
To: Renfrewshire Integration Joint Board

On: 26 January 2018

Report by: Chief Officer

Heading: Update on Capability Scotland

1. Summary

1.1 At its meeting on 24 November 2017, the Integration Joint Board (IJB) was updated on the position on the future of Capability Scotland day care services for adults with learning disabilities in Renfrewshire. This included an update on the proactive action being taken by Renfrewshire Health and Social Care Partnership (HSCP), in particular:

- The market testing exercise underway to identify any alternative providers interested in taking over the current service;
- The ongoing work with services users and their carers/families to develop individual service user plans; agree Self-Directed Support (SDS) budgets and identify alternative provision; and
- HSCP engagement with service users and their carers/families.

1.2 This paper provides a further update to Members including:

- The outcome of the recent market testing and current discussions with Capability Scotland;
- The ongoing engagement with individual service users and their carers/families to identify alternative provision, and set out how Renfrewshire HSCP is actively addressing any concerns raised; and
- The next key steps, including the planning work underway to ensure any transition to new services will be managed as smoothly as possible; acknowledging this level of change can be distressing and the importance of managing this change sensitively.

2. Recommendation

It is recommended that the IJB note:

- The proactive action being taken by Renfrewshire HSCP regarding Capability Scotland day care services set out in Section 4 of this paper;
- The outcome of the recent market testing exercise was unsuccessful in identifying a provider to take over the current service;
- Capability Scotland has until the end of January 2018 to submit an alternative day service model and Renfrewshire HSCP expect to have a definitive position on this by mid February 2018; and
- Given the tight timeline, and to mitigate any risk of service disruption, Renfrewshire HSCP continues to work with service users and carers/family members to identify alternative provision arrangements in line with their Individual Plans and SDS budgets; and
- Renfrewshire HSCP are working to support all service users to transition to new services by Wednesday 18th April 2018.

3. Background

- 3.1 Capability Scotland operates two day services in Renfrewshire for adults with a learning disability, Whitehaugh and West Lane Gardens, on behalf of the Health and Social Care Partnership (HSCP). These services are building based and remain popular with current service users.
- 3.2 In July 2017, Capability Scotland served formal notice to the HSCP Chief Officer on their intention to withdraw from their current contract on 20 October 2017, noting the current service model has accrued significant annual financial deficits and no longer is seen by Capability Scotland to be financially viable going forward. The timescale for closure was subsequently extended until 30 April 2018. This additional period would allow sufficient time to manage a smooth transition for service users.
- 3.3 At its meeting on 24 November 2017, the IJB was updated on the position on the future of Capability Scotland day care services for adults with learning disabilities in Renfrewshire. The report noted the proactive action being taken by Renfrewshire HSCP including:
- The market testing process underway to identify any alternative providers interested in taking over the current service;
 - The work ongoing with services users and their carers/families to develop Individual Service User Plans; agree SDS budgets and identify alternative provision; and
 - HSCP engagement with service users and their carers/families.

4. Current Position

- 4.1 Renfrewshire HSCP staff have been working to finalise individual service users assessments and SDS budgets over recent weeks and to ensure that service users and their carers/families have opportunities to establish a clear understanding about what alternative service options are available in Renfrewshire. This forms part of a wider programme of work which is shown as Appendix 1.
- 4.2 A summary of the key elements of the work programme is provided below:

Workstream 1: Market Testing Process for Ongoing Provision

- 4.3 A market testing exercise was undertaken and expressions of interest sought from providers to ascertain if there was any interest in taking over the current service provision at the two Capability Day Services – West Lane Gardens in Johnstone and Whitehaugh in Paisley. This process was independently led by Renfrewshire Council's Corporate Procurement team.
- 4.4 Following an information event in late October 2017, three provider organisations submitted expressions of interest. Subsequently, one of these withdrew. More detailed discussion took place with the remaining two providers; this included sharing full information regarding the service model, costs and staffing. There were also accompanied visits to each of the day service sites with the two provider organisations. On 19 December 2017, both organisations confirmed that they would not be interested in providing these two day services and withdrew their interest.

