

AGENDA ITEM

REPORT TO CABINET

19 JANUARY 2023

**REPORT OF
CORPORATE
MANAGEMENT TEAM**

CABINET INFORMATION ITEM

Adult Social Care - Lead Cabinet Member – Councillor Ann McCoy

STOCKTON SHARED LIVES SCHEME

Summary

Stockton on Tees Borough Council (the Council) has implemented a Council run Shared Lives service to meet the Council's ambitions, and those of NE ADASS, that the Shared Lives offer should be fully realised as a viable alternative to out of borough and residential placement that offers a cost effective and quality solution to short and long-term care.

The service is now running as an in-house provision supporting 4 placements with another 3 in the process of transfer. There has been significant progress with establishing the service and how it will proceed going forward however there remain some challenges and this report hopes to provide information on these issues.

The service has also completed its first Direct Monitoring Activity with the Care Quality Commission (CQC) with positive feedback.

Background

The Stockton Shared Lives Scheme has been running as an in-house since January 2022 when we successfully gained registered status with CQC and transferred existing provision from the current provider Avalon. The following is for information and discussion.

Detail

1. Progress of Implementation of the New Service:

1.1. There are a total of 4 clients who transferred with the contract and their current Shared Lives Carers. In this period, we have been working towards ensuring these placements have all of the correct training, policies and paperwork to ensure they are safe, legal and understand the role of the new service. We continue to monitor these long standing and stable placements on a 3 monthly and annual basis in line with current best practice.

1.2. There are 3 new Shared Lives placements which are transferring over from Foster Care at the point of transition. The carers are now going through assessment and approval to become approved Shared Lives Carers. We have a panel chair

appointed for the approval process and have approached panel members for this purpose. In addition to this we have secured the use of a recruitment portal via Shared Lives Plus which we are utilising to streamline and support with the assessment and approval process for new or potential carers. This has been agreed via the DSG and they continue to monitor this piece of work.

- 1.3. We are working with colleagues in comms and Shared Lives Plus to develop recruitment strategies to attract new Shared Lives Carers into the service. We are also working alongside the Care Academy pilot to ensure Shared Lives is represented as a potential social care employment opportunity and information and support is available to anyone who may be interested in pursuing this. We also hope to have some case study material available which can provide a real insight into how shared lives can positively impact a person's life.
- 1.4. We have developed our policies and procedures and induction training to ensure that Shared Lives Carers have all of the correct information and are able to carry out the role safely and with support. We are working with colleagues in IT to enable us to find a workable solution to enable us to share this information electronically with registered carers as and when they need it.
- 1.5. We are making good progress with establishing networks across children's services in to ensure that any individuals that need to transfer across to Shared Lives are identified and supported as early as possible during the transition period.
- 1.6. We will continue to work closely with the NE ADASS Shared Lives group, Shared Lives Plus and colleagues from other LAs with established Shared lives schemes to ensure our approach to marketing, training, support and funding, administration of schemes reflects best practice nationally and across the North East.
- 1.7. Finally, on 9th December we had our first virtual CQC Direct Monitoring Assessment (DMA). This assessment is similar to a triage process which helps CQC decide if further monitoring activity is required and when. This does not provide a rating for the service. We have received a copy of the report which will also be sent to an assessor for a decision on how and when they will conduct further inspection. All signs however, appeared positive and the inspector provided good feedback.

2. Challenges

- 2.1. **Recruitment** – as with all sections of Health and Social care recruitment of new carers into the service is difficult and time consuming. However, working alongside Shared Lives Plus, our colleagues in Comms and after speaking with other established schemes we are confident that we can make some headway over the next year. We hope to do this by focusing on the recruitment of respite carers who may already be in employment and may like to try offering short break placements before committing to a longer-term arrangement. We will also continue to engage with the Care Academy pilot to ensure our information and offer to Shared Lives carers is accessible and appropriate for all potential audiences.
- 2.2. **Mandatory Training** - On transferring the service to ourselves we agreed with our internal Workforce Development team that the Shared Lives Carers would be able to access mandatory training alongside our directly employed staff. This has been going well for 11 months however with the recent transfer to MyDevelopment this has prevented external carers from now accessing the system and being able to book onto any training. Shared lives and workforce development are developing systems to enable shared lives carers to access this training.

2.3. **Cost of Living** – we are currently in discussions with several departments (legal, adult social care financial services and care management) regarding cost-of-living payments received by individuals and if/when or how these will be passed onto Shared Lives Carers as appropriate.

3. Strategic Direction:

3.1. The overall aim is to develop the Shared Lives Service and make it a viable, person-centred option for as many people as possible who need support across Stockton-on-Tees. We would like to develop the service to provide a flexible and rewarding role for potential carers from different backgrounds including those furthest from the labour market. Growing the local market is crucial to ensure shared lives is a viable, cost effective and personalised provision for all adult client groups as an alternative to residential care, respite and short break support and emergency support.

3.2. Our priorities over the next 12-18 months include a robust recruitment campaign, targeting different audiences and attracting potential carers into the service. We will do this via social media, targeted work around people already in employment who may provide short break or respite support as an additional income, working with our Care Academy and assisting with the development of a website, attracting people into social care and in particular showcasing Shared Lives as an option.

3.3. We are working on our accessible information, hopefully we will identify case studies to produce some short videos helping people to understand the service and what they can expect from it. We are working with some BAME organisations to ensure our public information is culturally appropriate, using the correct phraseology. Discussing the possibility of a web-based solution with our IT colleagues that current Shared Live Carers can access for our policies and procedures, get updates on the service and other information that may be of use to them, for example local events, carer discounts etc.

3.4. Longer term, we would like as the service grows to a significant enough number to begin holding events such as peer support groups, celebration events, special training or awareness raising sessions and other forms of communication and engagement to ensure Shared Lives Carers and users of the service feel connected to each other, gain important supportive networks and get a sense of our culture and ethos as an organisation.

LEGAL IMPLICATIONS

N/A

RISK ASSESSMENT

Medium/High Risk.

COUNCIL PLAN IMPLICATIONS

In support of:

Review the quality and suitability of our 'out of area' adults' placements to try, where possible, to support people to return to live in the Borough.

EQUALITIES IMPACT ASSESSMENT

Not applicable.

CONSULTATION INCLUDING WARD COUNCILLORS

No consultation has been undertaken.

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Ward(s) and Ward Councillors Service is not ward specific.

Property N/A