



Purpose: For Decision

Cabinet report

Date	14 OCTOBER 2021
Title	LIVING WELL AND EARLY HELP SERVICE FOR ADULTS
Report of	CABINET MEMBER FOR ADULT SOCIAL CARE, PUBLIC HEALTH AND HOUSING NEEDS

EXECUTIVE SUMMARY

1. This report seeks authority from Cabinet to approve the continued funding for the Living Well and Early Help services for adults within our community.
2. The Living Well Service has been a part of our local health and social care system since 2018 and provides valuable community-based wellbeing and resilience support for our islands vulnerable residents.
3. Isle of Wight Council confirm ongoing funding (from council CCG budgets) for the financial year 2021 – 2022 with the intention that a full-service review was undertaken, including consultation with island residents via people who had accessed and/or delivered the service over the past three years. The Council proposal is that the review leads to the recommissioning of a refreshed community service offer providing a greater community outreach focus to ensure that the wellbeing of local people was maximised.
4. It is appreciated that there is a lack of certainty in council funding for Adult Social Care as a result of recent announcements. The risk associated with this lack of certainty will be managed through our contracting procedures as we move forward. As with all Adult Social Care contracts a six month termination clause allows for a contract to be ended if funding should cease. There are no financial penalties associated with termination in this way. There is the potential for risk in ongoing service delivery and any activity delivered under the early help provision would have to be absorbed within other statutory services.
5. The aim of the Living Well Service is to deliver a holistic community person centred well-being support, in partnership with local communities, Town and Parish Councils and the voluntary sector. The service will work towards ensuring that people are enabled to live well and independently at home and in their communities. In addition, this service is designed to support the statutory and community sector to better enable people to live well in their own home, to support people returning home from hospital, to increase community-based support in order to reduce the need for more complex Adult Social Care interventions.

6. The scope of the Living Well Service has increased over time and is now aligned to other voluntary sector initiatives including:
 - a. Care Navigators
 - b. Living Well Support Workers
 - c. Brokerage support for self-funding care
 - d. Volunteering Good Neighbours Scheme
 - e. Help Through Crisis
7. This report is provided to Cabinet to ensure that the council confirm their support for the recommissioning of this service with a greater focus on support within local communities and partnership working.
8. The Council's Cabinet is asked to consider the information provided in this report and in the appendices and is asked to agree the recommendation made.

RECOMMENDATION

9. Option One. Commence formal reshaping and tendering of the Living Well and Early Help Service for Adults with a revised service specification, which reflects the feedback provided by local people and stakeholders, as part of the recent consultation and regular reporting from the current providers. To offer a contract for a three-year initial term, with the option to review and extend for up to a further two years. The three-year contract for the recommissioning of a Living Well and Early Help service would ensure that the service is developed to meet the needs of our Islands residents for the future and to encourage our local voluntary sector partners to bid for the contract opportunity, as there will be greater certainty in terms of funding.

BACKGROUND

10. In 2017 a review of the adult social care demand data identified that over 55% of older people living on the island did not meet the financial threshold to receive council funded adult social care and as a result were required to make their own arrangements for care and support. In addition, the information reviewed identified that approximately 40% of local people who approach Adult Social Care for help were deemed not to be eligible for statutory care and support at that point. As Adult Social Care was unable to assist people, they were sign posted to other organisations for support but inevitably, this resulted in people re-presenting to Adult Social Care at a time in the future, with reducing well-being and having not being able to live well and independently in their communities and homes.
11. The Living Well Service was established to help our local communities and vulnerable Island residents to access support. The Islands demographic challenges meant that positive, proactive and person focused early help was essential in managing demand for statutory services. As one in five of the Island's population is over the age of eighty years old, and as there is higher than national average population of adults with learning disabilities on the Isle of Wight, our approach to early help and promoting wellbeing and resilience is critical.
12. The Living Well Service was co-designed with a consortium of voluntary sector partners. It was intended that the Living Well Service would:
 - a. Support a reduction in delayed transfers of care through contribution to the high impact change model

- b. Create community capacity to divert demand from Adult Social Care, particularly those that are ineligible for statutory funding (42% of enquiries)
- c. Support people to increase their ability to self-care, live well and retain their independence thereby helping to reduce/delay the need for emergency admissions and a move to residential care

By:

- d. Building individual and community resilience
- e. Ensuring demand on statutory organisations is more appropriate, increasing workforce capacity (right person, right task)
- f. Supporting Voluntary Community Social Enterprise (VCSE) organisations to be better able to play an active role in a Health and Care System response, avoiding more costly interventions except in the most complex cases
- g. Improving and enabling appropriate non-statutory safeguarding responses
- h. Making sure that carers felt more supported, reducing carer breakdown or crisis
- i. Ensuring that people funding their own care feel they have direct support
- j. Supporting people to feel less socially isolated

13. In addition, it was proposed that the Living Well Service was driving the development, regaining, and sustaining of each person's independence by making sure that:

- a. People ineligible for Adult Social Care funding receive relevant and timely support from the voluntary and community sector, to help them live well and independently, provide care closer to home and help reduce delays in transfer of care back into the community
- b. Lower re-referral rates to Adult Social Care as people are supported to develop or regain, and sustain independence (we need to understand better why people are re-referred to know we can meet this outcome)
- c. People feel more confident so that they can manage their own care
- d. Carers feel more supported, reducing carer crisis or breakdown
- e. People's mental health needs are supported as part of the holistic response from VCSE organisations thereby reducing demand on other services and sustaining independence.

