



VALE OF GLAMORGAN SOCIAL SERVICES
DEPARTMENT

ADULT PLACEMENT SERVICE

SERVICE SPECIFICATION
and
STATEMENT OF PURPOSE

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1. Definition

The definition of Adult Placement Scheme in the Adult Placement Schemes (Wales) Regulations 2004 and the Adult Placement Schemes (Wales) (Miscellaneous Amendments) Regulations 2010 Adult Placement is:

‘a scheme under which arrangements are made or proposed to be made for not more than 3 adults to be accommodated and provided with personal care in the home of a person who is not their relative’

The Vale of Glamorgan Adult Placement Service (APS) successfully provides both short term and long term care. In addition APS can also offer other kinds of services such as community based sessional support (day time or evening) and emergency supported accommodation.

Adult Placement hosts are specially recruited people who are approved by the Adult Placement Service and in return for an agreed fee, provide support to people in their own homes and integrate them into their household, family life and local community. The Adult Placement Service ensures that both the hosts and the service user are supported throughout this process via regular contact and home visits, placement reviews, and host re- approval.

Any placements made are subject to strict matching considerations and risk assessments. The Regulations state that arrangements can be made for not more than three people. In the Vale of Glamorgan the third person in a placement will only be considered for respite or day support, subject to the same strict matching considerations and risk assessments.

2. Value Base

1. The needs of the service user are paramount. It is expected that the support provided by the host will attempt to achieve the objectives described in the service user's individual care plan which is based on needs identified through a unified assessment. The services offered to a person in an Adult Placement should promote autonomy, attainment, citizenship, individuality, diversity, well-being and inclusion.

2. Providing normative life experiences in a homely environment acknowledges the need to offer service users' community presence, increased self reliance, independence, dignity and freedom of choice. The host support role should focus on the following elements, which are not listed in order of priority:

a) Autonomy - Promote individual autonomy, self-determination and choice, and control over decision-making. Offer opportunities to enhance financial independence.

b) Citizenship - Promote the maintenance of entitlements associated with citizenship under the law, including protection from discrimination, harassment, degrading or inhuman treatment.

c) Inclusion - Promote social and economic inclusion by offering opportunities to join in and contribute to life within the home and local community.

d) Attainment - Recognise individual ability and potential for personal development, and seek to minimise the impact of social and environmental barriers to achieving potential.

e) Well-being - Promote the maintenance of physical, emotional and spiritual well being and avoid the creation of dependency.

f) Individuality - Respect individuality, privacy and dignity, and maintenance of self-esteem in all situations.

g) Diversity - Promote respect for age, ethnic and cultural diversity, and the promotion of equal opportunities.

3. Good practice in Adult Placements is promoted by workers and hosts owning the principles and values as outlined, and the individuals placed being able to express their needs, views and wishes and have them acted on by the host, APS worker and case manager.

4. Our work is informed by The Care Standards Act (2000), the National Minimum Standards for Adult Placements 2002, The Housing Benefit (Amendment) Regulations (2011), the N.H.S and Community Care Act (1990), The Vale of Glamorgan Adult Services Practice Manual, the Vale of Glamorgan Community Strategy 2011-202, the Social Services Change Plan 2011-14, the Adult Services Service Plan 2012-13 .

5. As part of service operation the following policy / procedural documents are available for scrutiny: Adult Placement Policies and Procedures, Service Guide for Hosts, Service Guide for Service Users, Host Training Record, South Wales Adult Protection Forum Interagency Policy and Procedures for responding to alleged abuse and inappropriate care of vulnerable adults in South Wales, The All Wales Child Protection Procedures 2008.

3. Service Objectives

1. To provide Long Term Support and Accommodation in a family environment as an alternative to residential/institutional care.
2. To enhance service options to vulnerable adults and to provide opportunities to grow and develop, and assist in resettlement or move on if appropriate.
3. To provide respite care to vulnerable individuals in a family environment thus giving their carers a break.
4. To provide sessional support to vulnerable adults in a family environment
5. To provide appropriate and planned respite for people in placement.
6. To offer emergency supported accommodation which creates an opportunity for the case manager and the service user to address difficulties and plan effectively for the future.
7. To provide personal care where appropriate.