- 4.5 Capability Scotland has expressed that they still wish to present an alternative service delivery model for Renfrewshire, and have agreed to submit a proposal to Renfrewshire HSCP by the end of January 2018.
- 4.6 In light of the tight timeline, and to mitigate any risk of service disruption, Renfrewshire HSCP is continuing to work with and support service users and their carers/family members, in making plans for alternative services to be accessed when the current facilities at Whitehaugh and West Lane Gardens close, as planned, on 30 April 2018.
- 4.7 As part of this work, Renfrewshire HSCP has arranged a provider event on 30 January 2018 to enable service users and their carers/family members to develop a greater awareness of the services available within Renfrewshire. This will also enable choice in how service users apply their self-directed support budgets, to build on learning from assessments and responses to the 'what matters to me' questionnaires.

Workstream 2: The development of Service User Individual Plans and SDS budgets, and identification of alternative provision

- 4.8 Staff from Renfrewshire Learning Disability Service (RLDS) have now worked with its service users and carers / families to undertake individual assessments of their current needs. The majority of service users have also been allocated an individual budget and are being supported to consider their options consistent with SDS legislation (see table 1). As part of this process, individual service users have all been offered a referral to advocacy services and, where requested, this support has been provided.

Table 1: HSCP Service Users Plans

Original no of Service Users	Current no of Services Users	SSA Assessment Complete	SDS Budget Agreed
47**	42	42 / 42	40 / 42

- 4.9 Members will note that the number of service users accessing these Capability Scotland services has dropped from 47 to 42, and table 2 provides the reason for this reduction.

Table 2: Service Users no longer attending Capability Scotland day services**

Service User	Reason
Service User 1	Moved outwith Renfrewshire area
Service User 2	Made alternative arrangements, independent from the current HSCP process. Service users are not required to engage with the current review process.
Service User 3	
Service User 4	Personal decision to no longer attend the service
Service User 5	

Service User and Family Engagement

- 4.10 Individual meetings have taken place with all service users and relevant carers and family members. Outcome focused questionnaires have also been completed to assist service users in their consideration of alternative support when the

Capability Scotland services close. The questionnaires were titled 'What matters to you?' and were designed to help each user to develop an understanding about their own aims and aspirations.

4.11

The outcomes of the questionnaires were for each individual however a number of themes emerged from these questionnaires. These themes, detailed in the table below, together with individual assessed needs and views expressed through other engagement on what individuals have said is important to them, are being used to inform how alternative support options can meet needs and outcomes.

Table 3: Service user feedback

Feedback themes	HSCP action being taken
1. Potential to become isolated and without purpose	Renfrewshire HSCP will ensure service users, if they so wish, have access to a range of services including group programmes, one to one support and opportunities for befriending services.
2. The importance of some friendships and where possible accessing services to enable friendships to be maintained	Where at all possible, friendship groups will be taken into account when identifying alternative service arrangements
3. Desire to learn new skills	Outcome 2 within the national strategy for learning disability - 'Keys to Life' is focussed on promoting choice. The SDS budget allows individuals to make these choices and decisions with appropriate support
4. Desire to be involved in the local community	This is reflected in the core outcomes in the national strategy for learning disability - 'Keys to Life' <ul style="list-style-type: none"> • to promote independence with equal access in opportunities • active citizenship as a valued member of the community, strive for inclusion and participation in society Renfrewshire HSCP's existing services work within this strategy.
5. The importance of having a base to meet up with outdoor space	Renfrewshire HSCP's Community Network service has a base at Spinners Gate which also includes some outdoor garden space. We will continue to look to have a base outside Paisley.

5.

Next Steps

5.1.

Throughout this process, Renfrewshire HSCP has sought to ensure that we work in a supportive and positive way with service users and carers/family members. This is central to how we aim to work and in this circumstance, where a service is closing and service users are to be supported through this change, this remains at the core of our approach. It is also important in providing this update to the IJB that we again recognise the challenge that this change presents to service users and their carers/family members.

