



**Isle of Man
Government**

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DEPARTMENT OF HEALTH AND SOCIAL CARE

Adult Social Care Delivery Plan

1 April 2017 – 31 March 2018

Department of Health and Social Care
Rheynn Slaynt as Kiarail y Theay

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1. Introduction

Adult Social Care Services are responsible for commissioning and provision of a range of services designed to support adults to live as independently as possible in the community and where necessary to make arrangements for the provision of residential support.

As part of its commitment to engage with stakeholders Adult Social Care once again held a series of workshops and invited representatives from across its services, partners and stakeholders to help us identify our priorities for delivery over the next year. It is our view that this delivery plan can be implemented most effectively in partnership. This delivery plan incorporates all the work which went into this process and identifies our objectives, measures and timescales for the next twelve months.

The newly approved Programme for Government includes the following policy statement to support "Healthy and Safe Island":

We will

- *Continue to work towards the five year Health and Social Care Strategy*
- *Maximise efficiency of services delivered through digital and tele-health care*
- *Improve the way we communicate with the public about the way our health and care services are provided*
- *Improve governance and accountability in the way we provide health and care*

From the DHSC strategy Adult Social Care states:

We want to help those who use our services to be as independent as possible by supporting them wherever practicable in their own homes. We recognise the importance of working with other government agencies and the third sector to ensure an integrated approach to supporting people who need our services; and we know that we cannot meet our aspirations without the support of our partners.

The Social Care services within the Department have a fundamental role in delivering the Government's aim of supporting the vulnerable.

From a social care perspective, the strategy requires us to be able to provide flexible, responsive and skilled home-based support, attending to people's personal, domestic and medical needs. In addition to visits from social care staff or volunteers, we could provide aids for daily living, equipment and home alterations to help people maintain their independence and interdependence.

We are part way through an extended programme of rebalancing adult social care – with the intention of shifting resources from residential provision to a wide range of services which support independent and community living. We do not think that residential care is unnecessary or will ever be so, but better community services will help older people to stay in their own homes as long as possible, which is what most want.

To deliver these aims, adult social care services are:

- Investing in the buildings where care is delivered to ensure that they are fit for purpose;*
- Working with partners to develop services which meet the needs of local communities;*
- Delivering the Government's commitments enshrined within the Social Services Act and the Regulation of Care Act;*
- Reshaping investment to develop a broader range of services to meet individual needs as close to home as possible;*
- Developing respite and alternatives to residential care, including the "shared lives" programme, recognising the importance of these services in supporting carers and the cared for.*

In addition with regards Safeguarding the DHSC strategy identifies this as a priority, stating:

The overwhelming majority of adults will not need safeguarding. However, there is a small minority who may need us to take action to keep them safe and in their residence of choice.

2. Key areas of service delivery – what we do now

The Division commissions and provides a range of services for older people:

- 3 residential resource centres for older people - 163 beds (14 respites & 26 residential dementia care)
- 3 Specialist Dementia units – 46 beds
- 345 Older people's day care places per week and 225 EMI day care places per week
- Reablement Service – supporting people to get back to and stay at home
- Around 1000 hours of Home Care delivered weekly (including commissioned hours through flexible funding)
- Dementia Home Care service covers the East, increasing to all island

The Division has four social work teams:

- Adult Services Access Team (including Safeguarding), Older People's Hospital Team, Disabilities Team, Older People's Community Team
- The division has a lead responsibility for safeguarding adults – co-ordinating Adult Protection policies and procedures.
- Between January 2016 and December 2016 there were 2946 referrals to ASAT
- Of these, 1670 were dealt with by ASAT, the rest were referred to OP Community (557), OP Hospital (623) and Disabilities Team (111)

The Division commissions and provides a range of services for people with disabilities – both physical and learning disabilities:

- 22 small community homes – ordinary houses on ordinary streets
- 93 people in residential care within community homes

- 50 people accessing respite care
- 85 people a day are provided with day care and purposeful activity in the social firm and Day Centre
- 9 flats at Thie Quinney for people with a physical disability
- Support 25 people to live independently and support over 50 people in employment

3. Objectives and aims for 2017 -2018

Objective	Date to be achieved	What will it look like/How will we know we have achieved objective	Links to strategy	Links to Programme for Government
<p>1. Working in partnership with third sector, other government partners and our communities to find ways to deliver flexible and responsive services. Ensuring "Right Care, Right Time, Right Place"</p>	<p>April 2018 (objective to carry forward)</p>	<p>Work with other government partners to identify means in which co-production of services can be enabled.</p> <p>Review and develop our Home Care Service – new identity and</p>	<p>Second strategic goal - help people stay well in their own homes and communities, avoiding hospital or residential care whenever possible.</p>	<p>Healthy and Safe Island: We live longer, healthier lives</p>

		strategic focus		
2. Making sure our buildings are fit for purpose	March 2018	<p>Planning application has been submitted for new LD Day Centre and progress is being made toward completing the design development report for Treasury with a view to seeking Tynwald approval in July.</p> <p>Replacement of Reayrt Ny Baie – the Summer Hill View project has also had a planning application submitted but is not as advanced in terms of compliance with Treasury Capital procedures. Early indications would suggest Tynwald</p>	<p>Second strategic goal - help people stay well in their own homes and communities, avoiding hospital or residential care whenever possible.</p>	<p>Healthy and Safe Island: We live longer, healthier lives</p>

		approval will be sought in October.		
3. Support the development of a Single Point of Access and Single Assessment Process across DHSC	March 2018	Clear, identified Single Point of Access for Services identified. Single Assessment Process developed and being piloted.	Second strategic goal - help people stay well in their own homes and communities, avoiding hospital or residential care whenever possible.	Healthy and Safe Island: We live longer, healthier lives
4. Support the implementation of integrated care throughout DHSC	March 2018 – and ongoing	New model of care and support adopted	Second strategic goal - help people stay well in their own homes and communities, avoiding hospital or residential care whenever possible.	Healthy and Safe Island: We live longer, healthier lives
5. Work with internal and external stakeholders to develop a comprehensive	October 2017	Directory of Services launched and accessible to all.	First strategic goal - people to take greater responsibility	Healthy and Safe Island: We live longer, healthier lives

Directory of Services			for their own health	
6. Restructure social care services for people with Dementia or other mental illness.	December 2017	Concentration of specialist staff in one, step up/step down unit, creation of two new dementia plus residential units, similar to Langness and Sweetbriar. Extension of the Dementia Home Care Service, to cover all areas of the island.	Second strategic goal - help people stay well in their own homes and communities, avoiding hospital or residential care whenever possible.	Healthy and Safe Island: We live longer, healthier lives
7. Work to develop a shared lives scheme for adults in need of support.	July 2017	Shared Lives Scheme will be up and running. Initially for adults with a learning disability but to be widened for older people if successful.	Second strategic goal - help people stay well in their own homes and communities, avoiding hospital or residential care whenever possible.	
8. Working with service users, families and	March 2018	Pathway identifying	Second strategic goal	Healthy and Safe Island:

partners develop more effective transition planning for young adults with disabilities entering our service.		options, timescales and key people involved. Ensure quality of available information.	- help people stay well in their own homes and communities, avoiding hospital or residential care whenever possible.	We live longer, healthier lives
9. Support the independent chair of safeguarding to develop Vulnerable Adults Partnership	March 2018	Vulnerable Adults Partnership will be in place.	Fourth strategic goal - to provide safeguards for people who cannot protect themselves	Healthy and Safe Island: We live longer, healthier lives