4. Statement of Purpose

1. The Vale of Glamorgan Adult Placement Service operates from:

Unit 3 Washington Chambers,

Stanwell Road,

Penarth

CF64 2AF

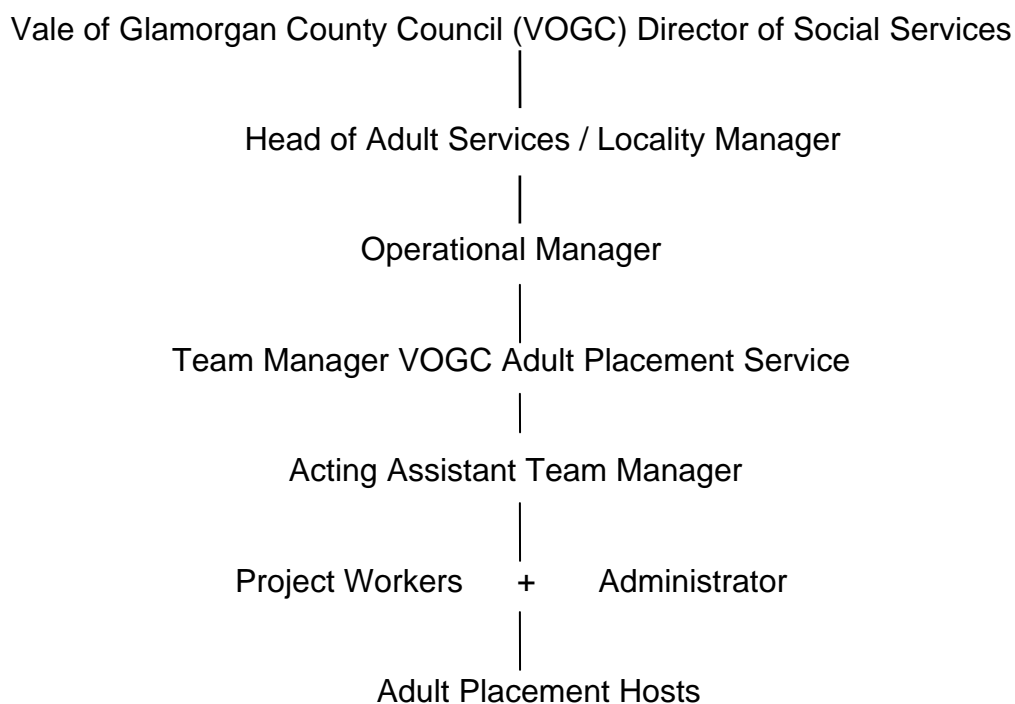
Tel: 02920 711924

Fax 02920 711935.

Opening hours are: 8.30-17.00 Monday -Thursday, 8.30-4.30 Friday

Out of hours support to hosts in Cardiff and the Vale of Glamorgan is provided by the Emergency Duty Team 02920-788570.

Organisational Structure:



2. All hosts have been specifically recruited, assessed, trained and approved by APS to provide support and accommodation and are expected to work in accordance with the Value Base outlined above.
3. Placements can only be arranged through APS.
4. Direct service provision will take place in/from the home of the host or as detailed in the individual adult plan.
5. The level of support provided to the service user is as detailed in the Individual Agreement, Adult and care plan which clarify arrangements to ensure that the adult placed can engage in social activities, hobbies, leisure interests and religious activities and maintain contact with their relatives, friends and representatives.
6. Providing their care is managed by the Social Services Department of the Vale of Glamorgan Council or a neighbouring Authority APS is available to both male and female service users over the age of 18 in the following service user groups:

- Learning Disabilities
- Mental Health (functional)
- Physical Disabilities
- Older People
- Older People with Dementia/Mental Infirmity

The service user will have been assessed by means of a Community Care/Unified Assessment as being in need of Adult Placement. The service can be offered providing resources are available and the

matching process has identified a host who will be able to meet the assessed need of the service user. The cost of a long term placement is £335.30 per week which is funded by Community Care Finance, Housing Benefit, Supporting People Grant and Client Contributions. The cost of respite is £426.50 per week. The rate for additional support is currently £9.44 per hour during weekdays, £12.53 per hour during weekends.

Personal care, if provided, is paid at a rate of £72.26 per week and under a separate contract.

7. Support to the placement will be provided by a suitably qualified and experienced designated worker from the APS, who will maintain contact throughout the duration of the placement and advocates on behalf of the host.
8. The service user is expected to have the support of the referring team maintaining contact throughout the duration of the placement. The Case Manager will advocate on their behalf, and provide practical advice and assistance as required, undertake reviews annually and/or when the needs of the service user change.

9 The Service staff group comprises of:

The Registered Manager

Marijke Jenkins

Relevant Qualifications: DipSW, Diploma Social Studies, Coaching in Management

Relevant Experience:

Residential Home Manager

Nursing Care Quality Manager

Adult Placement Project Worker

Care Manager

The Acting Assistant Team Manager

Relevant Qualifications:

MSc Social Work, ASW

Relevant Experience:

Case Manager Learning Disability

Case Manager Mental Ill Health and Homelessness

Team Manager Intensive Tenancy Support

Senior Practitioner Mental Health and EMI

Senior Practitioner Older People and Physical Disability

Approved Social Worker

Project Worker APS

3 Project Workers

Relevant Qualifications:

DipSW, BSc Social Work, Certificate Social Care, National Diploma Social Care, NVQ4 Registered Managers Award

Relevant Experience:

Social worker in Community Learning Disability Team

Residential Care Worker

Registered Manager Respite Care Home

Senior Care Officer in Respite Care and Day services for people with a learning disability

Manager Supported Accommodation

Service Administrators:

Relevant Qualifications: AS + A Level Computing, NVQ3 Social Care, Typing diploma

Relevant Experience:

Council Clerical Assistant, Reablement Support Worker

5. Service Review

Each long term placement will be subject to a formal review on a six monthly basis or when required due to a change in needs or circumstance.

