

Cambridgeshire and Peterborough Adult Social Care

Market Position Statement

2018/19

Version History

Version	Author	Summary of Changes	Date Published
1.0	Adam Thorp		December 2018

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Foreword

Cambridgeshire County Council and Peterborough City Council are pleased to introduce you to our first joint Market Position Statement (MPS) for Adult Social Care. The development of this document represents the start of a dialogue between the Councils and providers of care and support for adults, to ensure we are offering the best services for local residents.

Due to an ageing population and significant financial constraint, we are facing unprecedented challenges across the system. As a result of this, we are in a position where we need to work differently with providers and build capacity in our communities using a neighbourhood based approach to meet the needs of our citizens.

To continue and improve our collaborative work together, throughout the content of this document, we really want to hear from you about any ideas you have and how you think our approaches for the future will affect you and the people you support. We will be facilitating 'Provider Forums' across Cambridgeshire and Peterborough so we can work together collaboratively to improve services. These will be a great opportunity to share your views. Additionally, at the end of this document, you will find contact details for how to get in touch with us.



Councillor Anna Bailey

Chairwoman of the
Adult's Committee



Councillor Wayne Fitzgerald

Deputy Leader and Cabinet
Member for Integrated Adult
Social Care and Health

Introduction

This MPS identifies what we see as our **'key pressures'** in adult social care and highlights our commissioning intentions and **'direction of travel'** for how we will address these issues. This information is live and will be updated as and when there is new information that you need to know.

Both Councils have moved away from thinking about services in more traditional 'customer groupings' and to talk about different themes of support. This is to support providers to think about the wider opportunities there are in the market across various sectors. We have received feedback about this approach during engagement.

Due to an ageing population and significant financial constraint, we are facing unprecedented challenges across the system (see table on the right).

The current approach taken does not support both Councils to proactively manage these challenges and we are in a position where we need to work differently with the market and communities to explore how we can provide support differently.

Our Key Challenges

- **An underfunded system which means we need to continue to meet increased demand within a reducing budget**
- **Care workforce shortage due to the impact of recruitment and retention challenges experienced across the sector**
- **Challenges in managing increased admissions and associated delayed hospital discharges**
- **Lack of capacity to deliver care in rural areas and Cambridge City**
- **Lack of capacity to deliver nursing and nursing dementia care for older people in some areas of Cambridgeshire**

Introduction

We believe that people have better lives when they are supported to remain as independent as possible in and by their communities, and we are therefore striving to move towards a more localised approach to supporting citizens which focuses on early intervention and prevention. We need the local market to support and work with us as partners to develop approaches able to achieve this.

The information within this MPS has been produced in collaboration with providers across the market. Wherever possible, we have tried to build upon what you have told us to make this information as useful to you as possible (see table on the right).

This document is not intended to act as a directory of all services. For this information please visit:

- Cambridgeshire: <https://bit.ly/2shlGMS>
- Peterborough: <https://bit.ly/2J2zz8m>

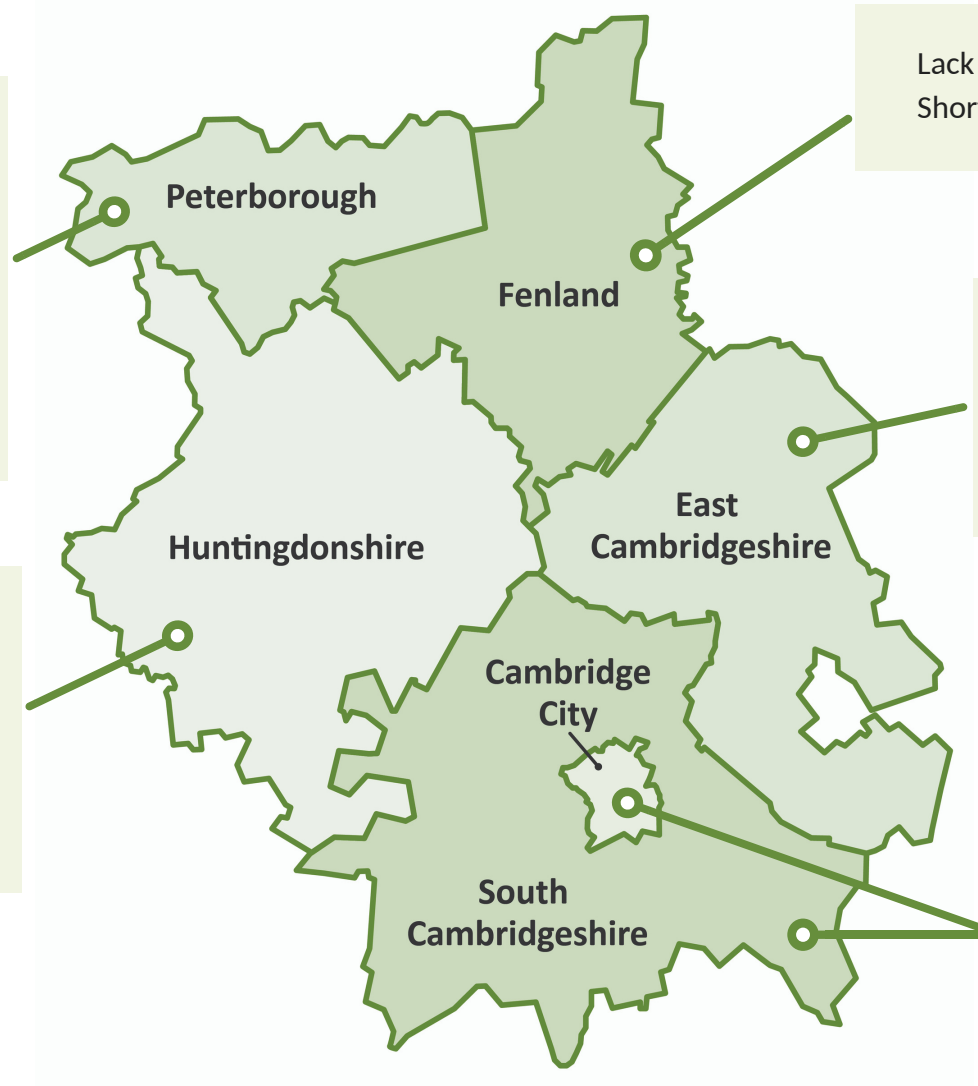
You Said	We Did
<i>'We want the information to focus on the council's key priorities'</i>	Rather than deliver 'line and verse' on what we currently do, we have focused on our key priorities/intentions and what they mean to you.
<i>'Plans for Partnership Working need to be clear'</i>	We have provided clear information about how we will further integrate across not only the health and care system, but with other agencies such as District Councils.
<i>'If you want us to work in a different way, you need to be clear about what support is available'</i>	We have been honest that we don't know all of your support needs but we have committed to working more collaboratively together to address issues through various approaches.
<i>'Data should be presented in an interactive way'</i>	We will be developing an online, interactive version of this MPS that will include more interactive data .
<i>'We want to know who the Commissioners are and how we can contact them'</i>	Alongside the development of this MPS, we are producing an online platform that will provide much more information about how commissioning works across both councils and how to contact us.

