

This paper is from



Anu Singh, Corporate Director for Adult Social Care and Health



It is for:

Graham Gibbens, Cabinet Member for Adult Social Care

This decision has the number 17/00112



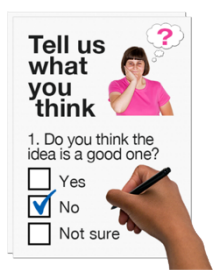
It is about:

What the findings are of the **Future of the Independent Living Service** Consultation.

Classification:
Unrestricted

Electoral Division:
All Divisions

1. What has happened



There was a 6 week consultation from 20 September until 2 November 2017.

We asked people what they thought about the proposed changes to the future of the Independent Living Service (ILS).

We also asked how best we could support people through the changes.

We told people why we felt it was right to propose the changes to the future of the Independent Living Service (ILS).



Recommendations: The Cabinet Member is asked to:
a) NOTE the outcome of the 6 week Consultation and the Summary of the Recommendations; and
b) CONSIDER and **ENDORSE** or make a **RECOMMENDATION** on the proposed decision to the Cabinet Member for Adult Social Care to agree to re-provide the Independent Living Service through alternative services to meet the current assessed need for those individuals who currently access the service.

2. Introduction



The consultation told people:

- what our plans are for the future of the service
- how we will support service users through the changes
- how people could tell us what they thought.



How the consultation worked

There were documents in easy read to tell people about the changes.

These were available publicly and sent to all those affected.

There were group and individual meetings and presentations.

3. The plan for the Independent Living Service



We have looked at the services we directly provide.

We will be making some changes. These plans do not look at the amount of support people get. Just who will be providing that support.

This means ILS will no longer be a service that KCC provides. It will not stop, it will be provided by someone else.



Those people who currently use the service will be supported to find out about other ways their support can be provided.

These include:



An alternative Supporting Independence Service

There are other providers who support people with a learning disability in the same way as ILS.



A Direct Payment

Direct Payments are money paid from KCC to people so they can arrange their own support.



There are no plans to reduce staff.

Staff will stay with KCC and have had their own consultation.



When things will happen

There is no rush to change things – we will work with service users between now and March 2018 to find the right support for each individual.

Start of changes January 2018.

4. Consultation – what people told us



What Service Users told us

From the **58** questionnaires we posted out to service users we had **26** Questionnaires sent back. They told us that:

- 11 – service users **were** worried about the proposals
- 13 – service users **were not** worried about the proposals
- 2 – service users left this question blank

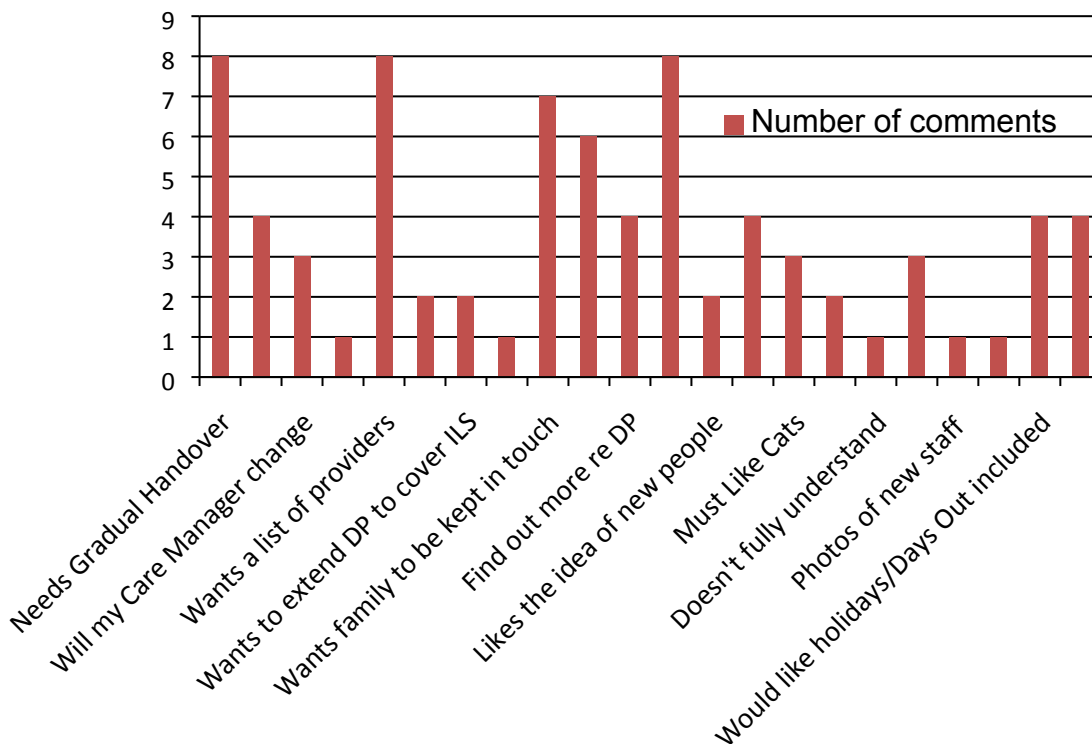
Some service users chose not to send a questionnaire back to us but wanted to wait to talk to us at their individual meeting.