14. Key to the service was ensuring that our Island residents were supported to live as independently as possible and that

- a. People, families, and carers have access to early help that focuses on choice to achieve care at home, or closer to home.
- b. People are better able to manage their own care and have access to support that will enable independent living
- c. For those unable to be completely independent, supported self-care will be achieved, with the ability to make a self-referral back if they are experiencing difficulties or crisis.

15. The importance of having a holistic service to support people not eligible for statutory services, enable us as a council to ensure that people live a good, healthy and happy life, that they are helped to 'thrive' and not simply 'survive', and that we minimise the need for intrusive or unwanted statutory service interventions.

16. Originally the Living Well Service was commissioned by the council using monies from the Improved Better Care Fund (IBCF) in 2017. The initial grant funding agreement ended in 2020 and was replaced with annual joint grant funding between the Isle of Wight Council (IWC) and the Hampshire, Southampton, and Isle of Wight Clinical Commissioning Group (CCG), as the service was expanded to include the services outlined in paragraph six of this report.
17. The service has been a success and supports people to increase their ability to self-care, live well and retain their independence.
18. The very low re-referral rate back into adult social care is a key indicator of the success of this community support service, diverting people away from the statutory services and supporting people to maximise their independence and well-being in their own homes and local communities.
19. 2021/2022 saw the end of the commissioning arrangements and provided an ideal opportunity to reflect on the current service and how this could be improved to support local people. Whilst the outcomes we are seeking to deliver are unlikely to change, the review has enabled us to ask people about how we can do better, the support that they want and how they want that support to be delivered.
20. Following the request by Islands Integrated Care Partnership, a deep dive review and engagement exercise in relation to the Living Well service and early help offer for adults on the Isle of Wight was undertaken in 2021. The results of that review have enabled consideration to be given to the recommissioning of a Living Well and Early Help service for adults and to ensure that the service is developed to meet the needs identified by our Islands residents for the future.
21. The review has indicated that any new Living Well and Early Help service for adults needs to include the following areas of support as we move forward:
 - Support that is based and bespoke to local communities – helping and supporting people with their own well-being, low level care and support needs, and to maintain positive mental health in the communities in which they live
 - Providing greater access to advice, guidance, information and support for people and their families who fund their own care
 - Building sustainable solutions, based in local communities, that support local people to ‘thrive’ in their own communities and homes.
 - Ensuring that there is easy to access and positive support for local people who experience health and social care crisis.
22. The service specification and outcome measures for the recommissioned service will be developed in collaboration with our Town and Parish Councils, and with key stakeholders to ensure the early help offer for the Isle of Wight is fit for purpose, sustainable and is able to continually meet the needs of the community. The responses already provided by island residents as part of the full consultation undertaken will also be used to share the service specification and outcomes. We will ensure that the new early help service for adults is reflective of the views that people have shared and the needs (and wants) that they have identified.

STRATEGIC CONTEXT

23. The Living Well and Early Help Service for adults is a key pillar to the Care Close to Home strategy and the under-pinning pillars of promoting, improving, and protecting wellbeing. Our council is committed to helping people to remain in their own homes where they want to and to providing them with support to do so where they have care and support needs.
24. In addition, the Living Well and Early Help service for adults needs to be considered within the context of the Isle of Wight Health and Care Plan, and emerging council Corporate Plan, to drive system transformation, financial savings and efficiencies, while being focused on local people and local delivery. It supports the development of a refresh of the Islands Health and Care Plan for 2022-2025.

CONSULTATION

25. To ensure that the future Living Well and Early Help Service for adults meets the needs of our island residents, a survey was produced in consultation with the current providers of the Living Well Service and our health partners during early July 2021. The survey ran for three weeks into early August 2021 and the survey results can be found at Appendix One to this report.
26. Wider stakeholders including the Integrated Care Partnership, have been involved in the development and scope review of Living Well and Early Help Service for adults.
27. This paper has been discussed with both the Cabinet Member for Adult Social Care, Public Health and Housing Need in addition to the Leader of the Council (both members of the Integrated Care Partnership).