System Pressures

Map of Cambridgeshire and Peterborough showing key pressures for each district:

- Lack of homecare provision in rural areas
- Lack of appropriate care facilities for younger adults with complex care needs
- Difficulty recruiting good quality nursing staff
- Shortage of Personal Assistants

- Homecare capacity
- Nursing and Nursing Dementia placements.
- Current and future supply of extra care accommodation
- Shortage of Personal Assistants



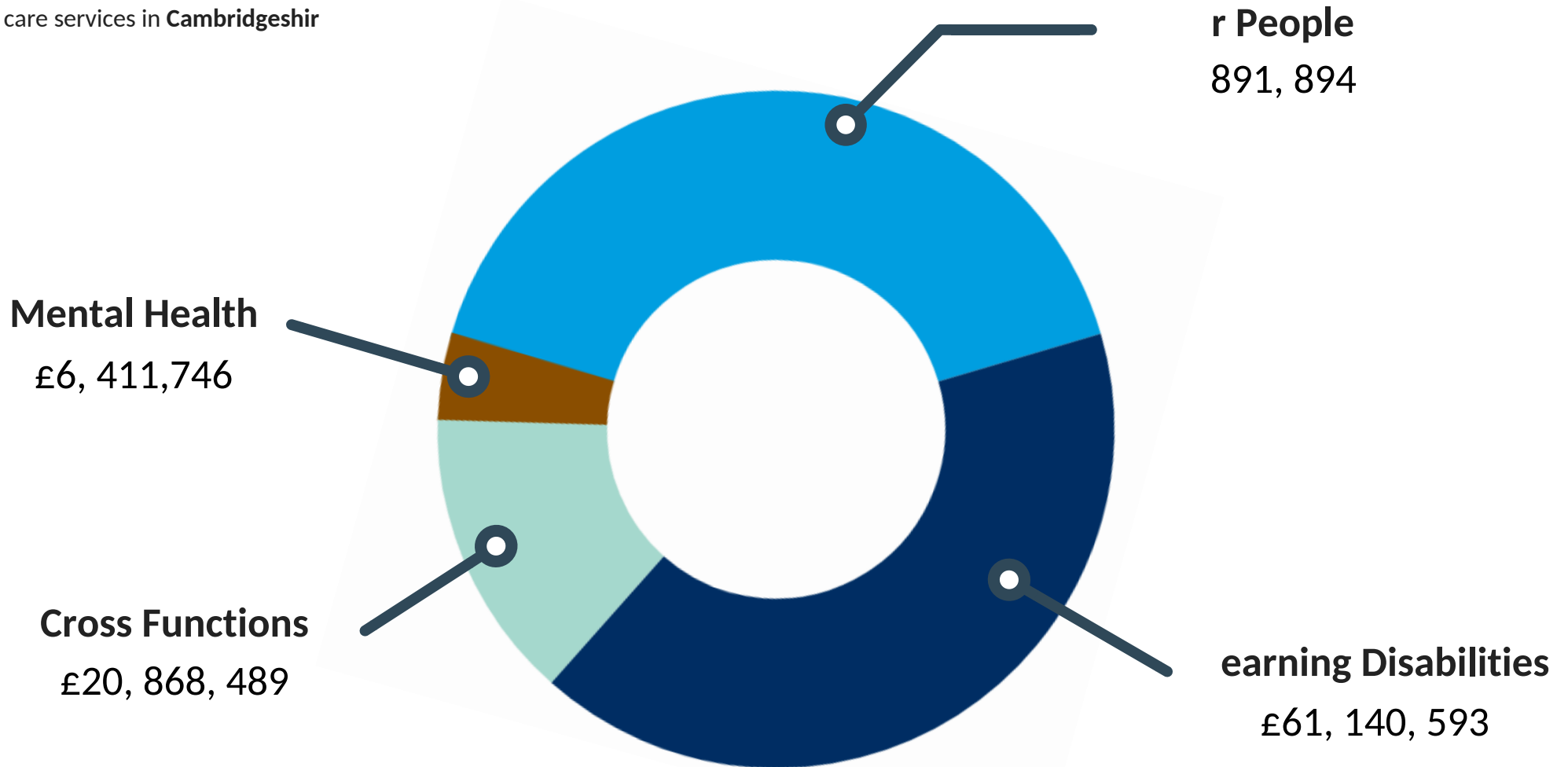
Lack of home care provision in rural areas
Shortage of Personal Assistants

- Significant shortage of Nursing and Nursing Dementia placements.
- Homecare capacity
- Shortage of Personal Assistants

- Homecare capacity
- Shortage of Residential Dementia, Nursing and Nursing Dementia provision.
- Care workforce recruitment - high cost of living
- Shortage of Personal Assistants

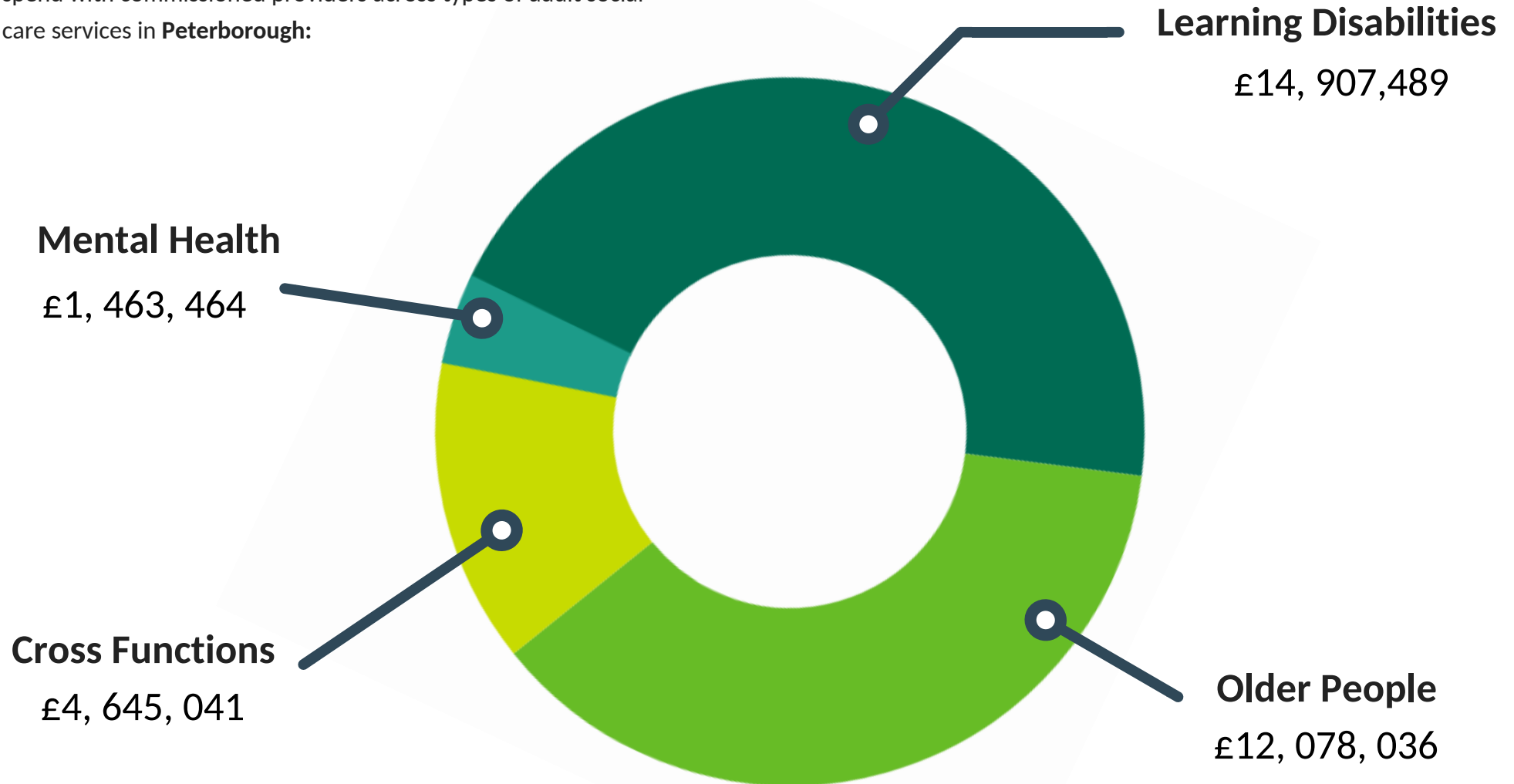
Current Spend in Adult Social Care: Cambridgeshire

