

# ADULT SOCIAL CARE AND HEALTH

## Community Services OPERATIONAL GUIDELINES

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## Community Services: OPERATIONAL GUIDELINES

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## 1. Philosophy of Adult Community Services

Kent and its 'Making a Difference Everyday' (MADE) Programme focuses on redesigning the way we provide services to ensure that it meets the needs of the people who use our services in Kent. It 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 provide 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 the Assistant Director 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.

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### 3. Referral Process

All referrals to the community service will be made via the relevant Locality Community Team and should be directed via the **Central Locality Mailbox** for the Community Service. (**Appendix 1 attached – locality mailbox details**). Referrals from out of County or health professionals must be with the agreement of the relevant Community Team Manager

Adult Community Services have 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 Enablement and Support Community Services and reduce duplication for Teams.

The service will complete an Initial Assessment Checklist using key information received from the Practitioner. If the service is unable to offer a placement, they will communicate back to the individual who made the 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 referring Practitioner. At this point further information will be requested including

- ❖ Relevant Risk Assessments
- ❖ Current Care and Support Plan
- ❖ If the placement requested is to assist in meeting the assessed needs of a carer

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 Community Services providing any additional support in the future, so this needs to be taken into account. It will depend on each individual and the tasters that they are accessing as to whether the service is able to provide additional support for the tasters or if the Practitioner 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 into the placement long term.

Following taster sessions, if the service is deemed suitable and able to meet the individual's needs and outcomes a Placement Plan will be completed. The service will ensure there are discussions with the Practitioner 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

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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 Community Teams and will receive and complete the pre-review information form from the relevant Team prior to annual review. This will be completed and returned within the agreed timescales to assist the Practitioner to prepare for the Annual Review. Where possible a representative from Community Service should attend Annual Reviews, if this is not possible the Practitioner should feedback outcomes from the review with the updated Care and Support Plan.

For those supported by the Young Persons Team an invitation to an Annual Review would be expected along with an 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
- Registered 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 Community Team Practitioner 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:

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- ❖ Those assessed with a dependency rating between 1-4 = **Standard**
- ❖ 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 2023:

A standard rate applies to in-house day care charges. People who have savings under £23,250 will be assessed to see if they are able to contribute to the cost of their day care

Level of support required	Per half day	Per day
<b>Standard</b>	<b>£22.70</b>	<b>£45.42</b>
<b>Enhanced</b>	<b>£51.13</b>	<b>£102.25</b>
<b>Specialist</b>	<b>£76.70</b>	<b>£153.38</b>

**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.

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### **Transport**

Adult Community Services do not provide 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 own means of transport.

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

## **6. Activity and Performance**

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

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

Regular meetings with Practitioners are held to discuss activity, barriers and solutions. These meetings will:

- Provide an integral part of Enablement and Support Services 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.

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### **Meeting membership**

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

- Adult Short Breaks
- Adult Community Services
- Representative from the Registered Community Team

## **7. Quality Assurance**

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.



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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](mailto:Customercarecomplaintsadults@kent.gov.uk)

## Community Services: OPERATIONAL GUIDELINES

### Appendix 1

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