We had an individual meeting with each service user and anyone they wanted to invite.

Following each meeting we made sure any actions needed were done. If extra meetings were needed these took place.

The feedback and comments that service users told us during these meetings are in the chart below.

Service User Comments (from Individual Meetings)



From the individual meetings we had with all **58** service users the main themes were:

- Changing from the staff they already know to new staff.
- Having enough time to get used to new staff.
- Once the new staff start supporting service users they want them to stay the same, so they can get used to them.



What Family Members and other people told us

From the **58** questionnaires we posted out to family members we had **10** Questionnaires sent back. They told us that:

- 7 - people **were** worried about the proposals
- 3 - people **were not** worried about the proposals.



Key Themes from the Feedback:

- Some people find it difficult to deal with change and changes to staff and Providers could cause some people disruption and unhappiness.
- The new Providers may not have the right skills to support people in the same way.



- Some people were okay with the changes as long as people got the same hours and type of support they do now.
- A long handover for people who find change difficult was requested.
- Close monitoring of the quality of the Providers will be needed.
- One person said they wondered why the changes hadn't been made already.



What staff told us

ILS staff had their own separate consultation & meetings, where feedback and questions were gathered.

As well as the meetings, staff had the opportunity to send in questionnaires. We had 2 Questionnaires sent back and staff told us that:

- 1 - person **was** worried about the proposals
- 1 - person **was not** worried about the proposals



The other key themes from the staff meetings were:

- Some staff members were worried about the quality of the other support provided by the external Supporting Independence Providers
- Some staff were worried that the new Providers might not support people to stay as independent in the same way as the ILS does.
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5. You Said – We Did

Summary of Recommendations



We have gathered feedback, ideas, comments and areas of concern during the 6 week consultation period from service users, family members, staff and others.

After listening to everything they told us we would like to go ahead with the proposed changes to the current Independent Living Service.

However we will make sure we take in to account the following key themes raised during the consultation.



We will address them in the following ways:

- The changes (transition) to the new Provider will be done slowly, at the speed that suits each individual service user. The current ILS staff will make sure this happens.
- As well as the Care Quality Commission, the KCC Commissioning Team will monitor the new Providers to make sure they are providing quality services. Feedback on how they are doing will be available after the first 6 months.



- If required Care Management can arrange a review at any time to make sure the new Provider is meeting the needs of the service user.
- If any service users require any support with their independence, Care Management can refer to the Kent Pathways Service (KPS).
- We will talk to the Care Management Teams, Commissioning Team and KPS to make sure the points stated above are actioned.

This is our recommendation to the Cabinet Member for Adult Social Care.

6. Next Steps



If the decision is made today (23 November), we will spend the next three months supporting service users through the changes to who provides their service in the future.



We will do this in the following ways:

- There will be no pressure for service users to make a quick decision about what type of provider they would want.
- We have suggested 3 months for service users to think about their new provider, ask lots of questions, etc. Some people will do this quicker and others will take longer.



- There will be opportunities for service users and families to find out more about other Providers and Direct Payments.
- The same ILS staff will be supporting the service users through the changes and make sure the new Provider knows everything they need to know, to be able to support each individual in the way they need to be supported.



We have listened carefully to what people have told us.

We understand change is very difficult for everyone especially those who use our services.

This report has been written for the Adult Social Care Cabinet Committee.

Following the Cabinet Committee Meeting on 23 November we will write to everybody in easy read to let them know the outcome of the meeting and what will happen next.

7. Recommendations



Recommendations: The Cabinet Member is asked to:

- a) **NOTE** the outcome of the 6 week Consultation and the Summary of the Recommendations; and
- b) **CONSIDER** and **ENDORSE** or make a **RECOMMENDATION** on the proposed decision to the Cabinet Member for Adult Social Care to agree to re-provide the Independent Living Service through alternative services to meet the current assessed need for those individuals who currently access the service.



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