The table below shows the current (2018-2019) breakdown of spend with commissioned providers across types of adult social care services in Cambridgeshire



Current Spend in Adult Social Care: Peterborough

The table below shows the current (2018-2019) breakdown of spend with commissioned providers across types of adult social care services in Peterborough:



Financial Pressures in Adult Social Care

Cambridgeshire

The table on the right shows the savings requirements across different areas of Adult Social Care in Cambridgeshire (As set out in the 2018-2023 Cambridgeshire County Council Business Plan):

In addition to the above, Cambridgeshire County Council currently has a budget gap of:

£12 million for 2019/20, and a further £16 million for 2020/21

Adults Social Care is a large budget area and so may expect to make a significant contribution to narrow this gap.

Saving Requirements	2018-19	2019-20	2020-21
Learning Disabilities Services	£4,429,000	£2,347,000	£1,983,000
Older People's Services	£1,306,000	£2,000,000	£2,000,000
Physical Disability Services	£440,000	£505,000	£455,000
County Wide	£844,000	N/A	N/A
Mental Health	£400,000	N/A	N/A
Total	£7,419,000	£4,852,000	£4,438,000

Peterborough

In Peterborough, we do not currently have specific savings targets against areas of Adult Social Care. However, the table on the right shows the projected budget pressures across different areas of Adult Social care.

In addition to these pressures, Peterborough City Council currently has a budget gap of:

£10 million for 2019/2020 increasing to £20 million in 2021/2022

Adult Social Care being a large budget area can expect to make a significant contribution to narrow this gap.

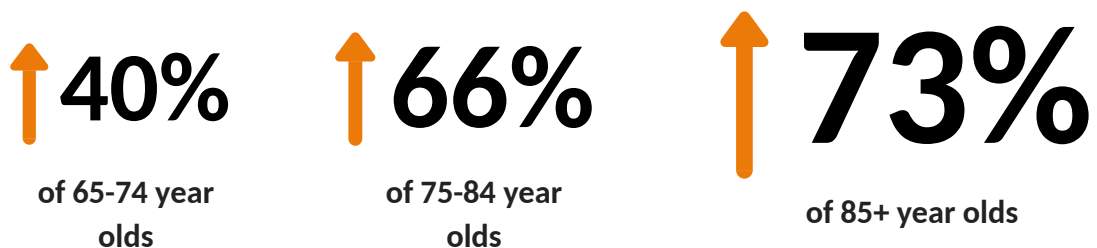
Budget Pressures	2018-19	2019-20	2020-21
Older People/ Physical Disabilities/ Sensory Services	£1,434,151	£1,724,127	£2,878,428
Learning Disabilities Services	£1,151,639	£1,025,702	£1,074,679
Cross Functions	£110,000	£35,000	£35,000
Total	£2,695,790	£2,784,829	£3,988,107

System Pressures

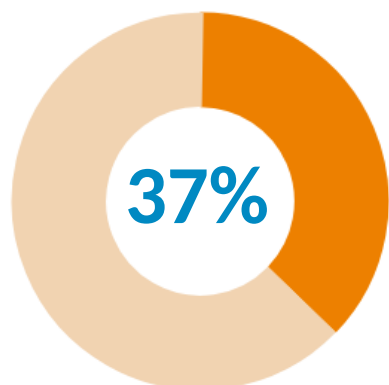
Ageing Population

Our population of older people is increasing at a much higher rate than that of the general population. These increases will mean a much higher demand on our services for older people.

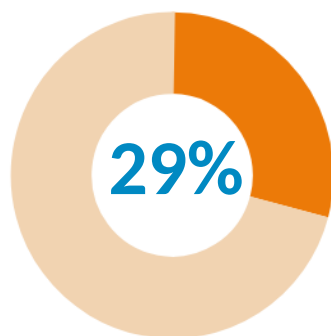
By 2026 the population is projected to increase by ¹



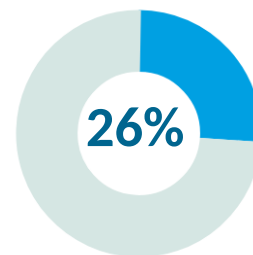
By 2025 people aged 65+ are projected to have an increase in these conditions ²



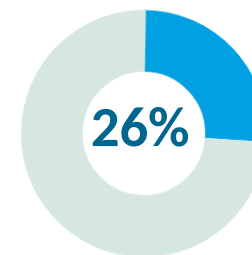
Falls



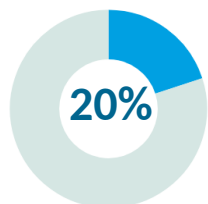
Dementia



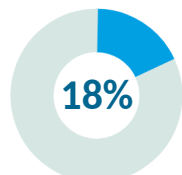
Limiting long-term illness



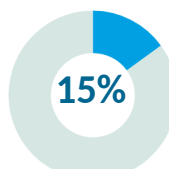
Sensory Impairment



Autistic Spectrum Disorder



Unpaid Carers



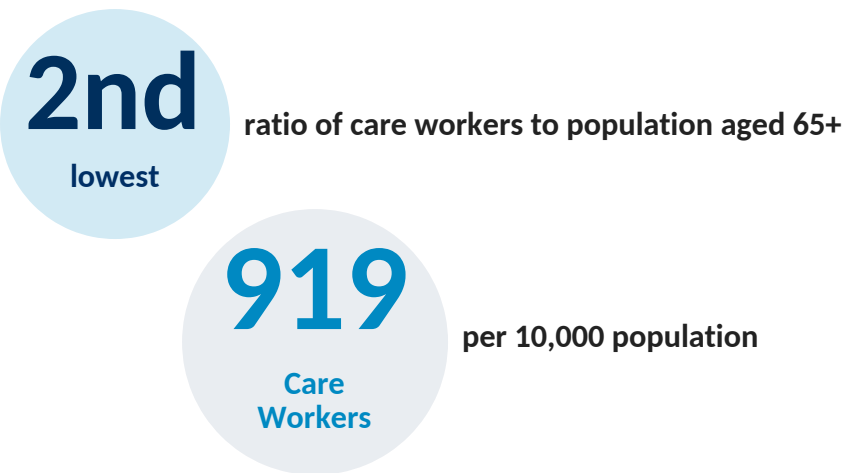
Learning Disabilities

1. Cambridge Research Group
2. POPPI <http://www.poppi.org.uk/>

Workforce Recruitment and Retention

In Cambridgeshire (less so in Peterborough) we are experiencing difficulties in recruiting and retaining care workers.