FINANCIAL / BUDGET IMPLICATIONS

28. The current annual contract value is £784,980 which is jointly funded by the Hampshire, Southampton, and Isle of Wight Clinical Commissioning Group (CCG) £357,089 and the Isle of Wight Council £427,891.
29. The funding for the service comes from four schemes, the Integrated Better Care Fund (IBCF) £393,086, the mandatory minimum to Social Care £118,342, non-mandatory CCG £238,747, non-mandatory Isle of Wight Council £34,805. The only non-recurrent funding stream is the IBCF funding element which is awarded annually (the £393,086). In consultation with the council's finance team, it is believed that the IBCF funding to the Local Authority is highly unlikely to end.

EQUALITY AND DIVERSITY

30. The council as a public body is required to meet its statutory obligations under the Equality Act 2010 to have due regard to eliminate unlawful discrimination, promote equal opportunities between people from different groups and to foster good relations between people who share a protected characteristic and people who do not share it. The protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

31. The recommendations which are being proposed by the Council in this report; the re-commissioning of the Living Well and Early Help services, will not have a negative impact on equality and diversity. Stage One EIA can be found in Appendix Four

32. The Living Well and Early Help Service offer is available to all residents on the Isle of Wight.

OPTIONS

33. Option 1. Commence formal reshaping and tendering of the Living Well and Early Help Service for Adults with a revised service specification, which reflects the feedback provided by local people and stakeholders, as part of the recent consultation and regular reporting from the current providers. To offer a contract for a three-year initial term, with the option to review and extend for up to a further two years. The three-year contract for the re-commissioning of a Living Well and Early Help service would ensure that the service is developed to meet the needs of our Islands residents for the future and to encourage our local voluntary sector partners to bid for the contract opportunity, as there will be greater certainty in terms of funding.

34. Option 2. Award a further 12-month grant agreement for the Living Well and Early Help Service to existing providers from 1 April 2022 – 31 March 2023 at current funding levels, to provide a further opportunity to develop a platform for continuous feedback (survey) to continue to determine, based on the view of Island residents, how the service needs to develop as we move forward.

35. Option 3. No formal decision to agree option one or option two and the Living Well and Early Help service for adults is terminated from 1 April 2022.

RISK MANAGEMENT

36. Option 1 ensures stability within the Voluntary, Community, Social Enterprises (VCSE) sector, to provide capacity within the community that builds on the current service design.

The funding element provided by the IBCF is awarded on an annual basis to the Local Authority, should the funding from the IBCF be stopped (at a total value of £393,086) the Local Authority and the CCG would have to consider either ending or reducing support offered based on any additional finance which could be made available.

37. Option 2 allows for the Isle of Wight Council and the CCG to seek to gain better information and knowledge on the needs, hopes and desires of our islands community, however, it does not provide the sustained support within the VCSE sector at a time of rising health and care need.

- It also enables the specification to be reviewed and refined in collaboration with service users and the public
- It provides the opportunity for the measurement of more meaningful outcomes ensuring the service is able to evolve and meet the needs of the community.

38. Option 3 provides the greatest risk as the service provision would end, increasing the reliance on statutory services and increasing the pressures on the island's community in both health and social care.

EVALUATION

39. The Living Well Service was independently evaluated in 2019 by the Institute of Public Care (IPC),

Professor Bolton's evaluation report is provided as Appendix B to this report. The overall findings from the report were significant, and concluded the following:

"The Living Well services help a wide range of people on the Isle of Wight. The work and case studies shared (including customers themselves) were of a very high standard. These services are taking significant pressures off the statutory services and supporting collaborative work in the voluntary sector"

"the work that is taking place helping older people, carers and those with learning difficulties is of a high standard and should be sustained for the longer term if the council and its partners can find the resources"

40. The benefits of having a sustainable Living Well and Early Help offer gives the islands community greater resilience to support statutory services in effectively using the resources which are currently available to meet our island resident's needs.

41. The disbenefit of not progressing forward with a sustainable service would mean greater pressure on statutory services with an increased demand and reliance on statutory services to meet the needs of individuals within our community. It would also reduce the resilience of individuals within our community, leading to a greater demand on the already pressured health and social care system following the global pandemic.

APPENDICES ATTACHED

Appendix 1 – Results from Living Well and Early Help Survey.

Appendix 2 – Institute of Public Care evaluation of Living Well Service.

Appendix 3 – Presentation for ICP.

Appendix 4 – Equality Impact Assessment.

Contact Point: Alaster Sims, Commissioning Officer, Strategic Commissioning and partnerships, Adult Social Care. ☎ 821000 ext. 6934 e-mail Alaster.sims@iow.gov.uk

Laura Gaudion
Interim Director of Adult Social
Care and Housing Needs

(Councillor) Karl Love
Cabinet Member for Adult Social Care, Public
Health and Housing Needs