

# 12th November 2009 Adult Review Group Meeting

The last meeting of ARG took place on 12th November 2009. Estelle Buscombe sent a comprehensive report which has been summarised below. The full version has been posted to the SSRG website.

## Update on NIS Development and Pilot Work

Representatives from three NI pilot projects had been invited to update the group on where they are at with respect to their proposed indicators.

### 1. "Three Wishes Indicator" – Oxfordshire (Michael Varrow)

Michael gave an introduction to this indicator which asks people about the three most important things to them. They are asked at assessment, and then their feelings are re-checked at review. It helps to bring reviews back into the NIS, but in a more outcome-focussed way. It also cuts across the original boundaries. The three "things" could be:

- goals/ambitions/aspirations
- priorities for the maintenance of their current lifestyle
- issues and aspects.

A lot of work has been done on the phrasing of the question in the support plan, although it is accepted that it may need to change for different client groups.

Other LAs are involved in the pilot with Oxfordshire, e.g. Kent, East Sussex. Some are doing outcome-focussed reviews, such as Nottinghamshire, Worcestershire, and Warwickshire. There have also been expressions of interest from elsewhere, including Oldham,

Lancashire, Dorset, Sunderland and Essex.

Oxfordshire has already looked at what service users think of the question involved, getting mainly positive feedback, with service users saying that they thought it was useful. So far service users have not picked unrealistic aims that are unrelated to social care. If anything, the opposite has been true with people thinking about their services.

### Next steps:

- Need to get as many first sets recorded as possible (target – January 2010)
- Need to have discussion around the definition (target – January 2010)
- Crucial to get some second sets of three outcomes recorded wherever possible (target – after the new year)

### 2. Signposting Indicator – Cumbria (Tim Ward)

Initially, Cumbria were working on a project that involved signposting, but after speaking to Simon Medcalf, offered to see if it could become an indicator.

They began by looking at prevention, and how that is viewed both by staff and service users. It was felt that there could be additional benefits to signposting, as well as improved

outcomes for service users.

PIPP (Promoting Independence and Partnership Project) is funded by Cumbria Social Services and managed by Age Concern. Cumbria Adult Social Care Department and Cumbria PCT have, through the Health Act Flexibility Agreement, contracted to fund Age Concern around Cumbria to provide support, advice and information for people identified with low to moderate levels of need.

This meant that, at the initial contact, if the screening determines a person's needs are low to moderate, instead of them waiting for months for an assessment just to get a basic service/item of equipment, they could instead be referred to PIPP which would speed up the process for them, and could also result in better overall outcomes, as some have found out about other services available to them at the same time.

These outcomes would clearly need to be monitored, so evaluation forms are completed and analysed.

### Additional benefits

- Previously, service users could get free low-level equipment from the council, but had to pay for it if they got it from Age Concern. The council therefore gave some equipment to Age Concern to give out.

# 12th November 2009

## Adult Review Group Meeting cont.

- Staff morale was increased, along with the satisfaction levels of Age Concern staff.
- Overall, staff are now thinking more about prevention and are more outcome-focussed. In this way, it is hoped that prevention can become more mainstream.

### Issues

A number of issues were identified, for example: when should the indicator be measured, and what will be recorded and who by?

### Next Step

Meet with Simon Medcalf again, and work with ARG and IC reps to take this model forward.

### 3. West Midlands Performance Project – Tribal (Simon Adams)

This work stems from the hypothesis that re-ablement services can reduce long-term dependency, resulting in a better quality of life and a reduced need for services, thereby reducing the cost to LAs.

They have developed a proposed set of indicators with practitioners, service managers and performance managers, and have piloted them at various sites in the West Midlands. The plan is to then share their findings with the West Midlands Performance Group.

### NIS Development – The Next Steps (Nalyni Shanmugathasan & Suzy Powell, DH)

The Department of Health (DoH) are keen to support the pilot projects, and get involved in the next few meetings that will take place.

### Other Potential Indicators

- DoH are looking at the work Simon Medcalf is doing and possible indicators that could stem from that. The information will go onto the NIS development website for consultation as it becomes available.
- Maybe something from the CRILL Return
- Putting People First Survey – SSUSG ate taking this forward. Comments can be fed into members via their contact details on the IC website, <http://www.ic.nhs.uk/services/social-care/review-approval-and-development/ssusg> .
- Simon is also looking at the current NIs in terms of whether they need changing, deleting, or whether are useful as they are.
- Free personal care – The Prime Minister's announcement on who would be eligible for it by October 2010 could have big implications for LAs. Even if there is a change of government, legislation on this is already going through so it is something the DoH will need to consider. This will be discussed at the ARG in February. The DOH will look at Scottish data and give

some feedback. (There is already a separate data collection in Scotland on such service users.)

### Disaggregation (Dominic Gair, IC)

In September 2009 the Department of Health (DH) hosted an Adult Review Group workshop which focused on developing performance indicators (PIs) for health and social care partnerships. Part of this workshop focused on the subject of disaggregation. Being able to breakdown any future PI's in order to provide greater detail on how services and outcomes are impacting on different people is essential in order to gain understanding of outcomes and impacts on these groups and also to meet new policy drivers such as the dementia strategy.

It is recognised that the recording and definition of key client groups across social care are not consistent across all collections. The aim of this agenda item was to provide a current perspective of the situation relating to the NHS IC social care collections in order to provide a starting point moving forward.

Currently, not much secondary client group information is collected. Only RAP, PSS EX1 and the UES include any detail beyond primary client group data. There are also inconsistencies in titles and orders in various collections.

It is felt that we might need to review future primary and secondary groups,