

## **Learning Disability Transformation. Discovery**

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Cabinet Member: Cllr David Huxtable, Adult Social Care

Division and Local Member: All

### **1.0 Summary**

**1.1** This report summarises for the benefit of the Scrutiny Committee the range of work undertaken by the Adult Social Care service in relation to the Discovery contract and Learning Disability transformation programme.

**1.2** The paper outlines activity in the following areas:

Day Opportunities.

- Supported Living Provisions & Housing.
- Assistive Technology.
- Discovery KPI's and financial update

### **2.0 Recommendations**

**2.1** That the Scrutiny Committee notes the report and the impact of COVID on some areas of the work. Some of this work has slowed as a result of COVID or the activity has changed due to feedback from service users through the COVID restrictions.

### **3.0 Day Opportunities**

**3.1** Prior to the outbreak of COVID-19 there had already been some significant changes to the way that day services operate within Somerset. Over the last 2 years there has been a systematic shift away from large, building based services and the increase of more community focused options that offer a range of activities such as ASDAN (Award Scheme Development and Accreditation Network) qualifications supporting with independent living skills, learning skills and work skills.

**3.2** COVID-19 meant that many day opportunity providers were unable to continue with a building-based approach and shifted to a more outreach based model. This included support in the community (where feasible and safe with restrictions), and the use of technology was also key to supporting people to keep in touch. There has been a substantial rise in providers using virtual forums to support people such a virtual discos and quiz nights.

**3.3** This change in support has meant that many people have been at home much more than they would have been previously. The feedback from people supported, families, carers and other stakeholders has been that, while for some a return to a more structure approach is necessary, there are a large number of people who

would like to try a different approach to accessing day opportunities.

- 3.4 A provider survey has been undertaken to understand the pressures that may be faced through reopening in a COVID safe way. Providers have shared risk assessments of how they plan to reopen along with risk assessments for individuals. Weekly calls have been set up for day service providers, facilitated by the RCPA and attended by commissioners to talk through how people plan to reopen, share good practice and understand the differences people supported may face from the service they once had.
- 3.5 Locality social work teams are linked into discussions on a case by case basis to recognise and ensure that Care Act eligible needs continue to be met and support through a review process as necessary.
- 3.6 Day Opportunity providers are reopening gradually with many due to have welcomed back service users by the end of August to early September. Ongoing work is being done to work with providers to gain data around how these changes impact service users directly and the wider system as a whole.

#### 4.0 **Supported Living & Housing provision**

- 4.1 COVID-19 restrictions have meant that the programme of residential de-registrations to supported living was halted. Lockdown meant that reviews and CQC work could not be completed therefore de-registrations were paused. This pause has allowed a desktop review to be conducted into our Supported Living model within Somerset and how this can be improved.
- 4.2 Accommodation is usually sourced and purchased by the care provider and then leased through a housing association or social landlord. This has led to a provider focused accommodation model as opposed to the individual finding the right property and then support being put in to place as appropriate. Issues between the service user and provider have then resulted in eviction. This is contradictory to the security of tenancy that supported living is meant to offer.
- 4.3 Often the family or individual want to be supported by a specific provider and will request a direct payment to achieve this. This is a viable choice alternative for the individuals that we support as the local authority must select provider commissioned services via our process around market equality and procurement law.
- 4.4 The ambition is for Somerset to have a clearly defined pathway for adults with learning disabilities who wish to live independently in the community. Accommodation will no longer be provider led nor will the social work team be expected to source accommodation for the majority of individuals. The aim is to understand the local data for who are likely to need housing over the next 3-5 years and then work with housing associations and social landlords to source this. There will then be a process for people to follow to source accommodation. For many individuals this will be the same as for any other person looking for accommodation in Somerset.
  - 1. Homefinder for social housing.
  - 2. Private renting.
  - 3. Home ownership.

4.5 Transformational work is currently in the scoping stages with a view to ensuring a clear housing pathway for people that promotes choice and control at its core. This model will support people to understand the options available to them in relation to housing, support general housing to become more accessible and support school leavers to plan their housing journey. Next steps include:

- Bringing a core group of stakeholders to discuss and progress actions. This will include commissioners, locality teams, people supported, LDPB (Learning Disability Partnership Board) representatives, carers and providers to ensure all voices are heard and understood.
- Understand the local data for each locality, including what is currently available, how this works for people requiring accommodation and support and what areas geographically need further growth.
- Understand data coming through from the transitions team: How many people over the next 5 years will be in need of accommodation and support, starting the engagement pathway early to ensure the best transition for people living independently for the first time. This also allows commissioners to begin to forecast what housing needs may look like for the future and liaise with appropriate property colleagues to ensure we have the right stock.