Across the East of England, Cambridgeshire has the:



We will work in partnership with the Cambridgeshire and Peterborough Combined Authority to develop a joint policy to increase our County's social care workforce. These plans will be highlighted in the Combined Authority Skills Strategy.

Please follow this link to access resources that could support you to recruit and retain staff:

<https://www.skillsforcare.org.uk/Recruitment-retention/Recruitment-and-retention.aspx>

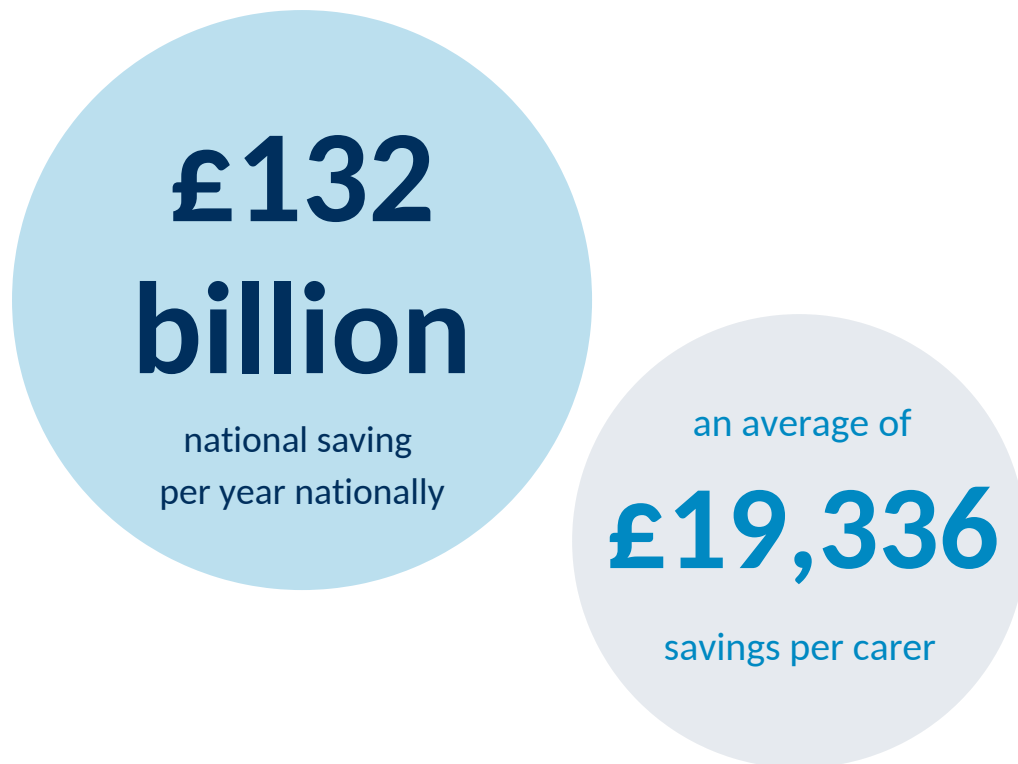
What does this mean to you?

- We need you to work with us and key partners to produce a countywide Workforce Strategy that identifies the key issues and our plans to tackle these collaboratively. Through this we need to understand how both Councils can support you to increase local supply
- We need your support and ideas to increase the availability of Personal Assistants for those that wish to take a direct payment
- Development of Individual Service Funds (ISF) for people in residential care settings in order to give people greater ability to shape the care that they receive and we will expect providers to work with us to deliver this

Support for Carers

Carers provide a critical function in supporting people to remain in the community for longer and avoid institutional care.

Savings for Social Care and Health Services ³



3. ONS population estimates 2015, Skills for Care workforce data

What does this mean to you?

- We will be working with our health partners to review both provision of statutory assessments and preventative support services. Through this we will aim to invest further in prevention in order to improve our offer to carers and address any gaps or areas of unmet need. This will include ensuring good quality respite provision is available to carers:
 - Transition planning for young carers
 - Working with Carers Champions
 - Use technology to support the caring role
- The input of local providers will be invaluable to informing our approach here and we will be tendering a new commissioning approach in late 2018/19.
- We will further facilitate 'Carer Forums' to improve information sharing and promote 'Carers Champions' throughout health and social care services and within local businesses and employers.

Self-funders

Self-funders are those people who pay for their own care. The Care Act 2014 stipulates that once an adult's funds have dropped below the national threshold (£23,250), their care costs must be met by the Council.

The comparably high cost of care home beds means that the income/capital levels of self-funders reduce quickly and the burden of costs fall quickly to the Local Authority (threshold funding) to meet. The Local Authority cannot continue to pay for care at the same level as self-funders.

We are currently developing a Self-funder Strategy, which will guide how we enable self-funders to access preventative provision which maximises their independence wherever possible but also supports them to navigate the market and make informed choices where long term care requirements are identified.

What does this mean to you?

- During 2018/19 we will need providers to work with us to develop our Self-funder Strategy and action plan.
- We expect providers to work in collaboration with us to ensure we can meet the needs of self-funders prior to them meeting capital threshold.



Hospital Discharge

Hospital admissions have increased between 2016/17 and 2017/18 by 4.4% for the over 80 year old age group.

This has had an impact on the demand of social care and community services post discharge, as well as on the overall Delayed Transfers Of Care (DTOC).

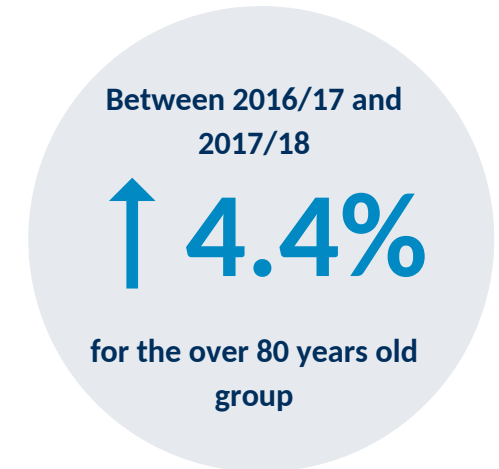
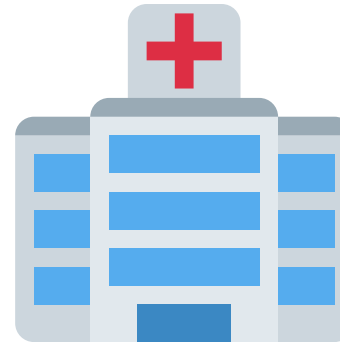
We are working in partnership with the NHS, at a strategic level through the Sustainability and Transformation Partnership (STP) and through our Joint Better Care Fund Plans, resulting in significant investment to address current challenges. We will continue to invest in admissions avoidance schemes and discharge support to address local discharge pressures and enable individuals to access appropriate preventative measures at an earlier stage.

In 2018/19, we will develop effective step-down services and accommodation for the reablement of people being discharged from a hospital settings back into the community.

