

THE VALE OF GLAMORGAN COUNCIL

CABINET: 11TH APRIL, 2016

REFERENCE FROM SCRUTINY COMMITTEE (SOCIAL CARE AND HEALTH): 7TH MARCH, 2016

“908 ASSISTIVE TECHNOLOGY AND DEMENTIA CARE TASK AND FINISH GROUP OF THE SCRUTINY COMMITTEE (SOCIAL CARE AND HEALTH) UPDATE REPORT (DSS) –

The Head of Adult Services presented the report, the purpose of which was to update Members of progress being made in delivering the action plan developed through the Assistive Technology Task and Finish Group.

The report advised that the Scrutiny Committee had set up the Task and Finish Group to examine the potential contribution that Assistive Technology could make in developing a Dementia supportive community in the Vale of Glamorgan and to enable people to live independently with a better quality of life.

During the course of the review, the Task and Finish Group was able to complete a thorough investigation and to make well considered recommendations for improving the responsiveness of the service. The Group recognised that further work was needed before major decisions could be taken in relation to longer-term planning.

The Group had concluded that Assistive Technology could be of considerable help to people experiencing dementia and also to their carers. However, national research, information from partners and data from existing services did not provide conclusive evidence that it was likely to deliver significant savings. Therefore, given the budgetary pressures that the Council faced, the Group made recommendations for improvements which it regarded were realistic and measured and it had identified that further work was required to develop the service for the future. The Group developed a detailed action plan in order to ensure that its recommendations were implemented and that progress could be measured.

The plan contained 15 action areas. An updated version was attached at Appendix 1 to the report. The progress made against each action indicated that the majority were either complete or had become of ongoing business.

Staffing arrangements within the small Telecare team were subject to ongoing review, to ensure that the service had a resilient and effective team model fit for future delivery. Some of the changes to date had limited the impact of the improvements made.

Throughout the period since the plan had been agreed, the numbers of people receiving Telecare had grown for users of both Tele V+ and Tele V; the prospects for further growth appeared positive. The full year estimates for Tele V was 247

packages provided through the year, compared with 240 in 2014/15. The full year estimate for Tele V+ was 84 packages provided throughout the year, compared with 69 in 2014/15. This performance did not meet the agreed targets for 2015/16 but there had been year-on-year improvement. The service had also developed four new local performance indicators from 2015/16 to help improve the understanding of the performance of the Telecare service.

In addition, the service had purchased equipment to support people with Dementia. This included bespoke decoration and two reminiscence pods for use initially at Rondel House day service. Tablet computers had been made available at care homes and the older people's day service to support communication and provide additional activities. The report advised that the internet connection to support these devices was due to be put in place imminently.

The Chairman commented that one of his concerns was the resilience of the Telecare Service, given that it was a small team, and he asked whether there was a need to look again at the possibility of working on a regional basis or with health. In reply, the Head of Adult Services stated that at this stage, it was probably better to concentrate on how the service in the Vale operated and for this a lot of work was being undertaken. He stated that previously Cardiff Council had not been overly keen on a joint service, although Cardiff was not the only partnership body that the Vale could work with. Further to this point, a Committee Member commented that he agreed with the principle of working on a regional basis as there would not be the number of service users in the Vale of Glamorgan to make the service sustainable.

At this point, the Director Social Services stated that the review had been helpful in that it had clarified the direction for the service and provided a good 'baseline'. He commented that the idea for working on a regional basis would not just be about achieving savings but as importantly about providing the very best service to service users. Further to the Director's points, the Head of Adult Services added that it should be recognised that the service had improved its performance and although service resilience had been a challenge, the service had still managed to provide a safety net for its service users. He also alluded to market changes as a result of a popular pharmaceutical company deciding to provide Telecare packages and so the service model needed to be continually re-evaluated.

Furthermore, the Committee heard that it was difficult for the service to keep up with the rapid pace in technological developments, which was highlighted by the reduced need for GPS locators as most mobile phones now came with this technology. In terms of the service targets around the number of people that were supported, the Head of Adult Services advised that performance targets were reviewed each year. They would be based on progress and what the service thought it could achieve. He also advised that the setting of targets was not based on the amount of money that could be generated, but on the care needs of the service clients. The Committee was in agreement that an update report to be provided in six months' time.

RECOMMENDED –

- (1) T H A T the contents of the report be noted.

(2) T H A T the report be referred to Cabinet to highlight the progress being made in delivering the action plan developed through the Assistive Technology Task and Finish Group.

(3) T H A T a further update report be received in six months to indicate those actions which have been completed, to detail the future work required and to highlight any issues around service resilience.

Reasons for recommendations

(1&2) To apprise Members and Cabinet of progress made to date.

(3) To apprise Members of the progress made in six months' time.”

Attached as Appendix - [Report to Scrutiny Committee \(Social Care and Health\) - 7th March, 2016](#)