## 5.0 **Assistive Technology**

5.1 COVID-19 has seen a significant increase in the use of technology as a support mechanism. This has been seen as a positive for both providers and people supported to allow contact to remain with family and friends. This has opened the door to question what else we can be doing around assistive technology to support people in their day to day living.

5.2 We have seen with the use of Brain In Hand that people have used technology in the form of an app to achieve their own outcomes. Feedback from a user for example shows that prompts and timetabling has improved their ability to manage things like medications, reducing the reliance on others.

5.3 To further the evidence around technology, proposals are being looked at to work with a small focus area and using a range of technology options to support people in the daily living roles. This technology could be YouTube videos, apps on devices or technology in the home to support with medication or other tasks. This proposal would include input from all stakeholders to understand what technology is available, how this can support someone to be more independent and guide through what can be a frightening process if the person or their support network is using technology they are unfamiliar with. Benefit mapping would be completed throughout the process to ensure that people are achieving their outcomes and look at any financial savings made.

## 6.0 **Discovery**

6.1 Number of people supported by Discovery under the contract at the time of this report: 443. This includes people supported across all provisions, supported living, residential, dom care and day services. This is compared to 2017 where in accordance to praise data captured 863 people were supported across Discovery settings.

Monthly contract review meetings remain in place, with Discovery.

6.2 The review of current governance arrangements and KPIs in partnership with Commercial & Procurement and Quality Assurance colleagues is on-going. The new monitoring framework will be introduced post COVID-19 outbreak.

Locality teams have completed the majority of Discovery reviews, and the majority of these reviews have been agreed with Discovery. Completion of final reviews has been delayed due to COVID-19.

Review outcomes will influence the financial forecast for Discovery. Discussions will commence with Discovery regarding the new financial modelling but in the meantime, we continue to monitor delivery of care hours and pay accordingly.

7.0 **KPI's**

7.1 KPI's still continue to be recorded on a monthly basis, reviews continue to take place monthly as part of contract review meetings.

7.2 Ongoing pressures on services related to COVID-19 has impacted delivery. Day opportunity services, respite services and the supported employment service in particular have seen the most significant service delivery change; this has been due to COVID-19 restrictions meaning that services have either paused or delivered differently to meet peoples needs.

7.3 As with all providers, there is an acknowledgement that KPI's may fall below threshold levels. Where services have been paused or delivered in alternative ways it is acknowledged that this will not reflect the KPI's expected levels of performance.

7.4 Whilst ongoing plans are being looked at to ensure people's needs are met in a COVID friendly way, KPI measures will be worked through in collaboration with Discovery. This will ensure that performance can be measured and expectations realigned with how support is delivered moving forward.

7.5

KPI performance	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	Range	
<b>Residential Short Breaks service</b>														
% of stays cancelled by the Supplier in the period	0%	0%	0%	0%									TS	0-2%
													Minor	2.01-6%
													Serious	6.01-10%
													Severe	10.1-11.5%
													Threshold	11.51%
<b>Supported Living</b>														
Utilisation of core (shared) element of service	100%	100%	100%	100%									TS	85-100%
													Minor	90-94.99%
													Serious	97.5-99.99%
													Severe	85-87.49%
													106.7% Threshold	84.99%
% of individual	106%	106%	105%	101.5%									TS	90-100%
													Minor	87.5-89.99%

