

**From:** Penny Southern, Corporate Director of Adult Social Care and Health

**To:** Graham Gibbens, Cabinet Member for Adult Social Care and Public Health

**Decision No:** 18/00050

**Subject:** **SHARED SUPPORTED LIVING AND 24 HOUR CARE AND SUPPORT ELEMENT OF THE SUPPORTING INDEPENDENCE SERVICE**

**Classification:** Unrestricted

**Past Pathway of Paper:** Strategic Commissioning Board- 23 July 2018  
Adult Social Care and Health Directorate Management Team – 19 September 2018  
Adult Social Care Cabinet Committee – 27 September 2018

**Future Pathway of Paper:** Cabinet Member decision

**Electoral Division:** All

**Summary:** Shared supported Living (or Supported Accommodation) describes the arrangement whereby someone who already has, or who wants their own tenancy or own home, within a property where there is the possibility of support being shared by the tenants. The tenant will be supported by a “care and support” provider to help them live as independently and safely as possible. They will receive support and help with any aspects that are required to live an ordinary life as possible, such as managing money, cooking, getting a job etc. 24 Hour Care and Support describes those clients who require round the clock care and support. This report sets up the rationale behind requesting an extension of the Shared Supported Living Services and 24 Hour Care and Support under the Supporting Independence Services Contract for 11 months in order to enable the Council to fully analyse the service and develop solutions. This will further enable flexible ways of working and ensure a fair and equitable base for providers to demonstrate deliver of a quality service.

**Recommendation(s):** The Cabinet Member for Adult Social Care and Public Health is asked to:

- a) **APPROVE** the extension of the Shared Supported Living Services and 24 Hour Care and Support under the Supporting Independence Services Contract for 11 months, allowing for a phased inclusion in the Care and Support in the Home Contract; and
- b) **DELEGATE** authority to the Corporate Director of Adult Social Care and Health, or other nominated officer, to undertake the necessary actions to implement the decision.

## 1. Introduction

- 1.1 Supported Living (or Supported Accommodation) describes the arrangement whereby someone who already has, or who wants their own tenancy or own home, within a property where there is the possibility of support being shared by the tenants. The tenant will be supported by a “care and support” provider to help them live as independently and safely as possible. They will receive support and help with any aspects that are required to live an ordinary life as possible, such as managing money, cooking, getting a job etc. 24 Hour Care and Support describes those clients who require round the clock care and support.
- 1.2 This report sets up the rationale behind requesting an extension of these Services under the Supporting Independence Services Contract for 11 months in order to enable the Council to fully analyse the service and develop solutions. This will further enable flexible ways of working and ensure a fair and equitable base for providers to demonstrate delivery of a quality service

## **2. Strategic Statement and Policy Framework**

- 2.1 The Supported Living Service links with the following strategic outcomes:

Outcome 1 - Children and young people in Kent get the best start in life  
Outcome 2 - Kent communities feel the benefits of economic growth by being in work, healthy and enjoying a good quality of life  
Outcome 3 - Older and vulnerable residents are safe and supported with choices to live independently