By summer 2018 we will have developed a local, joined-up approach to housing adaptations to support maintenance of independence and contribute to health and social care benefits.

We will be expanding upon our current integrated commissioning opportunities using the STP and BCF with health to deliver joined up service provision, improve personalised care for individuals and maximise opportunities for joint working.

Hospital Admissions



What does this mean to you?

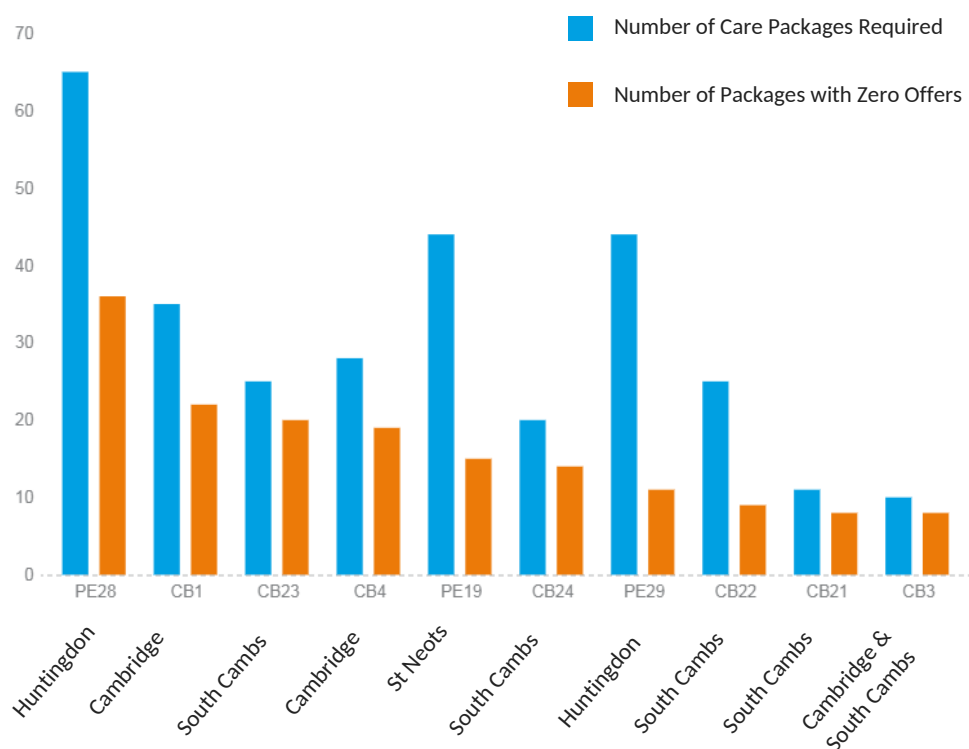
- Providers need to work with us to develop and enhance key relationships with primary care and acute hospitals to improve the experience of admission and discharge for clients, including engaging with the enhanced health in care home framework
- Providers are expected to provide high quality and appropriate care to clients to prevent avoidable hospital admissions and unnecessary delays in hospital discharges
- Providers need to embrace 'trusted assessor' models to support streamlined and efficient discharges for clients leaving hospital
- We want providers to provide feedback on how we can continue to enhance and improve services in this area

Home Care

Providing quality support and care to enable people to remain at home is our **single biggest challenge across Cambridgeshire and Peterborough**. The market is currently not delivering enough support to meet the demand. We therefore need to work with providers to increase this capacity.

Across Cambridgeshire, there is significant gap in provision in rural areas. In addition, capacity is not meeting demand in Cambridge City due to difficulties in recruiting and retaining carers partly as a result of the high cost of living.

The graph below shows the top 10 areas where we find it difficult to source home care:



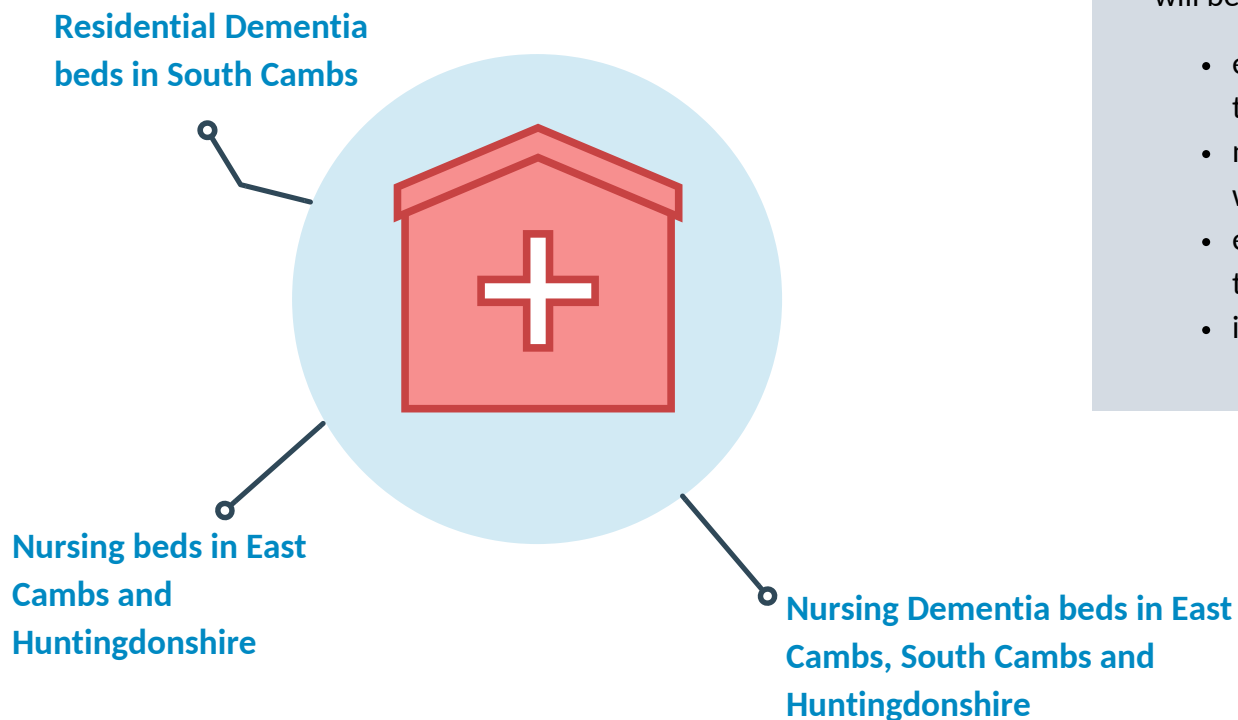
What does this mean to you?

- In Cambridgeshire, we have launched an open framework using a Dynamic Purchasing system (DPS) to commission home care packages across all customer groups, ages and areas. This gives providers the opportunity to diversify services. The framework opens every 3 months for new providers
- Providers are expected to explore the use of Technology Enabled Care where this can better meet the needs of clients
- We want to hear your ideas for how we can deliver homecare differently to meet demand. We will support the use of micro-enterprises to deliver homecare through the Dynamic Purchasing System

Residential Care for Older People

In Cambridgeshire the cost of living as well as the high cost of land means there are currently a comparably low number of care homes able to manage the residential, nursing and dementia needs of service users in Cambridgeshire. This is impacting on the level of choice available to individuals and the financial cost of placements to the Council. This is not currently a pressure in Peterborough.