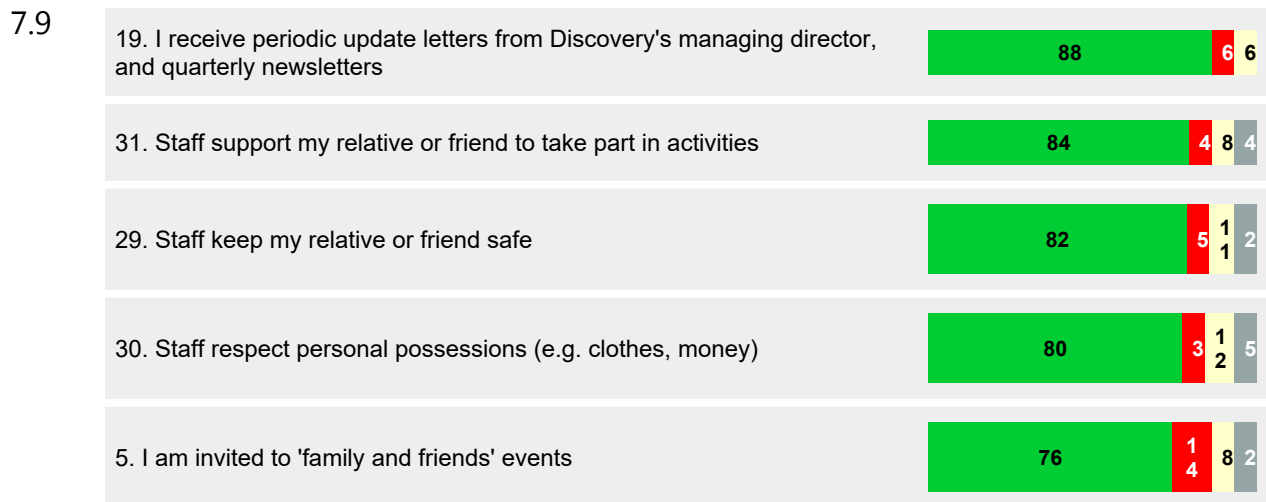
hours delivered																				TS	85-87.49%		
																					Severe	82.5-84.99%	
																					Threshold	82.49%	
<b>Employment Services</b>																							
% of new referrals accepted for:	Employment support	4 of 4	3 of 3	0/0	5/5																TS	95.01-100%	
		100%	100%	100%	100%																	Minor	95-99.99%
	Employment crisis support	0/0	0/0	0/0	0/0																	TS	90-94.99%
		0%	0%	0%	0%																	Severe	85-89.99%
																					Threshold	80-84.99%	
Number of people we support achieving maintained employment and/or self-employment		112 of 214 (52%)	114 of 214 (53%)	115 of 214 (54%)	115 of 214 (54%)																TS	85-100%	
																						Minor	80-84.99%
																						TS	75-79.99%
																						Severe	70-74.99%
																					Threshold	69.99%	
<b>Day Services</b>																							
% of daytime support delivered	12%	13.5%	14%	13%																	TS	90-100%	
																						Minor	87.5-89.99%
																						TS	85-87.49%
																						Severe	82.5-84.99%
																					Threshold	82.49%	
<b>Statutory legislation &amp; business growth</b>																							
Number of inspections by the Care Quality Commission (CQC) that result in a judgement of "Requires Improvement" or worse																					TS	0	
																						Minor	1
																						Seriou s	2
																						Severe	3
																					Threshold	4	

7.6 **Results from user surveys:**

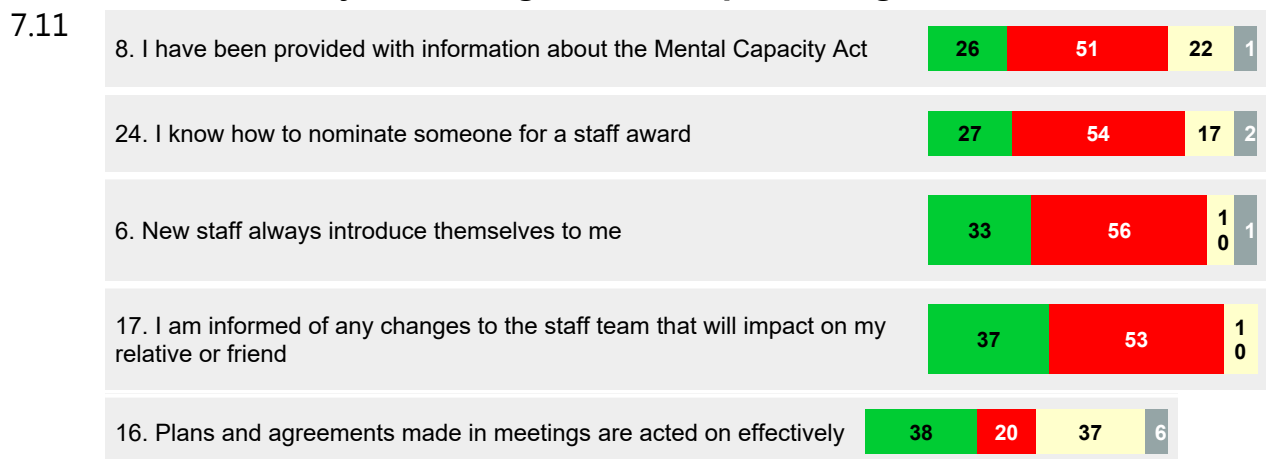
7.7 Due to COVID-19 a 2020 survey has been completed for service users, family and

friends. The key headlines from the 2019 reports are as follows:

