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## Report to the Health and Adult Social Care Select Committee

<b>Title:</b>	Local Authority Trading Company (LATC) Part 2 – Buckinghamshire Care
<b>Committee date:</b>	April 2015
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<b>Report signed off by Cabinet Member:</b>	Patricia Birchley
<b>Electoral divisions affected:</b>	[Electoral divisions]

### **Purpose of Agenda Item:**

This paper has been produced to support Buckinghamshire County Council's Health and Adult Social Care Select Committee meeting to be held on April 28<sup>th</sup> 2015. This paper gives an overview of Buckinghamshire Care, its services, and its clients, its objectives and aims and its performance.

### **Background: an overview of Buckinghamshire Care**

Buckinghamshire Care was launched in October 2013 and delivers adult social care services designed to offer choice, inclusion, independence and support opportunities for both individuals and their communities across Buckinghamshire and beyond.

Buckinghamshire Care's vision is to create opportunities, which has a positive impact on every person and community it operates in, providing innovative, safe, integrated services delivered by around 280 skilled, flexible and passionate people.

At all times, Buckinghamshire Care aims to:

- Provide a quality of service which we would expect for our own family
- Develop services by involving its people, those supported and those around them
- Attract and develop the best people and the best teams
- Demonstrate the determination, skills and creativity required to make a real difference in people's lives and support a healthy and viable organisation



We operate in three key areas:

**a) Services delivered in the home**

We help and support people to regain and retain their independence at home through a reablement service which is free to clients. Our services are delivered for up to 6 weeks with an emphasis on prevention and longevity of independence. We operate this service across the county with referrals coming from community and hospital teams.

We also provide a home laundry service aimed to help those who need help with their laundry and may already be receiving support with their care needs, or those who require specialist cleaning processes. This service is based in High Wycombe, and delivered across the county.

Finally, we offer a home care service for those requiring a little extra help at home to support their independence, enabling them to get the best out of life. This service is delivered across the county.

**b) Services delivered within the community**

Buckinghamshire Care operates a number of opportunities centres across the county which have been supported by Buckinghamshire County Council's commitment to investing in modernising day services, delivered through new and refurbished facilities.

The centres located across the county and include:

- Aylesbury Opportunities Centre
- Beaconsfield (Seeleys House Day Services)
- Buckingham
- Burnham
- Chesham
- Denham
- High Wycombe
- Spring Valley
- Steeple Claydon
- Wing

We also operate a respite care - Seeleys House Respite Service – which is located in Beaconsfield and is dual located with Seeleys Opportunities Centre. The respite unit provides adults with complex needs a short-term break opportunity as well as creating time and space for personal breaks for parents/carers. Seeleys respite has the capacity to offer support to 12 people, seven days a week.

**c) Supported Employment and specialist services**

We offer supported employment services to people across Buckinghamshire in many different ways such as:

- A working farm
- A garden centre
- A gardening and maintenance service
- A fully operational café
- Working with employers to create paid opportunities for clients (including Sainsbury's and Starbucks)

We support a range of clients, though we mainly support:

- Adults with a learning disability
- Adults with autism

- Adults with mental health problems

Our aim is focussed on creating opportunities and is targeted towards those who experience lifelong disabilities and/or mental health conditions

We have supported clients – most of whom have learning disabilities, autism or mental health problems – to take on a number of paid and apprentice roles such as chefs, cleaners and landscapers.

By employing more disabled people on equal pay and terms and conditions – working directly alongside our workforce – this service raises expectations among the target groups and provides a pioneering platform for others

By increasing self-esteem and improving access to opportunities as well as giving people ongoing placements for skills development and employment training, prior to accessing the open employment market, we are not only making a positive impact on people, but our approach leads to improved social status.

Our work in this area was recognised nationally in 2015 through a prestigious Independent Specialist Care Award which was awarded to us in March.