At present, across Cambridgeshire, we have some specific areas where there is a significant gap in provision:



What does this mean to you?

- Cambridgeshire County Council is undertaking a competitive dialogue process to secure a strategic partner to build and run a number of care homes on council owned land. This process will be completed by March 2020 and will seek to address key areas of shortfall.
- In 2018/19 we are reviewing all contracted care home provision to ensure we can meet demand. In 2019/20 we will be expecting providers to;
 - explore flexible utilisation of both short and long term bed provision
 - move towards 7 days admissions to care homes, with a focus on discharge from hospital
 - engage in the use of TEC where this will support the outcomes of residents
 - increase links with local communities

Preparing for Adulthood

In Children's Services, our Special Educational Needs and Disabilities and Young Adults teams support those with a learning disability and/or autism as they approach adulthood to explore the outcomes they would like to achieve to make the most of becoming an adult.

We need to ensure that we have the right services and support in place to help young people achieve their desired outcomes.

What does this mean to you?

- As young people with learning disabilities and/or autism approach adulthood, we need providers to support to us to ensure that the right resources are in place to support young people to achieve their desired outcomes.



Direction of Travel

In order to meet the significant challenges we face across the health and care system, we all need to work creatively to support people to remain independent in their communities for as long as possible and meet increasing demand.

Increasing Choice and Control

We believe that our clients should experience choice and control in the support they receive. One way in which adults can experience this is by taking a Direct Payment or an Individual Service Fund (ISF).

However, we recognise that we need to improve take up of direct payments. **In Peterborough, as of April 2018, 26% of service users accessing long-term support in the community received a direct payment. This is less than the 27% across the Eastern Region. As of March 2018, in Cambridgeshire, 23% of service-users received a direct payment.**

Preloaded payment cards are beginning to be rolled out from the Autumn of 2018 in Cambridgeshire and have already been implemented in Peterborough. These cards will remove the need for a separate bank account for clients and the submission of statements and receipts.

We also believe that services achieve better outcomes when they are designed and delivered in collaboration with service users. We will therefore strive to further involve service users in key aspects of commissioning activity and shaping future strategic commissioning options.

Of those who are receiving long term support the following percentages receive a direct payment:



What does this mean to you?

- Preloaded payment cards are beginning to be rolled out from the Autumn of 2018 in Cambridgeshire and have already been implemented in Peterborough. These cards will remove the need for a separate bank account for clients and the submission of statements and receipts
- As a result, providers need to think about how they can market services to individuals rather than the council
- We require providers to work with us to explore the use of an online platform to make it easier to market and purchase services using direct payments
- We need to hear from you about the support you require to provide your services when paid for by direct payments
- Providers will need to work with us to increase the availability of Personal Assistants that can be employed to provide support using direct payments
- Providers will be expected to have plans for how they will involve service users in making choices about the ways in which their support is delivered

Partnership Working

Over the next 5 years, Cambridgeshire County Council and Peterborough City Council will be working even more closely together and this will increase consistency in service provision and approaches towards commissioning.

In addition to this, we will continue to explore where we can further integrate our services with the Cambridgeshire and Peterborough Clinical Commissioning Group and other public service partners to improve support for adults in the community. The following are a few of the ways in which we will be integrating more closely with partners;

- The Better Care Fund
- Continuing Health Care
- Support for people with mental health issues
- Learning Disability Partnership
- Community Occupational Therapy Services
- Community Equipment Services and Technology Enabled Care Services

In addition to the partnership arrangements above, we will continue to work with our Service-user Partnership Boards across Adult Social Care to support the development of commissioning strategies. This ensures the opinions of service-users are embedded into our direction of travel.

We will also continue to work closely with our colleagues in Adults Safeguarding to ensure that any key themes across the market are addressed.

What does this mean to you?

- In 2018/19, we will launch an integrated brokerage service for residential and home care packages across CCC, PCC and the CCG which will create one point of contact for providers and referrals
- We need to understand the support you require to ensure continuous improvement and the delivery of quality services
- To ensure a proactive approach towards this, we will be developing a joint Quality Improvement service across health and social care



Building Community Capacity and Supporting Micro-Enterprises

Due to our funding and demand pressures, we need to work with providers to develop new ways of providing support. We believe that building localised capacity in communities can lead to people being supported better to lead fulfilling lives and reduce the need for ongoing social care.

We will support the development of community based, small organisations (micro-enterprises) that can offer flexible and localised care and support to residents. In order to meet demand both now and in the future, we recognise there is a need to commission, stimulate and support development of both large scale and micro enterprises to ensure a variety of choice is available to service users across service areas. The Councils will work to facilitate both larger organisations and smaller networks to deliver this approach.



What does this mean to you?

- Regardless of type of care, providers are expected to always explore options available in the community to support a client's outcomes
- In Soham and St Ives, we are currently running a pilot to change the way in which people receive support from the council and the wider community. This is called the Neighbourhood Cares pilot. Providers are expected to work collaboratively with others in the community
- We want to hear your ideas for how support can be delivered in a more localised way. We will also support the development of micro-enterprises that can offer flexible and localised care and support to residents
- Organisations can bid for funding from our Innovate and Cultivate Fund where they can demonstrate activity that builds community capacity and reduces the demand on social care services

Outcome-based Commissioning

We believe that services achieve more positive outcomes for people when they focus on the outcomes that are important to them and those around them. Outcomes-based commissioning is not payment-by-results but about exploring the outcomes that an individual would like to achieve and commissioning services to meet these outcomes.

We have been piloting this approach in homecare for older people in Huntingdonshire. In this pilot, support planning has focused on individual outcomes from the start and this has increased flexibility for providers and individuals.



What does this mean to you?

- In 2018/19 we will be investigating the benefits of commissioning and delivering services using this approach
- We need feedback from providers about how this approach could work in practice to ensure providers are supported to operate using this approach

1. Early Intervention

2. Medium-Level, Reablement

3. High-Level, Ongoing Support

1. Early Intervention and Prevention

Over the next 3 years, we intend to focus more of our resources on services that support people to remain independent and healthy for longer. This approach enables people to retain as much choice and autonomy as possible over their care and support whilst ensuring that public funds are spent economically and effectively.

We will continue to work with our partners on the Ageing Well Strategy Board, led by Cambridgeshire and Peterborough Public Health to focus on falls prevention, dementia, social isolation and multimorbidity and frailty to address how we can prevent and delay key issues brought about by ageing.

Below are some of our commissioning intentions and key priorities in providing preventative support.

Information, Advice and Guidance

We know that providing the necessary information, advice and guidance to the right person at the right time is essential for a person to successfully navigate the care and support system.

Across Cambridgeshire and Peterborough, we are reviewing the information, advice and guidance we provide and commission from external organisations to ensure that this meets the needs of adults and those that care for them. This work will include how we can work better with our public sector partners to deliver a joined up, prevention offer.

What does this mean to you?

- We expect providers to deliver appropriate information, advice and guidance when this can better meet the needs and outcomes of the people they support
- We need providers to give us feedback about how effective information, advice and guidance can be provided
- In Peterborough we have developed an online portal; Peterborough Information Network

1. Early Intervention and Prevention

Technology Enabled Care

Advances in technology have the potential to make huge improvements to vulnerable adults lives, and the lives of their carers, and can reduce the need for costly ongoing social care. Across Cambridgeshire and Peterborough, we want to take a more consistent approach towards the assessment for, and provision of, Technology Enabled Care (TEC).