7.8 **Friends & Family: Whole Organisation Report Highlights:**



7.10 **Friends & Family: Whole Organisation Report Lowlights:**



7.12 **Family Survey Headlines:**

7.13 67% of respondents say that Discovery provides good, very good or excellent support to their relative (LY: 69%)

2.3% say that the support is very poor (last year 3.7%.)

There was no meaningful change year-on-year in the proportion of families who feel positive about the way Discovery supports their involvement with their loved one (60%.)

7.14 **People Supported Survey Headlines:**

7.15 90% of respondents are always or mostly happy with the support they get. Just 3% were unhappy.

73% think Discovery does a good job. 8% disagree.

8.0 **Day Services:**

8.1 Discovery have moved to an outreach-based model of support for some while social distancing measures continue to be in place. Discovery have placed greater priority on providing support to those living at home as opposed to a 24/7 provision such as supported living or residential. Discovery are following Dimensions national approach to not reopen buildings at this time and are currently conducting an

options appraisal on how to begin offering support whilst in line with COVID restrictions. Locality teams are working with those on an individual basis who may need further support and are working alongside commissioning and Discovery around ensuring that people's needs are met in the best way possible.

8.2 People who were going to day services in a building-based setting have had a mixture of reactions to the new way of accessing day opportunities.

It is also to be acknowledged that family and carers have experienced new pressures with people being at home so much more and usual respite opportunities have reduced significantly as part of day service changes.

8.3 Some challenges that people have experienced during this time have been around:

- Managing changes in routine: For those who need routine to regulate their day it has been a challenge to understand why they cannot access the day they have been used for a substantial time. Support has gone into supporting people to see their familiar faces and ensure some semblance of a new routine.
- Shared environments: People who live in shared environments who are used to being out in the day have faced some challenges around being at home with the people they live with for longer periods of time than they are used to. Providers both support providers and day service providers have been using really creative means to support people to get out the house, make contact with friends and family. This has been through socially distanced meet ups, virtual discos and quizzes.
- Pressure on carers and family: While lockdown meant that families and carers were not able to access their usual respite options; as restrictions lift families and carers are feeling an anxiety of what the future will look like. This is something that Discovery continue to work through. Where comments have come through to ASC these have been managed in collaboration with Discovery.

9.0 **Positive: Please see case study from Discovery**

[Case Study - Community Based Support Discovery](#)

9.1 The Employment Support Service has been paused while COVID restrictions have been in place. Employees from this team were seconded into other roles during this time. This service is in its planning stages to resume.

10.0 **Financial Update:**

10.1 The contract continues to perform as expected and within the financial modelling agreed at contract award. The contract finished year 3 with an underspend position of £1.183m which has offset some of the pressures projected elsewhere in the Learning Disabilities pooled budget. This underspend was mainly due to the authority purchasing less support from Supported Living services due to people becoming more independent or their service being delivered outside of the contract. These changes were always anticipated at the outset of the contract and have continued into year 4 where changes to Day Services have been a focus.

10.2 While other areas of work have paused due to COVID-19 activity and response SCC and Discovery have begun work around a new financial model.

This model will support people to be more flexible with support arrangements, enhancing opportunities for personal budgets and direct payments. This is currently

in its planning stages and there will be further updates in the coming months around this development work.

11.0 **CQC Updates:**

11.1 Since the last Discovery update in October 2019 there have been no changes to the CQC ratings. This has, in part, been due to the pausing of inspections from CQC during the COVID-19 lockdown. However, since restrictions have eased CQC have visited Spring View; a residential provision. The response from CQC has not been provided at this time.

12.0 **Quality & Safeguarding concerns:**

12.1 Serious safeguarding concerns were raised through a whistle blower at supported living provision, Geen House.

These concerns have been managed in collaboration with SCC, Discovery, family members, professionals working with the residents and the residents themselves. These enquiries are still ongoing at present.

**Note:** For sight of individual background papers, please contact the report author