

South Tyneside – Adult Social Care Efficiency Programme

South Tyneside's contribution to this programme had a focus on the reduction in admissions for older people to residential and nursing care. This work is presented as a case study elsewhere in the report.

The gross spend in Adult Social over the last three years has been:

2011/12	2012/13	2013/14
£77.3 million	£73.9 million	£74.4 million

This indicates a reduction in spend on adult social care of £2.9 million alongside the service meeting inflationary and demographic pressures. South Tyneside is one of the ten worst hit councils through loss of government grant over the period of the last spending review (reduction in income of 41 per cent since 2010). Adult Social Care has delivered £15 million of savings over the last three years with a further £6.9 million required for 2014/15. South Tyneside point out that despite the scale of change that they have delivered to achieve these savings, their outcome-based measures for satisfaction from customers (through the ASCOF indicators) have improved significantly over this period.

Alongside the programme that has reduced new admissions to residential care for older people by 30 per cent, South Tyneside have combined their approach to personalisation (where 96 per cent of service users have a personal budget - of which 33 per cent have a direct payment) with a philosophy of care based on outcomes led by service users and their carers. This has led to a three tier approach to social care:

- a contact centre which diverts 75 per cent of enquiries to solutions to meet people's needs in the local community (or with the voluntary sector) where every diverted person has a follow-up contact six weeks later to check on the outcome (South Tyneside has developed a screening tool for the Contact Centre which assists staff in making their assessments in a consistent and constructive way)
- a set of preventive interventions including reablement, telecare, referrals to tackle social isolation, employment opportunities and so on
- a personal budget for those who require longer term care and support.

This model has at its core a strong focus on the outcomes that are to be delivered through the care package. This has involved breaking down the former institutional services, such as the transformation of day care opportunities for adults with learning disabilities and older people. Such work has been the foundation for the savings that have been delivered. There has been strong political support for the approach.

South Tyneside will face further significant financial challenges over the coming years. They are preparing for this challenge in a number of ways. Like many councils they recognise the solution may rest in the partnership between citizens and the council. To develop this there are a number of work streams.

Relationships with the NHS are strong and there are growing plans for a stronger set of integrated joint services including joint community teams; the development of an 'Integrated Care Services Hub' which will have a strong focus on supporting people who live with dementia and their carers; and stronger links with GP surgeries.

Perhaps the most exciting aspect to come out of the joint work is a programme for self-care which has received 'Integration Pioneer' status' from the Department of Health. This programme looks to have a new vision for citizens:

“I can promote my own health and wellbeing by planning my care and support with people who work together to understand me and my carers. I am in control and services work together to achieve the outcomes that are important to me”.

(If readers want to discover more about this, it is available on the Integration Pioneer web site.)

The Better Care Fund has facilitated the dialogue around building integrated services across the Borough. For a number of reasons, mostly related to the flows of monies in the NHS, it is unlikely that monies will be released to assist the council with its financial challenges. This will not prevent closer working between the key partners.

The strategic housing strategy is also part of the longer-term vision linked to the regeneration of South Tyneside. This strategy has a very strong focus on housing for older people and seeks to ensure that costs of care can be reduced through having the right range of appropriate housing - including that for owner occupiers.

South Tyneside is examining how a new approach to locality working can build stronger community capacity. This will help to plan the services for tomorrow and to encourage active participation in the community which should directly assist people who may need care and support. For all of these approaches there is recognition that the voluntary sector can play a vital role with the council. This sector is also growing stronger to assist with the challenge.

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Extract taken from:

Adult Social Care Efficiency Programme Final Report: Annex:

<http://www.local.gov.uk/documents/10180/11779/Adult+Social+Care+Efficiency+Programme+Final+Report+-+Annex+2014/7952391e-a043-4f16-bebd-644780d1eb77>

ASCE programme website: http://www.local.gov.uk/productivity/-/journal_content/56/10180/3371097?_56_INSTANCE_0000_templateId=ARTICLE