We will exploit all opportunities to increase the take up of TEC across the County. We also aim to develop stronger links with key partners such as Health.

We want to work with developers, manufacturers and suppliers of TEC equipment so that we can keep abreast of new and emerging technologies in this fast moving service area so that we can exploit the best TEC options for people. We will look to academic partners to help us with evaluating the outcomes achieved through the deployment of TEC.



What does this mean to you?

- We will review and challenge existing community alarm contracts, to ensure they are delivering best value. Existing providers will need to work collaboratively to deliver better technologies that will facilitate more early intervention and prevent people needing to access traditional / statutory services
- Providers will need to demonstrate success in pilot projects, or mainstreamed services so that commissioning decisions are evidence based
- Providers will need to embrace the 'trusted assessment' approaches to the provision of TEC and will be expected to attend all relevant training on offer so that the wider workforce is more aware of the outcomes that can be achieved through the provision of TEC solutions

1. Early Intervention and Prevention

Day Opportunities

We know that being engaged in meaningful activities can make a difference to somebody's life and will help us address increasing instances of loneliness and isolation across the county.

During 2018/19, we are carrying out a review and will be developing a strategy to ensure we have a range of meaningful day opportunities for all adults that combat social isolation and deliver outcomes that matter to the individual. It is likely that the review will suggest a very different approach to providing this support, and we will work with the market on this in 2019/20

Dementia Support

It is likely that there will be a dramatic increase in the number of older people living with dementia. We recognise that supporting people prior to and following a diagnosis of dementia can help them to live more independent lives at home. We therefore want to support people as early as possible to achieve this and have identified pre and post diagnostic support for people living with dementia and their carers as one of the biggest gaps in the dementia pathway. There are also significant gaps in support for carers of people living with dementia to enable them to continue to care as the disease progresses.

What does this mean to you?

- In 2019/20, providers will be expected to work with us to design an improved day opportunities offer for adults
- Providers are expected to offer day opportunities that are tailored to an individual's wants and needs
- Providers will need to work towards a model where individuals use their direct payment to choose what they want to do

What does this mean to you?

- We have recently developed a Social Care and Health Dementia Strategy. The aim of this is to gain a better understanding of the gaps in the support available for this group and to identify ways of addressing these
- Proposals for redesign and development will be shared in the second half of 2018/19
- Future contract developments will aim to incorporate best practice linked to dementia and mental health needs

1. Early Intervention and Prevention

Employment Opportunities

We recognise that employment can make a valuable difference to an individual's wellbeing and sense of purpose. Nationally, the amount of people with a learning disability, autism and mental health condition engaged in employment is much lower than the wider adult population.

What does this mean to you?

- Where adults have the desire to enter employment, providers should encourage and support this to happen
- Providers should offer employment opportunities for adults with autism, learning and physical disabilities and those with mental health issues
- Providers should explore setting up social enterprises that support employment opportunities
- We will work with providers to ensure that the appropriate support is in place when arranging supported employment opportunities
- The Councils will work with schools, universities and academies in order to develop a workforce for the future

Autism Support Service

We aim to develop partnership working arrangements with the CCG regarding support including developing a wider range of supported housing options for those with an Autistic Spectrum Disorder.

What does this mean to you?

- We will work with the Autism Partnership Board to understand what the needs and preferences of people with Autism are
- We will be re-tendering the Autism Support Service in Cambridgeshire to be in place by June 2019. Providers are expected to work with us to explore different models for provision and potential expansion across Cambridgeshire and Peterborough
- Providers may be expected to work across Cambridgeshire and Peterborough local authority areas and work in partnership with health professionals

1. Early Intervention and Prevention

Voluntary Sector

We will work proactively with the voluntary sector to increase capacity to support the ongoing needs of people to help them stay at home for longer including maximising external funding. This will include the development of the voluntary sector offer based around the concept that is currently known as social prescribing.

Falls Prevention

Public Health, Better Care Fund and the Sustainability and Transformation Partnership (STP) jointly fund a Falls Prevention Programme that aims to reduce falls and improve the quality of life and health outcomes of older people living in Cambridgeshire and Peterborough.

We aim to implement a comprehensive, standardised and integrated community falls prevention pathway across public, private and voluntary sector organisations, working closely with the Ageing Well agenda led by Public Health.

What does this mean to you?

- Voluntary sector providers are expected to work collaboratively to source creative solutions and focus on a volunteer delivery of services both in the community and discharge from hospital

What does this mean to you?

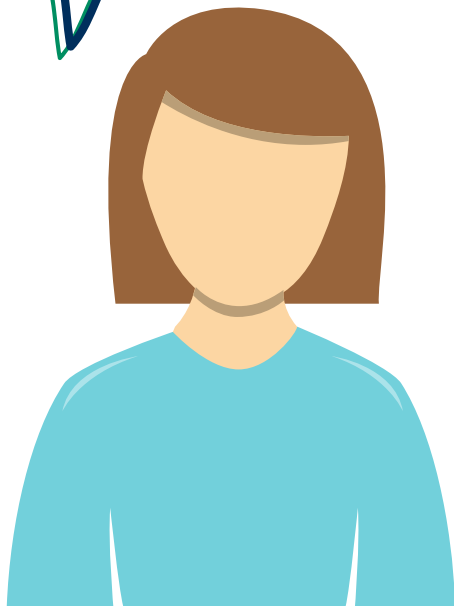
- Care Homes are one of our priority areas to embed falls prevention work. We will work with providers to scope out effective falls prevention interventions that could be used in these settings to prevent and reduce falls

1. Early Intervention and Prevention

What our Customers Say

It is important that people are listened to when we design and deliver services. It is clear from the comments below, taken from our 2017 Adult Social Care Survey, that people appreciate a feeling of independence in their lives but that they also think we could improve how we provide information to them.

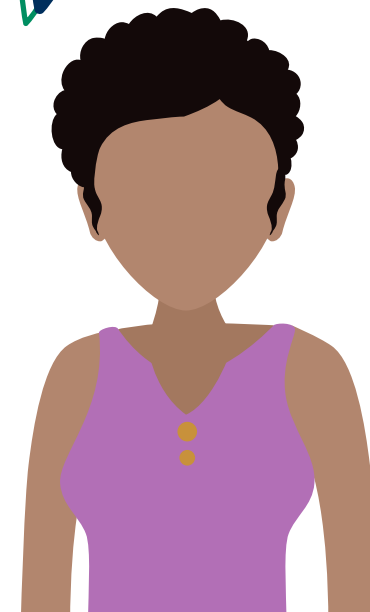
“It would be better if I was able to do more things for myself.”



“Support services are separated too much. One contact with all services at first port of call would make accessing help a lot easier.”



“Very grateful to have independence for the first time, but yet know that there is wonderful support. Confidence has increased as a result.”



2. Medium-Level, Reablement Support

It is our intention to increase medium-level, reablement type provision to support more people to remain as independent as possible for as long as possible.

Reablement

In Cambridgeshire and Peterborough, we intend to continue to expand current good quality reablement support that promotes safer and quicker hospital discharge via our in-house service and commissioned providers.

