

**CHILDREN AND YOUNG PEOPLE SCRUTINY
REVIEW BOARD
21st October 2019**



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Children's Integrated Services
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(Derby and Derbyshire Clinical Commissioning
Group).

ITEM 06

Update Report on the Integrated Disabled Children's Service.

Purpose

- 1.1 This report is intended to provide scrutiny panel with an update with regards to the current position and picture relating to the Integrated Disabled Children's Service (IDCS), with a focus and reemphasis on the work currently being undertaken in relation to re-modelling the residential short breaks element of the service.
- 1.2 The IDCS is a multi-disciplinary/multi-agency service who work with disabled children from 0-17 to provide services, advice and signpost to other resources. The service is jointly funded between Derby City Council (DCC) and the Derby and Derbyshire Clinical Commissioning Group (DDCCG).
- 1.3 The IDCS multi-agency service areas include: a Field Work team, a residential short breaks service, a Community and Home Support Team, Occupational Therapy staff (in Health and Social Care), a Youth Service Team and Community Short Breaks. There is a total of 74.91 FTE staff delivering services, which includes managers, DCC staff and staff commissioned to delivered services from health, i.e. nurses at the residential short breaks unit.
- 1.4 The service aim is to reduce the impact disability has on that child's life with the key principal being that mainstream community based services should be used to achieve this.
- 1.5 The criteria for the service can vary dependent upon which area of the service a child and their family need to access, which is in turn dependent upon their threshold of need. However, generally, a child has to be aged 0-17, be a resident of Derby and have a moderate to severe Learning Disability with supporting evidence of the diagnosis needing to be provided.

Recommendation

- 2.1 To ensure that the scrutiny panel are made aware of current services being delivered by the IDCS along with the current workload, pressures and developments in the service including ongoing work in regards to re-modelling the residential short breaks element of the service.
- 2.2 With regard to the Residential Short Breaks Service to assure the scrutiny panel of the importance of involving parents, stakeholders, partners and others with an interest in the re-modelling of this service and to update on progress with the 90 day consultation process currently underway in line with our statutory obligations.

Reason

- 3.1 To provide scrutiny panel with an opportunity to comment on the current delivery of services workload, pressures and developments in the IDCS including ongoing work in regards to re-modelling the residential short breaks element of the service.

Supporting information

- 4.1 As described the IDCS is a multi-agency service that includes a Field Work Team, residential short breaks, a Community and Home Support Team (CHST), an Occupational Therapy Team, Youth Service and Community Short Breaks. Derby and Derbyshire CCG hold a Section 75 agreement with the Council to provide services, with Derby City Council being the section 75 lead organisation. As part of this arrangement the CCG holds the responsibility to ensure the health needs of the children are met. Below is an overview of the current picture in relation to the constituent teams within the service.

Community Short Breaks Team.

Community Short breaks provides respite for families; helps to increase children's social network and reduce social isolation. Breaks can be from 1 hour sessions to full day trips. It is for families not receiving any other similar type of support. Children have a person centred plan with activities that meet their ability level, needs, wishes and feelings. There is also a direct payments option that allows parents to employ their own carer, pay for their own activities etc. but they have to show spends twice per year. The Criteria is for children aged 0-17 with any diagnosed disability and not receiving any other similar service. Services are commissioned by DCC and run by external organisations.

Community and Home Support Team.

The CHST delivered a range of work for families including: managing behaviour issues, self-care, continence advice and sleep problems. They offer hands on support to children and families to facilitate behavioural change and will often work with the Complex Behaviour Service to achieve this. The team works primarily within the family home but will offer advice and support to access the community. There is a home care aspect to the team, which

provides direct care in family homes to ensure support for morning and evening routines.

This service is for 5-19 year olds with a diagnosed mild - severe Learning Disability and health needs that cannot be met by a GP or School Nurse and any physical disability (with or without the aforementioned Learning Disability and GP criteria). This is part the Early Help offer for children with higher level disabilities in Derby. The team is inspected by CQC and is currently rated 'Good'.

Fieldwork team.

The Fieldwork Team consists of Social Workers and Child Practitioners who complete assessments, planning, safeguarding work and statutory requirements for Looked after Children. The team links in with the Preparing For Adulthood (PFA) agenda for older children with an assessed Learning/physical Disability. They are supported by other teams across the IDCS. The team work with children who are assessed as needing services at a threshold of Child in Need or above, which means that the child's health or development would be impaired without the provision of services to prevent this. The team also work with cases that are subject to Child Protection or Looked After Child plans.

