

Your views matter

June 30 to Sept 26 2008

www.southwark.gov.uk

Consultation on access to adult social care in Southwark and who should receive the adult social care that helps older people and people with disabilities live independently at home.

About this consultation

- The consultation takes place from June 30 to September 26 2008
- From June 30 a telephone hotline is available for people to give their views and to answer queries. Telephone 0207 525 1597
- A free reply envelope is enclosed for you to send in your views by post. You can also feedback online at www.southwark.gov.uk/eligibilityconsult. All responses need to be returned by September 26 2008
- Your views will be reported to the executive of Southwark Council on October 21 2008 who will make the decision about access to social care services
- No changes will happen unless and until a final decision is made in October

Summary

Southwark Council is consulting on who should receive the adult social care that helps people live independently at home.

The proposal is to raise the level of need at which people can receive adult social care. This would mean only providing services to those whose needs and risks to independence are assessed as substantial or critical. This would not include those with moderate needs.

In Southwark we are facing a major challenge.

There is an ever increasing demand for adult social care that supports vulnerable people to live as independently as possible. Southwark has around 8,000 social care service users with needs ranging from moderate to critical. About 1,000 people are assessed as having moderate needs and receive adult social care in their homes every week. These are mostly older people.

The government requires all local authorities to reduce costs. The government has also changed the way it allocates resources across England. This has led to a significant reduction in our funding which means savings of approximately £35 million have to be found across the whole council over three years. We need to find £2.5 to £3 million in savings from our adult social care budget every year for the next three years.

Why do we need to consult?

One potential way to do this is to raise the level of need at which people are able to receive adult social care. This would mean only providing services to those whose needs and risks to independence are assessed as substantial or critical.

Southwark is one of only eight London boroughs that still provides adult social care services for people assessed as having moderate needs. Nationally, only around 25 per cent of authorities provide services at this moderate level.

The council will continue to help the most vulnerable members of our community. We will make sure that people who need our help the most get the services they need.

In Southwark we are facing a major challenge. Each February the council decides how much money it is able to spend on all the services it provides. The council's money comes from two main sources:

- 70% from the government
- 30% from council taxes paid by Southwark residents

This year we have been told by the government that over the next three years (2008-2011) Southwark will receive nearly £35 million less than before. This means the council has to spend at least £10 million less in each of the next three years by making savings.

The government decides how the council has to spend most of its money. The council can only decide where to make savings on £300 million of its total budget. One third of this – £101 million – is spent on providing social services or social care to people aged over 18 with particular needs. This is mainly for older people, adults with physical or learning disabilities and people with mental health needs.

Along with other local authorities, the council has told the government that it has got its calculations wrong. More people than ever need adult social care services in Southwark. The council needs more money, rather than less, to keep services going at the same level. However, the council is not allowed to spend more than it has or to raise council tax by more than 5%.

The council has decided to find savings of between £2.5 and £3 million from the adult social care budget every year for the next three years. This will help to balance the whole council budget.

We have already found the first year's adult social care savings and efficiencies of £2.7 million by:

- increasing the charges for services
- changing the way some services are delivered
- reducing a number of posts and services – making sure this has the least possible effect on service users and carers.

We are committed to providing for those most in need. But, further savings are needed and tough decisions have to be made. One potential way to make these savings, is to raise the level of need at which people can get services and to provide services only to those whose needs and risks to independence are assessed as substantial or critical.

This is why we have decided to consult service users, carers and others about who is able to receive adult social care services.

Who receives adult social care services?

The council provides adult social care services to people assessed as needing help to keep them safe or live independently at home. The rules for deciding who gets help are based on their needs and risks to their independence i.e. what might happen if we did not provide services.

In 2003 the council applied eligibility criteria to adult social care services based on the government's national guidance Fair Access to Care Services. These criteria decide who is able and who is not able to receive adult social care services. There are four levels of need and risk:

- critical
- substantial
- moderate
- low.

Since 2003 Southwark has provided services to those at moderate, substantial and critical levels of risk and need. Across the country, 75% of councils only provide services to people with substantial or critical levels of need.

