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| Committee | Dated: |
| Health and Social Care Scrutiny Committee | 1 st November 2016 |
| Subject: The Adult Social Care Duty System | Public |
| Report of: Chris Pelham, Assistant Director, People | For Information |
| Report author: Marion Willicome-Lang, Service Manager | |

Summary

This report which is for information describes the City of London Adult Social Duty System and what happens if an adult aged over 18 with an additional need and who is resident within the City of London makes contact by phone or face to face. The report also explains the pathway for all professional and public enquiries and referrals into Adult Social Care.

Recommendation

Members are asked to note the report for information.

Main Report

Background

1. As a generic Adult Social Care (ASC) team, the service must cover an understanding and specialist knowledge of people who need additional support based on their physical, learning, and/or mental health needs or by virtue of their age and frailty. To that end, the Adult Social Care service comprises five qualified social workers, one of whom is an Approved Mental Health Professional who works with people experiencing mental illness (AMHP); one is a Best Interests Assessor (BIA) who works with people who may lack capacity to make informed decisions about a number of vitally important aspects of their life. There is a senior occupational therapist (OT), two reablement coordinators and a team manager and senior practitioner, whose main role it is to manage the daily duty system and supervise the social workers. There is also a Care Navigator who links with the duty system alongside the Reablement service.
2. All social services departments have a statutory duty to have a 24 hour response service for their residents. The Adult Social Care Team offers a daily 9am -5pm Monday to Friday duty model via a designated phone, fax, email, and in person service based at the Guildhall, with the all out of hour's services provided via the London Borough of Hackneys Emergency Duty Team. These details are published on the City of London Adult Social Care web page, through the City of London Contact Centre, the Adult Social Care Service Directory, and the annual Local Account.

Current Position

3. The daily duty service is the “front door” or first point of contact for all new referrals to the team. Contacts are taken at this point relating to people known and unknown to ASC, OT, Reablement or Safeguarding. This is where as much information is gained about the person and the nature of the referral is ascertained. It is here at this triage and screening stage that an understanding of the nature of the referral is discovered, and an action plan is formulated through Frameworki (The Electronic Social Care Data recording system) by the Duty social worker and Duty Senior.
4. There were 160 new referrals in 2015/16 which involved the following:
 - People unknown to the service
 - Hospital admissions and discharges
 - Reablement
 - Occupational Therapy
 - Adult Safeguarding
 - Mental Health Act Assessments (Regarding residents, rough sleepers or people in police custody)
 - Carers (known and unknown)
 - Deprivation of Liberty Safeguards under the Mental Capacity Act
 - General advice, information and signposting
 - Contacts regarding current allocated social work cases .(If the allocated social worker is unavailable due to sickness or annual leave or if the case requires urgent contact)
 - Contacts regarding current unallocated cases (currently 100 cases that are monitored through the Review process and include people living at home , or in residential , nursing or supported living)
 - Contacts regarding any out of hours follow up
5. Referral sources include:
 - Self referrals by phone, email, fax, in writing, or in person.
 - Friends, neighbours, family members, other community representatives
 - Health Professionals (GP's, District Nurses, hospital staff, OT's Physios)
 - Members
 - Col and Met. Police (including monitoring all 377/Merlin reports)
 - LFB (London Fire Brigade)
 - LAS (London Ambulance Service)
 - Housing staff
 - Commissioned providers (City Advice, The Reach Out Network (RON) St Mungo's Broadway, Befrienders , Advocates)
 - Children and Families or Education and Early Years teams.
6. Hospital Admissions

There were a total of 84 admissions to hospital that went through the Duty service in 2015/16.

Each hospital admission is monitored daily by the care navigator and through direct contact with medical staff.

All discharges home are facilitated by the Duty social worker in conjunction with our Reablement team, domiciliary care providers if the person is already known, or our Reablement plus service in urgent cases.

7. Adult Safeguarding

In 2015/16 there were 31 Safeguarding alerts raised.

Initial actions and information gathering is undertaken on duty under the supervision of the senior practitioner, and then allocated to a named Social Worker following this screening process.

8. Mental Health Act Assessments

In 2015/16 15 Mental Health Act Assessments were undertaken

Referrals are received through the Duty Social worker and screened according to a protocol which ascertains the statutory request and timescales. The Approved Mental Health Practitioner is then alerted. Annual leave and sickness by the City of London AMHP is covered by the Hackney AMHP service, and the Duty social worker activates this pathway when required.

9. Referral sources include:

- St Mungo's Broadway with regard to rough sleepers.
- City of London Police custody if someone arrested is seen to exhibit signs of severe mental illness.
- GP's, with city registered patients.
- The Hackney Centre for mental health at the Homerton Hospital.
- St Bartholomew's Hospital.

10. Deprivation of Liberty Safeguards (DOLS) under the Mental Capacity Act

All new requests for a Standard Authorisation to legally deprive a person, who is the responsibility of the City of London, of their liberty due to their mental incapacity are made via the duty social worker.

11. Referral sources:

- Any care home or supported living setting where the Adult social care service has placed a city of London resident
- Any hospital where a city of London resident is an in patient.

Any follow up work is then passed to the Best Interest Assessor and DOLS administrator via the Team Manager according to statutory timescales.

12. Duty Home visits

39 Duty visits were undertaken in 2015/16. Duty home visits which include urgent Safeguarding or welfare checks are assessed on the day and undertaken as required.

13. Performance monitoring

Frameworki captures all Duty work undertaken as a distinct category, and currently Adult Social Care Duty can report that in 2015/16, 2585 case notes were recorded by the Duty Service together with 386 documents written.

There is work presently underway in conjunction with the performance team to develop the performance reporting on work undertaken at the Duty Intake level.

All data on contacts to duty where advice, information and signposting has been offered and early intervention and prevention alternatives have been put in place, such as referrals to the Reach Out Network groups, City Advice, Tenancy support, Befriending, shopping service, day centres, lunch clubs or One City Hackney services will shortly be reported upon.

Corporate & Strategic Implications

14. Safeguarding is priority 1 of the Department of Community and Children's Services' Business Plan. The overarching vision for the DCCS Business Plan is to make a positive impact on the lives of all service users by working together, and our partners, to provide outstanding services that meet their needs. It includes strategic priorities of safeguarding and early help, health and wellbeing and efficiency and effectiveness, which is undertaken through the first response Adult Social Care Duty Service.

Conclusion

15. Adult Social Care Services support individuals to maintain their independence and live as safely as possible despite illness, old age or disability. They also provide support to informal carers.
16. Local authorities have a number of statutory duties around adult social care. Many are set out in the Care Act 2014 but there are also a number of other relevant acts including the Mental Health Act 1983 and the Mental Capacity Act 2005 (amended 2007). Statutory duties include:
- To offer information and advice and provide preventative services and integrating with other services such as health
 - To make enquiries, or ensure others do so, if it is believed an adult is subject to, or at risk of, abuse or neglect. An enquiry should establish whether any action needs to be taken to stop or prevent abuse and neglect, and if so by whom

- To provide an Approved Mental Health Professional (AMHP) Service to carry out Mental Health Act assessments.
- To assess and issue standard authorisations of Deprivation of Liberty Safeguards for people who are in a care home or hospital. This relates to extra safeguards which are needed if restrictions and restraint will deprive someone of their liberty.

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