Residential Short Breaks Service.

The residential short breaks service provide overnight breaks for disabled children based at the Lighthouse, which has 10 en-suite bedrooms, in 2 units (Sun and Star). The units are presently run by a combination of nurses (provided by a specialist care provider – Nurture Care) and residential workers (DCC staff). The service is inspected by OFSTED and currently has a 'Good' rating, with the most recent inspection having taken place in July 2019.

Criteria for the service is for children aged 0-17 year olds with a diagnosed moderate-severe Learning Disability or any other life limiting illness. The service is used where parents are providing waking care and children have a very high level of personal care needs. Children stay 1-3 nights per month on average. Sun unit is used for children with high level multi health needs and Star for children with Autistic Spectrum Disorder (ASD) and behaviour that is difficult to manage.

The residential short breaks service is presently undergoing a service review to look at future models of operational delivery that are sustainable, can promote a high quality experience for young people accessing the provision and works within the given budget envelope. Parents and carers have told us that this service is of significant importance to them and that it makes a huge difference to the quality of their family life.

Unlike most services of this nature the Light House residential short breaks service is unusual in that it meets the needs of all children and young people, including those with the most complex health needs. Until May this year care was provided by a multi-disciplinary team of Residential Child Care Workers employed by Derby City Council and nursing staff employed by an NHS health provider.

The contract with the healthcare provider ended on the 31 May 2019 after the provider gave notice. Interim arrangements were put in place. This has provided an opportunity to look at future models of operational delivery that are sustainable, can promote a high quality experience for young people accessing the provision and works within the given budget envelope. This has also provided an opportunity to align service delivery with other similar services, whereby social care staff deliver a range of appropriate health task based on national guidance.

Part of this interim work has involved up-skilling DCC staff (Residential Child Care Workers) to adopt health tasks that were once delivered by nursing staff where appropriate, with the potential for DCC staff to deliver a social care led model moving forward (dependent upon the outcome of the consultation as part of the aforementioned service review). The review also includes consulting on how the health needs are met of the cohort of children with the most complex health needs requiring more specialist health care.

The priority for the interim arrangements is to:

- provide some direct nursing care to ensure continuity of service provision and safety
- move towards a stronger social care led model, whilst ensuring that appropriate healthcare needs are safely met, such as starting to upskill social care staff in delivering some health interventions with training, competency testing and governance development
- fully recruit social care staff in line with the revised structure
- ensure the new social care infrastructure and governance is robust
- continue to listen and learn from parents, carers and staff what works well and what needs to change

Whilst continuity of service delivery has been maintained during the transition between health care providers and interim arrangements, since April 2019 the residential service has been able to safely open 3 nights per week, when qualified nurses are on duty. Families would normally use this service between 2-4 nights per month per child based on assessed need.

Current arrangements mean that families are being offered half of this allocation. This has been due to delays in recruiting to the full social care staffing establishment and subsequent delays in upskilling and competency assessing social care staff in appropriate health tasks. Attracting high quality staff has been challenging.

Social care staff that are in post are enjoying new roles and responsibilities with the right support. Supervision and feedback from trainers is positive. The development of a framework for social care staff to deliver appropriate health tasks under local authority governance is on track. As there is a robust model in place, once staff are recruited, trained and competency assessed then the number of nights offered to families can be extended.

This has been a challenging time for both families currently using the service and those on the waiting list (11 families), as their needs cannot be accommodated until staffing increases. Concerns by families have been raised with other providers creating reputational risk. The impact on families has been closely monitored through Social Workers with advice and support offered where possible. The Local Authority are currently advertising for more social care staff and will continue to prioritise recruitment until all staff are in post. There are regular meetings with parents and carers using the service jointly led by senior managers from the Local Authority and CCG.

The review is being delivered jointly between DDCCG and DCC and at present, public consultation has commenced (5.9.19), which will run for 90 days. There is a particular focus on what matters most to parents and carers and listening to their views on what is the best model of care for children with the most complex health care needs. It is hoped that learning from the interim arrangements will help to inform the future direction. After this period of time, feedback from parents/carers and the public will be analysed and used to inform next steps in regards to the longer term model.