Southwark has some 8,000 social care clients with needs ranging from moderate to critical. Around 1,000 of these people are assessed as having moderate needs and receive adult social care services in their homes each week.

The full document setting out Southwark Council's eligibility criteria is included in this pack or can be viewed online at www.southwark.gov.uk/eligibilityconsult.

Critical risk

You will be in one or more of the following situations if assessed as at critical risk:

- life is, or will be, threatened; and/or
- significant health problems have developed or will develop; and/or
- there is, or will be, little or no control over the immediate environment; and/or
- serious abuse or neglect has occurred or will occur; and/or
- there is, or will be, an inability to carry out vital personal care or domestic routines; and/or
- vital involvement in work, education or learning cannot, or will not be sustained; and/or
- vital social support networks and relationships cannot or will not be sustained; and/or
- vital family and other social roles and responsibilities cannot or will not be undertaken.

Substantial risk

You will be in one or more of the following situations if assessed as at substantial risk:

- there is, or will be, only partial choice and control over the immediate environment; and/or
- abuse or neglect has occurred or will occur; and/or
- there is, or will be, an inability to carry out the majority of personal care or domestic routines; and/or
- involvement in many aspects of work, education or learning cannot or will not be sustained; and/or
- the majority of social support systems and relationships cannot or will not be sustained; and/or
- the majority of family and other family roles and responsibilities cannot or will not be undertaken.

Moderate risk

You will be in one or more of the following situations if assessed as at moderate risk:

- there is, or will be, an inability to carry out several personal care or domestic routines; and/or
- involvement in several aspects of work, education or learning cannot or will not be sustained; and/or
- several social support systems and relationships cannot or will not be sustained; and/or
- several family and other social roles and responsibilities cannot or will not be undertaken.

The consultation

What is the consultation about?

The consultation is to help the council decide whether or not to raise the level of need at which people can get adult care services. This may mean only providing services to those people who are assessed as having substantial or critical needs.

The proposal is to raise the level of need at which people can receive adult social care. This would mean only providing services to those whose needs and risks to independence are assessed as substantial or critical. This would not include those with moderate needs.

If the level of need at which people can access services does not change, the required savings of around £2.5 to £3 million each year would have to be found in other ways.

No services can or will be withdrawn unless and until the council has made the decision in October 2008. (unless it is part of the normal reviewing process).

When is the consultation period?

The consultation will last from June 30 to September 26 2008.

Who is being consulted?

- all current service users currently assessed as having moderate needs
- all service users currently receiving an ongoing package of social care and support in the community at higher levels of need

- carers who may be friends or family
- all health and social care service providers
- health and social care client partnership boards which have an active role in directing health and social care services
- organisations that represent service users and carers such as Southwark Pensioners Forum, Southwark Disabilities Forum, Speaking Up (for people with learning disabilities), the Mind User Council (for people with mental health needs), Southwark Carers, Community Action Southwark etc.
- health organisations used by people in Southwark including Southwark Primary Care Trust, King's College Hospital NHS Foundation Trust, Guy's and St Thomas' NHS Foundation Trust, South London and Maudsley NHS Foundation Trust
- focus groups in day and resource centres
- health and social care staff
- other council services
- MPs, councillors and the council's overview and scrutiny committee and process.

How will people be consulted?

People and organisations will be consulted in a number of ways including:

In writing

A consultation pack is available and includes:

- a letter from Cllr David Noakes (Executive member for health and adult care) and Susanna White (Strategic director of health and community services) on behalf of Southwark Council
- this consultation document
- Southwark Council's eligibility criteria
- a feedback questionnaire and details about other ways of commenting
- a free reply envelope.

By telephone

A hotline telephone number 020 7525 1597 has been set up. Trained staff will be available to answer questions and reduce potential anxieties. They will also telephone service users to consult directly during the 13 week consultation period.

Face to face presentations for groups

Presentations at focus groups and meetings as listed above. Organisations and focus groups can request a presentation by using the hotline telephone number 020 7525 1597.

What happens after the consultation and who will make the decision and when?

Once we have collected all the responses they will be analysed. The information, issues, concerns and recommendations will be put in a report and presented to the executive of Southwark Council on October 21 2008. The executive will then make a decision about whether or not to raise the level of need at which people can access care services.

