and delivered in a more cost effective manner.

### **Current grants included in this proposal are:**

069 Supporting You	154,736.05
025 Chester Day Service	108,897.02
026 Ellesmere Port/Neston Day Service	88,873.65
028 Vale Royal/Rural Day Services	92,616.95
072 Get Active	45,791.14
068 Core Budget	8,363.96
Total	499,278.77

### **Referrals and Types of input included in Supporting You**

Referrals will be redirected to Age Concern either from:

- Advice and Contact Team if they have low or moderate needs.
- The reablement service who work with the majority of people who enter the system as a new referral into social care and aim to increase a person’s independence by offering an enabling approach for a 2 - 6 week period.

Age Concern will continue to build upon the enabling approach encouraging older people to self determine the activities they wish to engage in. They will also offer a mentoring service encouraging individual’s to remain fit, healthy and connected with their local community. The role will include community development to stimulate social networking and new community developments to respond to gaps in the market.

Types of input included in ‘Supporting You’ include:

- telephone support
- befriending
- individual appointments
- Individually tailored support, such as supporting people to access community resources such as leisure centres and faith communities and facilitating community development.

The proposal is based on a best practice model in Oxfordshire.

Age Concern currently accesses the facilities of Extra Care Housing, Hollymere in Ellesmere Port one day per week and they are also in discussions relating to accessing the facilities in Hazelmere in Winsford.

Generic workers will be identified for each area and they would develop links in the local patch which is especially important in rural areas.

### **How will the process be managed?**

The Consultation process will be progressed throughout March and April by Age Concern as outlined below:

- Week commencing 8 March - consultation with all Age Concern staff who find themselves at risk by the changes.
- Week commencing 15 & 22 March – individual consultations commence with staff.
- Week commencing 12 April - Age Concern staff committee and second round of consultation and feedback.
- Week 19 April - review all feedback and present to the Age Concern Board Meeting on 22 April.
- Week 26 April second round of individual consultations
- Week commencing 6 April consultations commence with existing members of the Community Day Services.

There are 31 posts at risk (17 FTE) across Cheshire West and Chester and Cheshire East. 20 of the post are in Cheshire West and Chester. Age Concern will be creating 9.8 FTE posts including 6.5 posts in Cheshire West and Chester due to the expansion of 'Supporting You'. As the skills sets are transferable, Age Concern hope to recruit internally. The volunteer role will be up skilled and volunteers will be reimbursed for using their own transport. This will offer a more personalised service for people who require this type of support and release the use of expensive fleet transport.

### **What will the process be for existing members of Community Day services?**

Existing service users will be offered a review and individual commissioners will be engaged where the case is open and people who no longer meet the criteria for Age Concern will be referred back into the Advice and Contact Team.

Day Centres will be visited and the group as a whole briefed about the proposals. Each member will be given a letter to take home and will be encouraged to discuss it with their family or carer. The 2nd stage of the process will be an interview at home with one of Age Concern's Brokers or "Supporting You" Assessors who will go through an assessment of all the individual's needs – care, financial and social. At this point a decision will be taken if the person needs to be referred back to Social Services but Senior Managers in Age Concern do not envisage that large numbers of people will require this.

Members will be encouraged to try alternative options – lunch clubs, afternoon or morning clubs or something more tailored to their individual needs. All existing members will be offered this process and alternatives offered that provide social contact and help to reduce social isolation. Alternatives such as pubs and clubs are very popular, attract more men and take place in a social atmosphere. Tea/coffee clubs such as those run in the Crewe area are very popular and enable friendships to be sustained and provide a long enough day.

This document is designed to brief all relevant stakeholders. If you would like to comment on the proposal please email your response to:

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