



## HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE - 12TH FEBRUARY 2013

**SUBJECT: LEARNING DISABILITY ASSESSMENT CARE MANAGEMENT ACTIVITY**

**REPORT BY: CORPORATE DIRECTOR - SOCIAL SERVICES**

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### **1. PURPOSE OF REPORT**

- 1.1 To respond to a request from the Health Social Care and Wellbeing Scrutiny Committee to provide information about the local authority activity in relation to Assessment Care Management for people with a learning disability.

### **2. SUMMARY**

- 2.2 The report will provide information regarding the Caerphilly County Borough Council Learning Disability Team, the number of people with a learning disability supported and the nature of the support and staff activity.

### **3. LINKS TO STRATEGY**

- Health, Social Care & Wellbeing Strategy
- Adult Services Service Improvement Plan 2012/13
- Learning Disability Team Plan 2012/13

### **4. THE REPORT**

#### **Background and support**

- 4.1 The Corporate Director Social Services and the Cabinet Member for Social Services meet with the Assistant Director for Adult Services on a regular basis and so have the opportunity to be informed about the services provided by social workers.
- 4.2 The Chief Executive and the Corporate Director Social Services have completed visits to the Learning Disability assessment care management team to meet the staff and hear about practice and the challenges faced from the social workers themselves. The Cabinet Member for Social Services and Corporate Director Social Services receive information on the performance of Assessment Care Management Teams - the Learning Disability Team forms part of this service. Performance data is scrutinised at the Senior Management Team and Divisional Management Team meetings.

#### **Team Structure**

- 4.3 The Learning Disability Assessment Care Management Team includes one Team Manager, two Senior Social Workers, two Senior Practitioners and 9 Social Workers. Senior Social Workers do not routinely carry a caseload however their expert role is utilised for particularly complex and / or challenging cases on occasions. Senior Practitioners carry a small number

of complex cases. The team regularly support student social workers who, depending on the nature of their placement, are supported to carry caseloads.

- 4.4 Long term Sickness and vacancies in 2011/12 resulted in the use of temporary social workers however the team is now permanently established with the case loads settling following induction and review of workload. The stability in the team has been positive to aid the development of its practice.

#### **Data**

- 4.5 There were 604 cases recorded as currently known to the Learning Disability team as at 31.12.12. However there may be other people with a learning disability living in the borough who have come to the attention of the learning disability team and declined services or been signposted on to other organisations.
- 4.6 Of the total of 604 known cases, 346 were actively open to a member of the team; for assessment, review or case management tasks.
- 4.7 The average number of cases carried by the senior practitioners and social workers on 31<sup>st</sup> December was 25.
- 4.8 It should be noted that numbers of cases open to social workers should not be considered in isolation: the caseload should be considered in terms of the nature of the work being undertaken with each service user and their family; the complexity of the individual's needs and the challenges posed to the care management process, which influences the frequency and intensity of support or visiting patterns. This also includes carers' assessment.
- 4.9 Of the total of 604 cases, 258 are recorded as 'open to review only' to the learning disability team rather than individual social workers at this stage. These cases are not part of the day to day caseload, however they will be allocated at the appropriate time for reviews such as care plan reviews, risk management reviews, section 117 Mental Health Act reviews or follow up care management tasks through out the year.

#### **Overview of team caseload and casework**

- 4.10 There are a number of opportunities for social workers to discuss cases allocated to them and for line managers to review the quality and progress of casework. Recorded formal supervision sessions are held regularly, case discussion also takes place outside of formal supervision as events occur with the Senior Social Workers who undertake supervision activity or the Team manager.

#### **Performance**

- 4.11 The management of cases remains a high priority for Team Managers. Performance Management information is both made available to staff regularly and monitored in a variety of ways. Care managers performance data is constantly reviewed with regards timescales and deadlines. Quality of work is overseen by the Team Manager and Senior Social Workers.

#### **Case Reviews**

- 4.12 534 reviews were undertaken in 2012.
- 4.13 26 long term care reviews were undertaken for people with a learning disability living in a care home. The adult services review team undertook 19 reviews, with the remaining 7 undertaken by the learning disability team. However following some external analysis of the learning disability services and our desire to move to a more progressive model of care, the learning disability team took the decision that from January 2013 they will carry out these reviews of service users with a learning disability.