We will write to all those invited to participate in the consultation and put information on the council's website www.southwark.gov.uk. A summary of the feedback received will also be put on the website. If you would like a hard copy of any summary this can be requested.

What happens if the council *does* change the level of eligibility?

All existing service users assessed as having moderate needs would be reviewed by skilled and experienced social workers as well as other health and social care staff.

It would take five months to complete the reviews of all 1,000 service users currently at moderate levels of need and risk. It is probable that a number of service users would move as a result of these reviews from moderate to substantial levels of need. They would continue to receive services. The reviews require considerable skill and judgement as no two people's situations are the same. The review is not an exact science.

The council would also set a date for when new referrals would have the new level of access applied to them. In general, most vulnerable people are entitled to an assessment. The assessment describes needs, how needs are being met and the level of risk if needs are not being met. Our health and social care teams would link anyone assessed as having moderate needs to a range of other services where appropriate.

What happens if the council *does not* change the level of eligibility?

The council would still have to consider further options to make the necessary savings of £2.5 to £3 million in the next financial year. Similar to this year, these could include increases in charging, staffing and service cuts and a review of all services that are potentially discretionary or optional in terms of their funding.

What services are available to those who are not assessed as having substantial or critical needs if the level at which people can access care changes?

Adult social care provides and commissions a range of preventative services for people with needs below the level of eligibility or access - and to their carers. Around £4 million of the adult social care budget is spent on support, advice, advocacy, befriending, signposting to other information and services etc. This safety net of services can remain in place whether or not the level of access changes, provided they can be afforded.

In addition to the above, there are a whole range of services that are funded by other parts of the council. These include, for example, leisure, libraries, supporting people, the warden service etc. The consultation is not about these services although they can and do support vulnerable people. The consultation is also not about any health services such as district nurses, speech therapists, foot health etc.

Our health and social care teams already provide support and advice to people about the range of different services described above. This includes voluntary sector and community groups in Southwark. These services are already available to those assessed as having low needs.

How many service users are assessed at moderate now and how much does this cost?

At the moment there are just over 1,000 people in Southwark, living at home, who have been assessed as having moderate needs. 85% of these people are aged over 65. Approximately £5.5 million every year is currently spent on service users with moderate needs.

Are there any service users or services that would be excluded from this process?

All service users have to be treated the same in terms of access and eligibility but:

- the process will not apply to those in residential or nursing care – it is assumed their needs are more than moderate

- the process will not apply to those currently in hospital who need rehabilitation on discharge. Their needs and risks will be reassessed 4 to 6 weeks after returning home
- there are a number of simple one-off services that could still be available as preventative measures such as the alarm scheme or simple/single pieces of community equipment.

What sort of adult social care services do people currently receive?

There are a range of adult care services including:

- home based services such as home care to help with personal care such as getting washed and dressed, hot or freezer meals, shopping, cleaning and laundry
- alarm scheme and telecare
- equipment and adaptations to help with daily activities such as climbing the stairs, mobility and bathing
- day care that provides the opportunity to meet other people and be cared for, and daytime activities such as training and employment opportunities that promote independence
- respite care and a range of services to help carers (who may be husbands or wives, other family members and friends).

What services are available to those who are not assessed as having substantial or critical need if the level at which people can access care changes?

Our health and social care teams already provide support and advice to people about a range of different services including the different types of preventative services provided by other health and social care providers such as voluntary sector and community groups in Southwark.

What would this mean for carers?

Carers would continue to be entitled to a separate assessment of their needs for support if they are looking after someone who is assessed as having needs that meet the criteria for access to services. If the access criteria changed to include only substantial and critical then services would not be provided. There is a range of less formal support services for carers irrespective of eligibility.

Your views matter

Your views matter to us and a questionnaire is enclosed for you to complete and return in the prepaid envelope enclosed in this pack to

**London Borough of Southwark
FREEPOST RRXU-HXGT-KGCC
Southwark Health and Social Care
Client Group Commissioning
1st floor Woodmill Building
Neckinger
London SE16 3QN**

What do I do if I have questions or need help responding to the consultation?

- Ring the hotline on 020 7525 1597

Can I get help in giving feedback?

