

ADULT SOCIAL CARE AND HEALTH

Community Services OPERATIONAL GUIDELINES

Issue Date:	1 st August 2020
Review Date:	10 May 2022
Owner:	Barbara Rickman – Assistant Director In -House Provision. Adult Social Care and Health

Community Services: OPERATIONAL GUIDELINES

CONTENTS

		Page
1	Philosophy of Adult Community Services	1
2	Safeguarding Adults	1
3	Referral Process	2
4	Reviews	3
5	Fees and Charging	4
6	Activity and Performance	5
7	Quality Assurance and Monitoring	6
8	Appendix 1 – centralised mailbox information	7

1. Philosophy of Adult Community Services

Kent and its 'Making a Difference Everyday' (MADE) Programme 2020 focuses on redesigning the way we provide services to ensure that it meets the needs of the people who use our services in Kent and is fit for now and into the future providing a mixture of digital, community outreach and building based opportunities. Support will be focused on delivery to the right person, in the right place at the right time to ensure better outcomes for all with equal opportunities for employment, education, training and leisure.

The service has a duty to promote equality of opportunity and will eliminate any discrimination towards individuals they support or staff who work within the service.

The Kent Strategy, making 'Valuing People Now' happen, is based on the following five keys to enhancing independence:

- **Citizenship:** Being treated as an equal citizen in society and supported to enact your rights and fulfil your responsibilities.
- **What you do:** Having a fulfilling life of your own, including opportunities to work, study, enjoy leisure and social activities and to have relationships and friendships.
- **Where you live:** Real choice over where you live and with whom.
- **Health:** Mainstream health services providing you with appropriate, effective and accessible health care.
- **Partnerships:** promote partnerships working to encourage innovation and improve efficiency.

2. Safeguarding Adults

Adult Community Services will ensure they adhere to the multi-Agency Adult Protection Policy, Protocols and Guidance for Kent and Medway.

All staff working in the Services will have a current DBS in place. KCC will meet the cost for those who volunteer within the services.

All agency or external staff accessing or supporting individuals within the service will need to provide evidence of a current DBS. This includes Personal Assistants if they are supporting a person within the community service.

It will be the responsibility of the Provision Manager to complete any risk assessments for any positive DBS checks returned and share with Head of Service for sign off before commencing any support within the community service.

All staff will be able to evidence they have completed appropriate training to meet the needs and requirements of the individual/s they are supporting.

3. Referral Process

All referrals to the community service will be made via the relevant Locality Team

Referrals from out of County or health professionals must be with the agreement of Locality Service or Team Manager.

Inspiring Lives has developed a process and tool which the service will use when contacted regarding a new referral. This will ensure there is a consistent approach across all Inspiring Lives Community Services and reduce duplication for Teams.

All new Referrals should be directed via the **Central Locality Mailbox** for the Community Service. (***Appendix 1 attached – locality mailbox details***)

The service will complete an Initial Assessment Checklist using key information received from the Social Work Team. If the service is unable to offer a placement, they will communicate back to the individual who made referral with the reason. The identified barriers should be shared and if appropriate any possible solutions highlighted.

If the service is able to move forward Taster sessions will be planned and communicated back to the Social Work Team. At this point further information will be requested from the relevant locality team including

- ❖ Relevant Risk Assessments
- ❖ Current care and support plan

If it is identified that the individual may need additional support to enable them to access the taster sessions, then a discussion will take place as to who provides this additional support. The focus will be clearly on In-house services providing any additional support in the future, so this needs to be taken in to account. It will depend on each individual and the tasters that they are accessing as to whether the service is able to provide the additional support for the tasters or if the Case Officer/Social Worker will be required to fund and source the temporary support. **It is vital, however that any agency support is time-limited to the taster sessions (where possible) and does not continue in to the placement long term.**

Following taster sessions, if service is deemed suitable and able to meet the individuals needs and outcomes a placement plan will be completed. The service will ensure there are discussions with Case Officer/Social Worker which will include:

- ❖ What Outcomes are expected to be achieved during placement?
- ❖ How long will the placement be for?
- ❖ At what stage/period of time will the placement be reviewed?
- ❖ If additional support is required – how this is planned & agreed?
- ❖ The start date of the placement?

Community Services: OPERATIONAL GUIDELINES

Everyone accessing Adult Community Services will have a bespoke individual outcome focused support plan. Each individual will have their own “About Me” document.

The Service will complete a dependency score for each individual. This will highlight support required for each activity ensuring outcomes are achievable.

4. Reviews

Support plans and programmes of activities will be reviewed internally by the Community Service six monthly or sooner if required. The review will involve the person and also the carer where feasible. Plans will be updated to reflect any changing needs and will ensure objectives for health; personal and social care are being met. Progress towards individual outcomes will be reviewed and amended as required.

Community Services will also engage in annual reviews with the Social work teams and will receive and complete the pre-review information form from the relevant Locality Team prior to annual review. This will be completed and returned within the agreed timescales to assist the Social Care Practitioner to prepare for annual review. Where possible a representative from community service should attend annual reviews, if this is not possible Social Care Practitioner should feedback outcomes from the review with updated Care and Support Plan.

For those supported by Young Person Team an invite to annual review would be expected along with updated Pathway and Support plan with agreed outcomes.

Any amendments to support and/or activities will be agreed by:

- Person accessing the Service or their representative
- Social Care Practitioner
- Representative from Community Service.