### **Our Clients**

Buckinghamshire Care's services support many people, including:

- Those with a learning disability and/or those requiring mental health and well-being support.
- Adults living with autism
- People with sensory, physical and cognitive impairments
- Older adults including those with dementia and other long-term complex conditions

Some of our clients have packages of care funded by the Local Authority following an assessment of need. These clients are referred to Buckinghamshire Care through its contractual relationship with Buckinghamshire County Council.

Some Clients receive a direct payment following assessment which gives the individual both the control and the choice to determine which services best suit their needs.

Some clients pay privately, or self-fund the services they wish to purchase.

Prices are arranged on a 'menu basis' so clients can choose what they feel is best for them, whether that be a morning or afternoon at one of our opportunities centres, or just joining us for lunch, or spending all day with us. Our laundry service is offered on a weekly basis or next day; our homecare service gives clients the options to receive services depending on the needs and wishes of the individual and or those around them, ranging from 1 hour visits, to 45 minutes or half hour visits seven days a week,

Buckinghamshire Care also offer free taster days at all our Opportunities Centres to anyone wishing to experience the service so they can decide themselves before having to spend any money whether it is a service they wish to experience.

### **Performance**

Buckinghamshire Care and Buckinghamshire County Council (Shareholder Commissioning Group) jointly signed off a business plan which is monitored and reviewed on a regular basis to ensure

consistency and also to measure achievements. Buckinghamshire Care is performing well and remains on track to reach its goals.

**a) Services Delivered within the Community**

On any one day we support over 600 people across our opportunities centres with numbers of private referrals growing consistently every month. Each service runs a variety of client led activities and projects throughout the day. Buckinghamshire County Council's Dignity in Care Awards recently recognised our arts project – which saw our clients create art which is displayed at the new Aylesbury Opportunities Centre – as highly commended. With Aylesbury Opportunities Centre and Buckinghamshire Opportunities already open, the next superb new centre, located in Chesham will open at the end of April.

We work with a number of partners to enhance the services we offer, such as:

The Music Therapy group  
The Stroke Association  
NHS Falls Clinics  
'Men in Sheds',  
The Alzheimer's Society  
Lloyds Pharmacy  
Physiotherapy  
Cooking classes  
Gardening  
Hairdressing

Last month we were contacted every other day by people who took the trouble to get in touch, wanting to complement us on our services and what we do.

**b) At Home Services**

We have increased the number of clients we support through our reablement service, including those showing increased independence as a result of our intervention. More than 70% of those we support require less or no further care requirements. Those achieving full independence has doubled over the last 12 months to 45% of all of those who experience our Reablement service. As well as improving the lives of those we have assisted our avoided cost benefit to the Council, net of the cost of the service, is projected to exceed £1m in our second year of operation, thus supporting the sustainable element of this service.

Our home care service has recently been launched and already has a growing number of clients on board across the county.

**c) Supported Employment and Specialist Services**

Our gardening service, "Branching Out", which is delivered by our own Supported Employment teams, is open to individuals at home as well as local businesses and partners. We are currently carrying our gardening maintenance services for organisations such as Freemantle as well as a number of Churches across the county. The team are also working closely with our Missenden Abbey service to offer clients an integrated vocational experience whilst developing vegetable growing production and orchard.

We have supported more than 130 clients, referred to us from Buckinghamshire County Council in our supported employment programme, with over 50% of those now in full time employment. Some of our clients now work for Buckinghamshire Care as well as other organisations such as Sainsbury's and Starbucks.

Thrift Farm continues to be a success both for clients working and supporting the farm and also in terms of revenue, driven by a regular calendar of events and now being open seven days a week. In the first 5 days of April, more than 1,200 people visited Thrift to visit our garden centre, enjoy our farm experience, or visit our café.

Our innovative approach to supporting clients to take on a number of paid and apprentice roles is at the heart of this service and, as previously mentioned, has been recognised on a national stage as winners of the Innovation award at the Laing and Buisson Annual Awards, 2015.

### **Summary**

Although Bucks Care has only been operating for 18 months it has firmly established itself within the communities it serves and is now also attracting clients from the self-funder market. It continues to look for new services to offer and to expand and improve those that are already operating. Plans are ambitious and we shall strive to exceed the original profit projections from the original business case.