

SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday 27 th October, 2022
Report Subject	Social Services Single Point of Access for Adults (SPOA)
Portfolio Holder	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing
Report Author	Chief Officer (Social Services)
Type of Report	Operational

EXECUTIVE SUMMARY

The purpose of this report is to inform Members of the type and quantity of work undertaken by the Single Point of Access for Adult social services enquiries (SPOA). The SPOA team provide the public and professionals with a first point of contact for Adult social services, offering advice, information and assistance, taking referrals and signposting to appropriate services and teams.

RECOMMENDATIONS

1	That members accept this report as relevant information in relation to the Single Point of Access for Adult social services
2	That members take due regard to the variety of activity across Single Point of access and note the continuing development and improvement in service provision.

REPORT DETAILS

1.00	BACKGROUND
1.01	<p>The Flintshire Single Point of Access for adult social services is located in Preswylfa, a BCUHB office in Mold. The location of the team was planned to bring health and social care closer together at the first point of contact. Appendix 1 gives a picture of the type and amount of work undertaken at SPOA. The team has a number of key work areas, described below.</p>
1.02	<p>Agency reports – reports come in every day from agencies, including emergency services, alerting social services of incidents that have occurred in the community. Wherever a person suspected to be an adult at risk has contact with police, for example, a CID16 report is submitted by the police to social services. Each of these is checked against our records, and where appropriate and, within data protection guidelines, the information is passed on to the relevant team within social services or other agencies. Over two thousand reports are received each year.</p>
1.03	<p>Advice and information – a key part of SPOA’s function is to give advice and information about services to the public and to other professionals. This includes signposting to appropriate agencies where social services for adults are not the appropriate service to help resolve the query. There is a daily presence within SPOA from Flintshire Voluntary Services Council who offer a social prescribing service, helping people engage with voluntary and third sector services. The FLVC staff also help provide food bank vouchers and other ways of helping residents have enough food. Between April 2021 and March 2022, 1242 contacts were made with the adult social prescribing service, helping divert calls and enquiries which otherwise would have come to statutory services.</p>
1.04	<p>Early intervention / preventative services – SPOA provides early help to reduce the need for more intensive, and expensive, help later on. Community assessment officers take lower need social care referrals for reablement packages and longer-term care needs. Telecare officers provide advice about technology-based solutions which can help people manage in their own homes, for example using prompts from electronic devices as a reminder to take medication. SPOA works with Care and Repair to provide rails and ramps and have a list of trusted contractors to help with home maintenance and repair. Referrals are also made to the sensory impairment team and to the Deaf Support Network.</p>
1.05	<p>Care and support – the highest number of contacts made year on year are referrals for care and support from social services for adults, including social work and occupational therapy support. SPOA officers apply the Social Services and Well-being Act principles from the outset and have a conversation to find out what matters to the individual being referred, looking at</p>

	<p>the strengths the person has, and what outcomes they would wish to see. The officer will identify key areas of risk and are skilled in passing the information to the right team. This will include safeguarding referrals. As part of strategic working with colleagues in BCUHB, the SPOA officers also take referrals from health colleagues on behalf of the Community Resource Team (CRT). The CRT provide an emergency response for GPs and other professionals to support people who have sudden changes in their health and are at risk of hospital admission. The team also provides fast access to equipment to help keep the resident safe at home.</p>
1.06	<p>Follow-up - Once a referral has been received SPOA tells the referrer what will happen following their contact with us. It is important that agencies do not assume that responsibility for ensuring the person's welfare and safety is not taken over by social services as soon as the referral has been made.</p>
1.07	<p>Carers - Carers are informed of their eligibility for an assessment in their own right and are given information about the support that is available from NEWCIS, the North East Wales Carers' Information Service. In 2021-2022 NEWCIS received 1,719 contacts from our staff, an increase of 6% on the previous year.</p>
1.08	<p>Staffing – 1 team manager 1 senior social worker 1 senior occupational therapist 9 SPOA Officers 6 Community Assessment Officers – Community Assessment Officers deal with lower need referrals for reablement packages 7 Enablement Officers – Enablement Officers deal with lower need referrals for equipment and adaptations for people with a physical disability 3 ½ social prescribers (FLVC) 3 Administrative staff</p>
1.09	<p>There is currently an issue about the telephone system in place at SPOA. As the team work from BCUHB premises, the main telephone number is a Health one. We have asked BCUHB communications to change the recorded message that they have attached to the number, as several callers have pointed out that the current message gives the impression that there is no one in the office, when in fact all our SPOA officers are busy with other calls. This discussion is ongoing.</p>

2.00	RESOURCE IMPLICATIONS		
2.01	The overall budget requirement for the SPOA team is a net requirement of £806,382. This includes external CHC funding for two Community Assessment Officers of £70,232.		
	Team Manager	£58,646	
	Senior Social Worker	£53,150	
	senior occupational therapist	£53,150	
	9 (7.5 FTE) SPOA Officers	£205,815	
	6 Community Assessment Officers	£140,464	(includes CHC funding)
	7 (6.6 FTE) Enablement Officers	£231,766	
	3 (2.31 FTE) Administrative staff	£63,391	
	Total	£806,382	

3.00	CONSULTATIONS REQUIRED / CARRIED OUT		
3.01	N/A		

4.00	RISK MANAGEMENT		
4.01	N/A		

5.00	APPENDICES		
5.01	SPOA Contracts		

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS		
6.01	Contact Officer: Christopher Phillips, Service Manager for Older People Contact: 01352 702540 E-mail: christopher.phillips@flintshire.gov.uk		

7.00	GLOSSARY OF TERMS		
7.01	Adult at risk - s126(1) of the Social Services and Well-being (Wales) Act 2014 defines an adult at risk as an adult who:		

	<p>Is experiencing or is at risk of abuse or neglect,</p> <p>Has needs for care and support (whether or not the authority is meeting any of those needs), and</p> <p>As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.</p>
7.02	<p>Care and Repair – Care and Repair North East Wales is a not-for-profit home improvement agency. Their purpose is to support people over the age of 60 and disabled adults who live in private sector housing by providing advice and practical assistance with repairs, renovations, maintenance and adaptations to their homes</p>