- 5.2. Going forward, Renfrewshire HSCP has a structured workplan in place (Appendix 1) and the Chief Officer has established robust governance arrangements to personally oversee this challenging position for Capability Scotland service users, including:
- Weekly update report from Head of Mental Health, Addictions and Learning Disability Services detailing the progress with each service users individual care plans;
 - Fortnightly progress report to Senior Management Team; and
 - Fortnightly update to the Chair and Vice Chair of the IJB.
- 5.3. The key priority over the coming weeks will be to:
- Ensure that all services users have agreed Individual Plans, SDS budgets and alternative service provision options are being considered, and work continues to have these agreed;
 - Establish a definitive position on the Capability Scotland's proposed new service model by mid February 2018;
 - Progress plans to extend the HSCP Community Networks Service as required; and
 - Work with local providers to raise awareness of the key areas Capability Scotland service users highlighted as important to them, and to promote choice and flexibility within Self-Directed Support.
- 5.4. Over the next 6 weeks Renfrewshire HSCP will work with service users, their carers/families and Capability Scotland to develop an Individual Plan to ensure the transition for service users moving to new services is as smooth as possible. It is proposed that for each service user this would include:
- An initial visit to the new service with their carers/families and a familiar member of staff. If possible these will be arranged as joint visits with any friendship group collectively looking to move to the same service;
 - Ensuring the new service provider has detailed background information and that there is a formal handover meeting with Capability Scotland to discuss the level of care required, availability of days to attend to suit friendship groups;
 - Supported test visit(s);
 - Independent test visit(s);
 - Subject to the service user and their carers being happy with the new service – agreement of a transition date;
 - Additional support to be made available to service users for a 'bedding in' period and to ensure that any issues arising are escalated to Renfrewshire HSCP senior management for review; and
 - Support to service users and carers/family members to continue beyond the closure date of April 30th 2018 as required on an individual basis. All support plans will be reviewed, initially after 6 months and then at least on an annual basis.
- 5.5. Renfrewshire HSCP are working to support all service users to transition, or be in the process of transitioning, to new services by Wednesday 18 April 2018.

Implications of the Report

- 1. Financial** – notes that the existing contract has been extended until April 2018.















2. **HR & Organisational Development** – Nil.
3. **Community Planning** – Nil
4. **Legal** – proposes the continuation the existing contract to allow the required six month notice to be given
5. **Property/Assets** – the report notes that Capability Scotland currently lease two buildings from the Council to deliver services in Renfrewshire
6. **Information Technology** – Nil.
7. **Equality & Human Rights** – this report relates to social care services provided for one care group - Learning Disabilities service users and their carers
8. **Health & Safety** – Nil
9. **Procurement** – proposes the continuation the existing contract to allow the required six month notice to be given.
10. **Risk** – as highlighted within the report.
11. **Privacy Impact** – Nil

List of Background Papers - None.


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Capability Scotland: Project Plan

Key:		Complete		On target		Risk of delay / Almost on Target		Significant Issues or needs improvement
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Workstream/Activity	Target Completion Date	Forecast Actual Completion Date	Status
Workstream 1: Service Provision			
Information Session for providers	Oct 2017	Oct 2017	
Market testing for re-provision of current day services.	Nov/Dec 2017	Nov/Dec 2017	
Provider Forum: promoting choice and flexibility within self-directed support building on learning from service user questionnaires about what people said matters to them.	30Jan 2018	30Jan 2018	
Outcome of discussions with Capability Scotland regarding alternative service model.	31 Jan 2018	31 Jan 2018	
Further provider information event/s to continue to assist service users ad carers/family members in considering options and to support them in identifying future service choices	End Feb 2018	End Feb 2018	
Plan developed for the expansion of Renfrewshire HSCP's Community Networks	End Feb 2018	End Feb 2018	
Workstream 2: Service User Individual Plans			
Review assessments to be completed and individual budgets allocated.	Nov/Dec 2017	Jan 2018	
All service users and families have identified alternative, appropriate services in line with Individual Plan and budget	Jan 2018	Jan 2018	
Collate progress report confirming agreed care plans for service users that are agreed for period from end April onwards.	March 2018	March 2018	
Workstream 3: Service User and Family Engagement			
Individual meetings with service users and relevant others	Nov/Dec 2017	Nov/Dec 2017	
Chair of Integration Joint Board visits to service users at Whitehaugh and West Lane Gardens	Nov 2017	Nov 2017	
Ongoing discussion and support to service users as required.	Ongoing	Ongoing	
Information and Engagement Event with service users and relevant others with providers. Presentations and information relating to HSCP and provider services.	30 Jan 2018	30 Jan 2018	
Follow up meeting to establish post April 2018 arrangements and support model	March 2018	March 2018	

Workstream 4: Transition Planning

Work with service users, carers/families and Capability Scotland to develop a Transition Plan	Late Feb / early March 2018	Late Feb / early March 2018	
Support all service users to transition, or be in the process of transitioning, to new services.	Wednesday 18 April 2018	Wednesday 18 April 2018	