4.14 Reviews completed from 01.01.12 - 31.12.12

| Type of review                | Number completed (534) |
|-------------------------------|------------------------|
| 12 week new service reviews   | 146                    |
| Long term care reviews        | 26                     |
| Care plan reviews             | 265                    |
| Risk assessment reviews       | 90                     |
| Mental health sec 117 reviews | 7                      |

**Services received**

4.15 Residential / nursing care

45 people with a learning disability known to the learning disability team are receiving Residential/Nursing Care. 30 of these placements are in county and 15 Out of County.

4.16 Respite care

113 people with a learning disability known to the learning disability team access respite care at Montclaire, Ty Gwilym, and via The Pan Gwent Adult Placement Scheme with a maximum of 42 nights per year.

4.17 Supported Living/Accommodation service

There are 130 service users receiving a supported living service. 71 of these are supported by Supporting People services. People using this type of service have their own tenancy agreement. Service user need ranges broadly and is met by targeted floating supporting from a few hours a week to daily contact. 77 people were supported by new providers shadowing as they transferred from the Community Living Scheme thus ensuring continuity of care.

**Protection of vulnerable adults work**

4.18 Social workers are regularly involved in the protection of vulnerable adult process: immediate safeguarding discussions and arrangements; strategy meetings; investigations and supporting people with a learning disability via an adult protection plan. During 2012, there were 42 service users with 53 referrals where the team responsible at the time was the Learning Disability Team. 7 service users had two contacts and 2 service users had 3 contacts.

**Client Finance and property team**

4.19 60 Caerphilly residents with a learning disability (with a further 9 cases pending) have their money managed via a deputyship arrangement in the Client Finance and Property Team. Social workers are often involved in assisting to secure capacity assessments, making requests for money to be made available and participating in discussions around how an individual's money should be spent.

**Vulnerable adults who do not necessarily have a learning disability**

4.20 Some people referred to the learning disability team do not have a specific diagnosed learning disability. They may not have 'traditional' disabilities, such as learning disability or physical disability; instead they may have a specific learning difficulty along with other complex issues. For example people with Aspergers syndrome are not diagnosed as having a learning disability however clearly require a service and as such become part of the 'vulnerable groups' that the learning disability team work with – mental health pick up this group also, however there is no clear delineation. Additionally the team screen inappropriate referrals from children and families teams and individuals with criminal justice presenting problems. This presents challenges, as the learning disability nurses based within the learning disability team do not work with such individuals, thus support is limited to social care support.

4.21 These vulnerable individuals may become known to the learning team following a referral from the Transitional Operational Group (TOG) meeting as part of the transition process, ASDIT or if they move into the borough or have not previously been known to social services.

4.22 Whilst there is comprehensive discussion at the TOG meeting or with other Assessment Care Management Team Managers, it is often difficult to allocate these individuals to other teams who have more formal eligibility and thus restrictive criteria. Often the Learning Disability Team will undertake an assessment and, where appropriate, signpost on to other services. Nationally some local authorities have developed 'vulnerable adult teams' to support these individuals who often have complex and challenging needs.

### **Progression model and development work**

4.23 The learning disability service participated in an external evaluation of the way it managed cost and quality. The work was undertaken via an Opportunity Assessment by Alders Consultants, which was commissioned by the Social Services Improvement Agency. The feedback was extremely positive, however the learning disability team have devised an action plan to further develop the quality and cost effectiveness of its work with people who have a learning disability.

### **Summary**

4.24 In summary there are a number of key themes evident in this report:

- There is regular consideration of casework and caseloads.
- There is a weekly budget meeting to scrutinise funding requests
- There is good analysis of performance management information.
- Each social worker has a line manager to provide formal supervision and informal case discussion opportunity.
- Social workers have a key safeguarding role contributing to the protection of vulnerable adult and client finance processes.
- There is an awareness of the needs of people who have complex needs which makes them particularly vulnerable despite not 'fitting' traditional service user groups.

## **5. EQUALITIES IMPLICATIONS**

5.1 The report is for information purposes, so the Council Equalities Impact Assessment does not need to be applied.

## **6. FINANCIAL IMPLICATIONS**

6.1 There are no direct financial implications

## **7. PERSONNEL IMPLICATIONS**

7.1 There are no direct personnel implications.

## **8. CONSULTATIONS**

8.1 All comments received have been reflected in the body of the report.

## **9. RECOMMENDATIONS**

9.1 It is recommended that members note the information regarding the Caerphilly County Borough Learning Disability Team.

## **10. REASONS FOR THE RECOMMENDATIONS**

- 10.1 The recommendation is made in order that elected members are informed of the activity within the Caerphilly County Borough Learning Disability Team.

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Consultees: Social Services Senior Management Team  
Councillor Robin Woodyatt, Cabinet Member  
Adult Services Divisional Management Team  
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