- There are a number of organisations in Southwark that provide advocacy services. If you would like a list please telephone the hotline telephone number as above.
- Or if you have family, friends or carers who provide you with support please pass this consultation document to them. They can get in touch with us and also tell us your comments.

Thank you for taking the time to give us your views.

June 2008

This document is about access to adult social care in Southwark. If you require help with translation or other formats such as large print or audio, please call our hotline on 020 7525 1597 or visit an address below.

يقدم لك هذا المنشور معلومات عن كيفية الحصول على خدمات الرعاية الإجتماعية للكبار في بلدية سوذرك. إذا كنت ترغب في الحصول على مساعدة في الترجمة أو أشكال أخرى من التواصل مثل الكتابة بالحروف الكبيرة أو الوسائل السمعية، فالرجاء الإتصال بخط الطوارئ على الرقم التالي: 020 7525 1597 أو زيارة أحد العناوين المذكورة أدناه:

Arabic

সাহায্যে কিভাবে অ্যাডাল্ট (প্রাপ্ত বয়স্কদের জন্য) সোশ্যাল কেয়ার পেতে হয় সেই সমস্ত তথ্য আপনি এই দলিলটিতে পাবেন। আপনার যদি অনুবাদ বা বড় অক্ষরে অথবা অডিওতে এটি পাওয়ার বিষয়ে সাহায্যের প্রয়োজন হয় তাহলে আমাদের হটলাইন: 020 7525 1597 নম্বরে ফোন করুন অথবা নিচে লেখা কোন একটি ঠিকানায় যাবেন।

Bengali

這份文件是有關如何獲得南華克成人社會護理服務。假如你需要中文譯本或大字體，錄音磁帶等其他格式版本，請致電 020 7525 1597 或到訪以下其中一個地方。

Chinese

Ce document est au sujet de l'accès à l'aide sociale pour adultes à Southwark. Si vous avez besoin d'aide pour traduire ce document ou pour l'avoir dans un autre format, par exemple en gros caractères ou en audio-cassette, veuillez appeler notre ligne ouverte au 020 7525 1597 ou allez à l'une des adresses ci-dessous.

French

Warqaddaan waxeey ku saabsan tahay sida loo heli karo adeegga daryeelka bulshada ee dadka da'doodu weeyn tahay ee deggan degmadaan Southwark. Haddii aad u baahan tahay in lagu tarjumo ama qaab kale laguugu soo bandhigo sida warqad ballaaran ama maqal cajalad ahaan, fadlan soo wac khadka taleefoonkeena oo ah 020 7525 1597 ama booqo mid ka mid ah cinwaannada hoos ku qoran.

Somali

Este documento contiene información sobre como acceder a los servicios de asistencia social para adultos en Southwark. Si necesitara ayuda para obtener este documento traducido, o en otros formatos, como sería de letra grande o de audio, por favor llame a nuestra línea especial al número 020 7525 1597 o acérquese a una de las direcciones que aparecen abajo.

Spanish

Bu broşür Southwark'daki yetişkinlerin sosyal bakım hizmetlerinden yararlanmaları hakkındadır. Eğer tercüme ile ilgili yardıma ihtiyacınız olursa veya bunu daha iri harflerle veya seslendirilmiş olarak edinmek isterseniz lütfen 020 7525 1597 numaralı telefonu arayınız veya aşağıdaki adreslerden birini ziyaret ediniz.

Turkish

Tài liệu này nói về việc tiếp cận dịch vụ chăm sóc cho người lớn ở Southwark. Nếu bạn yêu cầu bản dịch hay các định dạng khác như in chữ lớn hoặc băng ghi âm, xin hãy gọi cho chúng tôi theo đường dây nóng 020 7525 1597 hoặc tới chỗ chúng tôi ở địa chỉ dưới đây.

Vietnamese

Peckham one stop shop
122 Peckham Hill Street
London
SE15 5JR

Walworth one stop shop
151 Walworth Road
London
SE17 1RY

Bermondsey one stop shop
17 Spa Road
London
SE16 3QW

For further information please call our hotline on **020 7525 1597**.
www.southwark.gov.uk