5. Fees and Charging

Kent County Council charges for the provision of home care and most other non-residential services.

It is expected that the Social Work Team or Financial Assessment Officer will have provided a copy of the “Charging for care in your own home and support in the community” booklet (Blue Book), however if requested these will be made available.

Within Community Services there are currently three rates for charging which will reflect the support the individual requires:

- ❖ Those assessed with a dependency rating between 1-4 = **Standard**

Community Services: OPERATIONAL GUIDELINES

- ❖ Those assessed with a dependency rating level 5. (An individual who will require supervision at all times and may require 2:1 for elements of personal care throughout the day) = **Enhanced**
- ❖ Those who require 1:1 at all times during the day for their safety and/or safety of others = **Specialist**

Charges from April 2022:

Level of support required	Per half day	Per day
Standard	£21.26	£42.54
Enhanced	£47.89	£95.78
Specialist	£71.84	£143.67

These rates are subject to change and may be altered to reflect Kent County Council charging rates as required

Activities

It remains the responsibility of the individual; to fund their own admission/activity cost. The cost of participation will be discussed and agreed as part of the support provided.

Examples of admission fees could include:

- Swimming
- Cinema
- Bowling
- Leisure Centre /Gym access

Activities within hubs as a rule will be free. A contribution may be requested for activities such as Cooking, where the individual will purchase and eat food prepared.

Meals and Refreshments

Meals are not provided by the Community service. Local arrangements will be in place for storage and preparation of meals. Tea, Coffee and juice will be available free of charge within the hubs. Individuals will be required to fund their own refreshments when out in the community

Transport

Adult Community Services do not provide to transport to and from people's homes except in exceptional circumstances and based on availability of drivers and vehicles.

Wherever possible it is expected that people retain their independence and use their

Community Services: OPERATIONAL GUIDELINES

own means of transport.

Any issues relating to transport should be addressed by the appropriate Social Care Practitioner.

Non-Attendance

It remains the responsibility of the individual or their representative to inform the Community Service of their non-attendance and their intention to return.

The individual may be charged if the service is notified less than 24 hours prior to any absence.

Following an absence of 6 weeks, unless prior agreement has been sought with the service and Social Care Practitioner the individual will be removed from register. Should the individual wish to return after this period a new referral will be required.

6. Activity and Performance

Each service collates monthly:

- Number of new referrals
- Number of people receiving a Community Service
- Occupancy – relating to dependency allocated and staffing available
- Number of people leaving the service – with reasons why
- Number of Safeguarding alerts
- Number of Compliments and Complaints
- Staff Vacancy and sickness

Locality Liaison meetings are held to discuss activity, barriers and solutions. These meetings are in place and will:

- Provide an integral part of In-House Improvement Cycle Process.
- Provide a forum for sharing at a local level information regarding occupancy, Capacity, New Referrals, Priorities and funding.
- Provide a forum for future planning – identifying gaps in the market.
- Inform future Demand and Capacity
- Provide a forum for two-way information sharing.

Meeting membership

There is an agreement that each meeting will have a named representative from the following services:

- Adult Short Breaks

Community Services: OPERATIONAL GUIDELINES

- Adult Community Services
- Representative from relevant Locality Team

7. Quality Assurance and Monitoring

Adult Community Services has developed a Quality Assurance Framework. This Quality Assurance Framework will not replace existing KCC policies and procedures but, will enhance existing systems and develop a framework specifically targeted to our community based un-regulated services, but will also be configured to allow for internal audits and self-assessments to be undertaken in our regulated services.

Key Principles of the Framework:

The Framework will reflect an approach that is person-centered and supportive. In addition, the framework will create a culture to support high standards of care that ensure:

- Care provision is centered on the needs of people who use services
- A whole systems approach to promoting individual wellbeing and independence is established.
- Quality standards are established setting out what good care practice looks like.
- The people who use services are actively involved and regular opportunities for people and their families to give feedback are offered.
- Quality monitoring is inclusive and supportive of people accessing services, their families, carers and KCC staff.
- Visits, support and interventions are responsive to the individual needs and wishes
- The monitoring process will be based on informed action rather than scheduled inspection.
- People who access services parents and carers are actively involved through regular opportunities for feedback and information sharing
- The oversight arrangements are clearly set out.

Concerns Complaints and Compliments

Any concerns, complaints, or compliments are used to help us improve the service.

In the first instance, complaints should be made directly to the service who will aim to resolve at a local level.

Should this not be satisfactory please refer to Kent County Councils complaints policy .

The compliments and complaints team can be contacted on 03000 410410 or Customercarecomplaintsadults@kent.gov.uk

Community Services: OPERATIONAL GUIDELINES

Appendix 1

Mailbox	Services	Service Coordinator
West Kent Community Services - Provision Manager Karen Richmond		
WestKentCommunityServices@kent.gov.uk	Freeways, Edenbridge and Sevenoaks	Will Pook
	Dartford and Gravesend	Cecila Ashu
	Maidstone & Cranbrook, Tonbridge & Tunbridge Wells, and Crawford Centre.	Sam Baker
East Kent Community Services - Provision Manager Amy Roberts		
EastKentCommunityServices@kent.gov.uk	Ashford and Shepway	Ryan Sylvester
	Canterbury, Faversham and Swalecliffe	Phil Gray
	Walmer and Thanet	Karen Rendle