What does this mean to you?

- In Peterborough we expect providers to work with us to facilitate additional voluntary sector reablement capacity
- Providers will need to support us in meeting the increase in demand for reablement and ensure there are services available to meet demand for long-term care

Extra Care Housing

During 2018/19, alongside our district council partners, we will be carrying out a review of our current supply and the need for extra care housing across Cambridgeshire and Peterborough in order to produce a strategy for the future development of this provision. This strategy will:

- Outline our aspirations for extra care housing in Cambridgeshire and Peterborough
- Summarise evidence of local need and demand for extra care housing

- Give information on extra care schemes and services currently provided across the county
- Identify how much extra care housing is needed moving forward, and in which locations
- Clarify what we expect from service providers, and from developers and providers interested in bringing forward new extra care schemes

Based on current information available from the Housing for Older People Supply Recommendations model produced by CRESR (Centre for Regional Economic and Social Research) and Sheffield Hallam University, the only district which has an under supply of extra care housing is Huntingdonshire.

What does this mean to you?

- We want to work with providers to explore how we can increase provision in Huntingdonshire
- Providers are expected to work collaboratively with us in our review of extra care services in 2018/19
- We want to work with extra care providers to explore how we can expand their current offer to include a connected care offer for adults
- We want extra care to incorporate services for people with mental health issues and people with learning disabilities as well as older people

2. Medium-Level, Reablement Support

Mental Health Support

Across Cambridgeshire and Peterborough, we aim to support people to 'step-down' from mental health inpatient care using a joint pathway approach across health and social care. In addition we will continue to ensure that crisis response services, including the social workers who undertake Mental Health Act assessments are accessible and responsive.

Currently, we do not have a clear view of the range of housing and accommodation available for people living with mental health challenges across Cambridgeshire and Peterborough.

Supported Living

In Cambridgeshire and Peterborough, we provide supported housing services for people to maximise their independence wherever possible. Furthermore, we intend to support all adults with learning disabilities in the community rather than residential care or hospital settings.

What does this mean to you?

- In Peterborough we expect providers to work with us to facilitate additional voluntary sector reablement capacity
- Providers will need to support us in meeting the increase in demand for reablement and ensure there are services available to meet demand for long-term care

What does this mean to you?

- We expect providers to deliver supported housing that uses innovative approaches to focus on and support the individual's ability to achieve greater independence
- We expect providers to adopt a positive risk taking approach to support their clients to engage in relationships when they wish

2. Medium-Level, Reablement Support

Interim Social Care Beds

We will be reviewing our existing models of interim beds to ensure that they are delivering the right outcomes. We recognise that there is a shortfall in this provision in South Cambridgeshire.

We need to support timely hospital discharges and we will be looking to better plan for the winter pressures through flexible use of multi-function beds. We will also be exploring the ability to provide 'step up' and 'step down' opportunities that support the client.

What our Customers Say

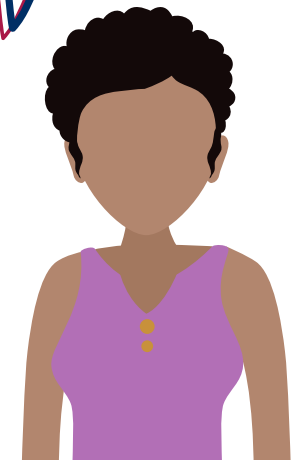
The comments below received in our 2017 Adults Social Care Survey, describe some of the aspects that make a difference to the people receiving support:

What does this mean to you?

- We want providers to suggest innovative ideas that incorporate the use of TEC, community networking and other creative solutions to support timely hospital discharge

“ [My support staff] support me and are good and helpful. [...] I learned lots of different skills from kind and friendly staff. ”

“ The ladies who come to look after me as respite in my home are really lovely and kind. ”



3. High-Level, Ongoing Support

There is currently a significant shortfall in support for people with complex, ongoing needs. This is contributing towards increased hospital admissions and crises. We therefore need to work with local providers to do something fundamentally different.

We also want people in receipt of complex levels of care and ongoing support, to receive a personalised level of care that promotes individual choice and control. Furthermore, we recognise that the carers that support these people, require support in order for them to remain in their caring role.

Residential Care for People with Learning Disabilities

There continues to be residential services for adults with learning disabilities. The preferred model of accommodation based support is supported living, however, there is a recognition that some Service Users who have more complex needs may require a residential setting.

Support to Live at Home

Please see page 13 for information about home care services.

Care Home Provision for Older People

Please see pages 14 for information about care home provision for older people.

What does this mean to you?

- Providers need to focus on supporting the service users to further develop their independence (partly through individual service funds)

3. High-Level, Ongoing Support

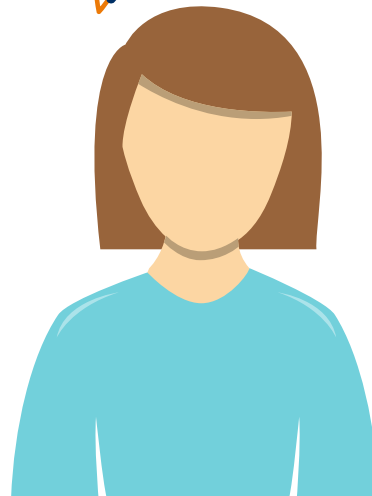
What our Customers Say

Comments received in our 2017 Adult Social Care Survey clearly highlighted the importance of continuity of care for people in receipt of domiciliary care. The importance of good communication and being treated as an individual were highlighted across all services.

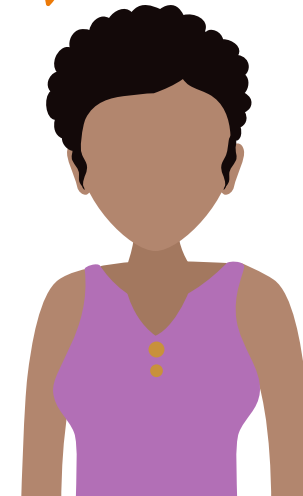
“The workers are generally great. However, there is such little continuity of workers it is very hard to build up a rapport. Communication is also poor meaning it is difficult to depend on or use the support effectively.”



“The staff at my care centre are exceptional. They look after me as an individual. They know my needs and take care of me really well. I am very happy.”



“It would be nice if they talk to me while helping me get washed and dressed or ready for bed. There is one very nice lady who always talks to me.”



Conclusion

We are facing unprecedented challenges in adult social care and we need to continue to work together to commission fundamentally different approaches that achieve positive outcomes for our citizens and meet the increasing demand.

The Key things we want to work together on in the future are:

- Increasing choice and control to empower adults and their carers
- Improving social care workforce recruitment and retention
- Supporting community resilience and micro-enterprises
- Enabling positive risk-taking to empower adults we support to have healthy relationships and fulfilling lives
- Supporting people to remain as independent as possible for as long as possible
- More integration of services across public and third sector organisations

This Market Position Statement is the beginning of a conversation and we would welcome any thoughts you have about the future of adult social care in Cambridgeshire and Peterborough.

If you would like to share any of your thoughts, please contact;

providerportal@peterborough.gov.uk or;
adultsocialcarecommissioning@peterborough.gov.uk

This MPS is a live document and will be updated annually or whenever there are key changes that you need to know about.