New respite placements are initially reviewed during or at the end of the placement. Once a respite placement is established and ongoing, this placement is reviewed annually or when required due to a change in needs or circumstance.

People involved should ordinarily include the service user, the host, the APS worker and the case manager. Where appropriate, views will be sought from the service user's relative, friend or advocate and any other professional who has a significant involvement.

6. Service Monitoring

1. Whilst placement reviews are to examine the overall quality of life of the person placed, a separate format is applied to consider the effectiveness of the Adult Placement Service and the continued suitability of the host. An annual quality assurance exercise is undertaken by the Local Authority. The host's approval status is reassessed, and views are sought from the service user and involved relatives/professionals. The physical/psychological health of the host is ascertained by means of a yearly medical certificate.

2. An enhanced Criminal Record Bureau check is undertaken every three years for each adult member of the placement household.
3. Hosts and service users are in receipt of a Service Guide that includes detailed information about the Service and County Complaints procedures.
4. Where placements do not/no longer meet identified need, concerns are addressed within the review structure and appropriate action agreed. If there is a termination arising from a review then the Authority will offer the person placed an alternative service within a planned time scale which is usually a period of 28 days. Hosts payments and responsibilities will cease on the last day of placement.
5. If there is a failure on the part of the hosts to maintain acceptable standards, as outlined in the Host Agreement or if there are concerns relating to the hosts' ability to provide adequately for the person in placement, a formal reappraisal is undertaken and submitted to the Approval Panel for consideration. This takes into account the needs and wishes of the person placed.
6. Gross misconduct or negligent failure to comply with the service agreement during the contract period may be basis for termination of the placement and result in the host's removal from the Approved List, without notice being served or submission to the Approval Panel.

7. Complaints

1. It is the policy of APS to respect an individual's right to express a concern or complaint about the service, to respond to such concerns by investigating them thoroughly, speedily and fairly and to take any necessary rectifying action. APS regards complaints positively and as an opportunity to review service provision.
2. APS will ensure that service users and their families and/or representatives and carers are aware of the procedures for expressing concerns and/or making a complaint by providing a copy of the complaint procedure in the Service Guide for both hosts and service users and where required making it available in an appropriate language and format.
3. APS will support service users to express their views and/or make a complaint by facilitating access to the allocated case manager/social worker or social work team, local independent advocacy, interpreters or communication support workers where necessary.
4. APS will ensure that the service users and hosts are aware that they may contact the Care and Social Services Inspectorate Wales (CSSIW) at any stage.

8. Finances

Placement Finances

Housing Benefit Payments (HB), Community Care and the Supporting People Grant (SPG) fund the major revenue overheads including payments to the hosts. The purchasing teams fund respite placements.

In the Vale of Glamorgan, the Agency has secured SPG funding for 12 placements

In Cardiff, the Agency has secured SPG funding for 1 placement

Client Contribution:

Long term Service Users pay £72.50 per week for ineligible housing costs

9. Current Level of Service

Vale of Glamorgan

55 Approved Hosts provide

Long-Term Placements

31

Additional Support Arrangements

13 service users

Respite Placements

10 service users in addition to 26 long term service users who access respite

Cardiff Council

7 Approved Hosts provide

Long-Term Placements

4

Additional Support Arrangements

2

Respite Placements

2 service users from existing long term placements

10. Service Development

Recruitment

A recruitment drive aims to take place once a year to recruit new Hosts in the Vale of Glamorgan. Suitable people from a wide geographical area are targeted to widen opportunities for service users to make use of supported accommodation within their own locality.

Emergency Placements

Adult Placement hosts can be utilised to offer a high quality option for emergency placements under the direct management of the service though limitations on the service's ability to respond to all emergencies centre on the circumstances, availability of information, access to case management and experience of available hosts.

Sessional Support

The service has been successful in utilising the skills of existing approved hosts for purposes other than meeting an individual's supported accommodation needs. The recruitment strategy has been developed to identify hosts within the community who can offer an alternative to traditional forms of service provision such as day care.

There are advantages both financially and ethically to providing services that are based on non-institutional principles of care. APS is able to offer a more personalised and individual means of sessional support to individuals within their own locality whilst at the same time offering cost benefits as it competes favourably with outside agencies. The rate for sessional support is currently £9.44 per hour during weekdays, £12.53 per hour during weekends.