Occupational Therapy Service.

Occupational Therapists help children to be independent in the family home, assess for aids and adaptations, make arrangements for these and access grants for larger adaptations. The criteria for this service, is that a child needs to have a diagnosed permanent and substantial Physical Disability and or a diagnosed moderate-severe Learning Disability.

There is a waiting list for Occupational Therapy (OT) services, which creates risks, as it can mean that children and their parents/carers do not have access to the correct equipment or adaptations to meet the needs created by their physical disability.

Positive action to address this has commenced by way of recruitment of a locum OT who has already worked to reduce the waiting list (by circa 30%) and we have also been able to access funding from the Disabled Facilities Grant (DFG) to recruit a Senior OT role. Interviews for this role are arranged for 23.10.19. This post will develop systems and processes to ensure we maximise the resources we have within the service to further address the waiting list that has developed over time. We are also recruiting to a Derby Homes OT role, whose primary work will be in relation to larger home adaptations for Derby Homes clients who require these adaptations.

Youth Service.

The Youth Service work with 11-15 year olds with moderate Learning Disabilities in youth groups to develop learning in informal situations. They look at independent skills and social inclusion and run an independent travel training service to ensure young people can travel to school independently from school year 10.

Families with children accessing the Lighthouse can access Personal Budgets (PB) in the form of Direct Payments (DP), which are given directly to families to allow them to purchase the care/support they need for their child. Children need to have a diagnosed moderate-severe Learning Disability or other condition i.e. life limiting illness. DCC have to provide a PB where it holds or is preparing an Education Health and Care Plan (EHCP) for a child and they (or their parent) ask for this.

The PB needs to be used to purchase services for needs that are identified in the EHCP and can be in form of a DP where a parent has the money and commissions services, a notional budget where the LA, college or school holds and commissions services, or 3rd party where an individual or organisation holds and commissions, or a combination of all three.

Current Workload.

There are currently:

115 Child In Need cases open to IDCS

5 Child Protection cases open to IDCS

28 LAC cases open to IDCS

170 cases open to OT team

522 Early Help cases open to IDCS

394 Cases open to the Community Short Breaks Team

48 young people accessing the residential short breaks service, some of whom are also allocated to Social Workers in the Fieldwork team.

Public/stakeholder engagement

- 5.1 Consultation is continuous in many parts of the service and forms part of the services ongoing performance and quality assurance reports. There is also, as mentioned an ongoing consultation and engagement with parents of children who access the residential short breaks service. This is in the form of paper and on line surveys and supporting information that has been developed jointly between DDCCG and DCC. Feedback will help to inform decisions we make moving forward on model development.

Parental feedback in regards to the service is most often very positive with them telling us that they value the service and feel listened to and helped with issues. Parents with children who access the residential short breaks tell us that they value breaks at weekends and school holidays so that they can provide focus on their other children.

Other Options

- 6.1 Several areas of the IDCS have a statutory delivery base, i.e. residential short breaks, and the work in the Field Work team. The work of the Early Help teams such as CHST and CSB ensures that families who have a lower threshold of need have access to services that can prevent escalation of need to a higher and more costly threshold. We are looking (as described in this report) on how we utilise all services at our disposal to support families.
- 6.2 We are looking to re-design the way services are delivered at the residential short breaks unit to bring about improvements in children's experience of their short break, whilst ensuring this still provides good value for money.

Financial and value for money issues

- 7.1 The IDCS is joint funded by DDCCG and DCC, with the service having both a pooled and non-pooled budget, which covers different areas of the service and includes staffing as well as other costs such as building and lease costs etc...

Legal implications

- 8.1 Given the multi-agency and multi need nature of the service, there is a variety of legislation and regulation that covers the services that are delivered by IDCS, this includes the Children Act 1989, The Chronically Sick and Disable Persons Act 1970, the Children and Families Act 2014 and Care Planning, Placement and Case Review Regulations 2010.

Other significant implications

- 9.1 NA, this is an update report and the main operational points are covered through this report.

This report has been approved by the following people:

Role	Name	Date of sign-off
Legal	NA	
Finance	NA	
Service Director(s)	Suanne Lim	
Report sponsor	Andy Smith	10.10.2019
Other(s)	NA	

Background papers:	NA
List of appendices:	NA