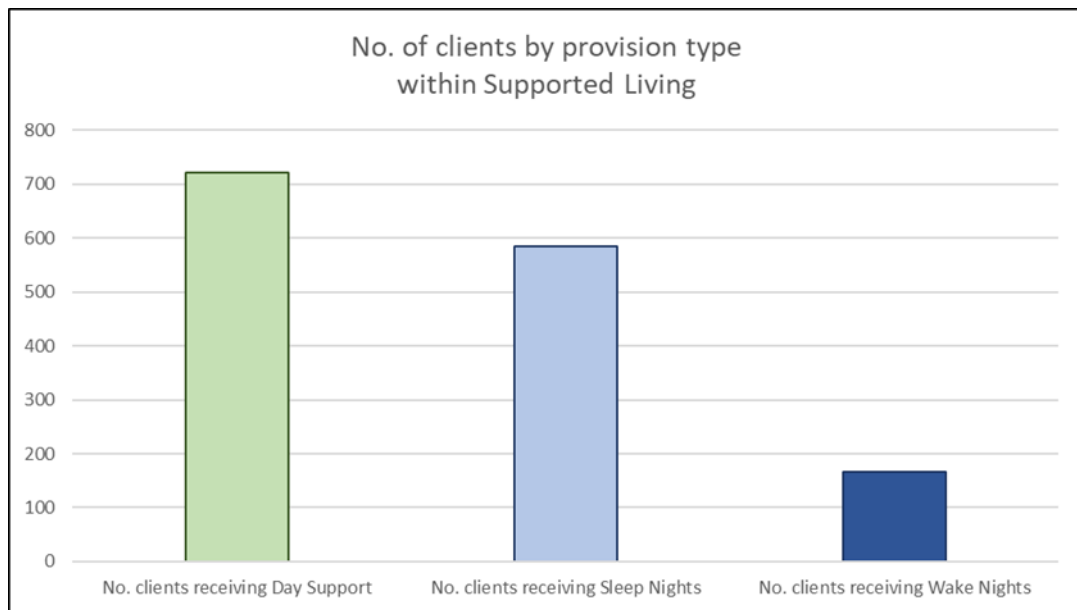
## **3. Care and Support in the Home**

- 3.1 The Care and Support in the Home Service will commence from April 2019 with additional elements potentially implementing shortly thereafter. The existing services in scope, Homecare and the community-based element of the Supporting Independence Service (SIS), deliver very similar tasks in people’s homes and there is an opportunity to achieve improved consistency and cost efficiency across the market by bringing these services together.
- 3.2 Aligning services under one contractual arrangement will enable the Council to take a consistent and equitable approach in shaping the market to focus on the personalisation and outcomes agendas, supporting the Council’s strategic outcome that ‘Older and vulnerable residents are safe and supported with choices to live independently’.
- 3.3 Both the community-based SIS and its Supporting Living element were in scope for the Analyse Phase of Care and Support in the Home Services, finalised in June 2018.
- 3.4 SIS is a countywide, outcome focused service, based on independence and social inclusion principles for people with health and social care needs in Kent, including young people and adults. The focus of the service relates to the person as an individual, enabling them to make their own informed choices wherever possible and live as independently as they are able.

- 3.5 The service is a chargeable, potentially offering 24-hour, seven day a week and provides day, sleep night or wake night support as required to meet the assessed need. The service puts individuals at the centre of their care and support process by identifying their needs, preferences, goals and aspirations. Individuals may then make choices about how and when they are supported to live their lives. This approach can give people with eligible needs more freedom, choice and control over the type of care and support that they receive.
- 3.6 The service is purchased for a single person on a one to one basis, or for two or more people on a shared service basis in Supported Living Accommodation. In either case the service will be delivered in the home of the individual or within the community, as required with the package of support based on the assessed needs of each person.

#### **4. Supported Living**

- 4.1 Supported Living (or Support Accommodation) describes the arrangement whereby someone who already has, or who wants their own tenancy or own home, within a property where there is the possible of support being shared by the tenants. The tenant will be supported by a “care and support” provider to help them live as independently and safely as possible. They will receive support and help with any aspects that are required to live an ordinary life as possible, such as managing money, cooking, getting a job etc.
- 4.2 Unlike community-based SIS and Homecare, care and support delivered in a Supported Living or Support Accommodation environment is further complicated by the implementation of Shared Support, based on assessed need and the ratio of tenants that are able to share staff support. Shared Support is based on the number of tenants that benefit from either defined shared activities in line with their Care and Support Plan or Shared Support to mitigate risk should tenants be assessed as not being safe to be left alone in a property without staff presence.
- 4.3 Due to the nature of Supported Living being a property-based service, unlike community-based services, staff often have a place of work to carry out their shift, with a reduced travel requirement over staff delivering community-based rounds of care and support within individual’s homes.
- 4.4 Supported Living accounts for approximately £38,000,000 of annual spend across 68 providers.
- 4.5 The table and graph below illustrate the number of clients within Supported Living receiving day support, sleep night or wake night support. Some clients have two to one support 24 hours per day and can be in receipt of both a sleep and wake night, so some clients are double counted within the data below:



- 4.6 The Council defines 'Day Hours' as care and support delivered between the hours of 07:00 and 22:00, a potential 15 hours per day. For those clients requiring care and support for every waking hour each day, equating to 105 'Day Hours', the resulting staff rota and associated shift patterns are very similar to those in place within Shared Supported Living services.
- 4.8 If the Council takes the decision to maintain the cohort of community-based SIS packages with 105 hours or more per week to existing SIS rates, directly linked to the approach taken with Shared Supported Living during the extension period to April 2020, a cost avoidance will be realised. This is considered proportionate as these Services do not incur the same level of overheads as the Community Support packaged which fall within the scope of Care and Support in the Home Services.
- 4.9 Although a further annual cost avoidance of may be realised if packages of 70 hours or more are maintained at the current contracted SIS rates, this is not deemed appropriate due to the way in which hours may be flexibly utilised. As such, the recommendation is to solely incorporate the 24/7 Community Support packages within the scope of this Shared Supported Living extension.

## 5. Next Steps

- 5.1 The Adult Social Care Cabinet Committee is asked to endorse the proposed decision to approve the extension of the Shared Supported Living Services under the Supporting Independence Services Contract for 11 months.
- 5.2 Whilst the contract expires on 31 May 2019, the extension would continue provision until 5 April 2020.
- 5.3 The proposed extension to these Services will enable the Council to consider Supported Living Services separately to community-based support. This is appropriate as the Services are sufficiently different that there are contrasting

market factors and price drivers which must be taken into account when recommissioning.

- 5.4 Furthermore, there is scope in the contract to deliver care and support in a more flexible way in the future, possibly involving a move to 'envelopes of care' that enable providers to flexibly deliver hours according to the needs of a person on a daily basis. The implementation of new systems throughout the contract term will be critical.
- 5.5 A phased approach will enable the Council to fully analyse and develop solutions to achieve key milestones throughout the life of the contract.
- 5.6 There is also scope to utilise the forthcoming Positive Behavioural Support (PBS) Framework Agreement to consider how best to meet the needs of the most complex clients.
- 5.7 Following approval, the Council's Strategic Commissioning Division will issue letters to all Supported Living Providers that outline the extension, its purpose and request a signed response of confirmation.

## **6. Financial Implications**

- 6.1 The current spend in relation to Supported Living Services is circa £38m. This service will be subject to an annual fee awards process, at the commencement of the 19/20 financial year.

## **7. Legal Implications**

- 7.1 The main legislative framework for the Supported Living Service is the Care Act 2014, and the principles of Mental Capacity Act 2005. These are statutory duties, and the Supported Living Service will be compliant with both pieces of legislation.

## **8 Equality Implications**

- 8.1 The intention is for the Supported Living Service to be included in the Care and Support in the Home Contract after the extension period. An existing Equality Impact Assessment (EqIA) (Attached as Appendix 1) is in place and this will be updated as the work to include new elements within the contract is undertaken.

## **9. Conclusions**

- 9.1 Supported Living (or Supported Accommodation) describes the arrangement whereby someone who already has, or who wants their own tenancy or own home, within a property where there is the possibility of support being shared by the tenants. The tenant will be supported by a "care and support" provider to help them live as independently and safely as possible. They will receive support and help with any aspects that are required to live an ordinary life as possible, such as managing money, cooking, getting a job etc.

- 9.2 This report sets up the rationale behind requesting an extension of the Shared Supported Living Services under the Supporting Independence Services Contract for 11 months in order to enable the Council to fully analyse the service and develop solutions. This will further enable flexible ways of working and ensure a fair and equitable base for providers to demonstrate delivery of a quality service.
- 9.3 The proposed extension to these Services will enable the Council to consider Supported Living Services separately to community-based support. This is appropriate as the Services are sufficiently different that there are contrasting market factors and price drivers which must be taken into account when recommissioning.

## 10. Recommendation(s)

10.1 Recommendation: The Cabinet Member for Adult Social Care and Public Health is asked to:

a) **APPROVE** the extension of the Shared Supported Living Services under the Supporting Independence Services Contract for 11 months, allowing for a phased inclusion in the Care and Support in the Home Contract; and

b) **DELEGATE** authority to the Corporate Director of Adult Social Care and Health, or other nominated officer, to undertake the necessary actions to implement the decision.

## 11. Background Documents

None

## 12. Contact details

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