



Implementing the Care Act in Hampshire and Surrey

Update: September 2015

The Care Act 2014



- Consolidates and modernises current law
 - New duties for local authorities
 - New rights for service users and carers
 - Putting existing good practice into law

Key principles in the Care Act

- People's well-being at the heart of every decision that is made
- New focus on early intervention: preventing and delaying need for care and support
- Integration and co-operation

Key Care Act changes from April 2015

- **Information, Advice and Advocacy**, enhanced duties
- **Carers' Assessments and Support**, a new duty to meet the assessed needs of all carers of adults (including carers of people who are not eligible for adult social care services)
- **Revised deferred payments scheme to be introduced**, for people who want to use the value of their property to defer care costs
- **Single national threshold for eligibility** to care and support, which includes carers for the first time
- **Safeguarding** put on a statutory footing
- **Social care for people in prison and approved premises**

Seeking people's views

Service user and carer reference groups set up to test out ideas and act as a sounding board.

- Survey sent to 5,000 Hampshire households, as well as stakeholder organisations and placed online
- Range of engagement events and meetings in November 2014
- Outcome of engagement outlined in report to Executive Member prior to key decisions being made regarding implementation
- Two consultation events on the draft regulations and guidance, were hosted and facilitated by Surrey County Council with almost 200 people from 30+ organisations in attendance.
- Separate engagement was carried out as appropriate for each of the workstreams. For example, to meet requirements for prisoners in Surrey, a series of multi-agency meetings, and workshops with prisoners were held.

What do the 2015 changes mean in Hampshire and Surrey?

- New eligibility criteria for service users – not expecting this to increase demand
- New carers' rights to receive a service if eligible are likely to increase demand
- Additional staff capacity being put in place to manage more carers' assessments in Hampshire
- People in all care groups will be able to access independent advocacy if required
 - In Hampshire, HARG to deliver Care Act advocacy from 1 April, except for mental health where Solent Mind is the provider
 - In Surrey Surrey Disabled People's Partnership continue to run the general advocacy contract with Matrix providing for Mental Health and prison advocacy
- Social care for prisons
 - Care manager cover based at Winchester prison and a new service contracted to deliver the care and support required
 - New social care team set up via Surrey and Borders Partnership to run the service across the four Surrey prisons (the fifth is currently closed)

What do the 2015 changes mean for us continued...?

- Deferred payment scheme changes for new agreements from 1 April.
New interest charge*
 - Hampshire (2.25%) and revised fees (£1,190 set-up fee, £312 ongoing admin fee)
 - Surrey (2.65%) and revised fees (£730 set-up fee, £75 ongoing admin fee)
- Introduction of a fee to cover costs of organising care if self funders request this (home care only)
 - Hampshire: £296 added to first bill, £6/week thereafter as long as care in place. The fees only apply to new self funders contacting the council from 1 April, not existing service users
 - Surrey: The person will not be charged an arrangement fee for services provided in their own home at the present time. This reflects our preferred option to meet needs via a Direct Payment.

** The maximum interest rate is set by Government, based on the weighted average interest rate on conventional gilts plus 0.15% as published by the Office for Budget Responsibility*

Options for people funding their own care

- Signposting to information and advice, including independent financial advice from the Society of Later Life Advisers (SOLLA), a not-for-profit consumer organisation
- Information and advice guides and Care choice / Surrey Information Point websites
- Option for self-funders to ask the council to organise their care at home (councils can charge an arrangement fee)
- Hampshire's 'Buy with Confidence + Care' working with Trading Standards, website available late Summer 2015, alongside exploration of how to develop a new external brokerage service for self funders
- Surrey's development of a Provider Portal to support self funders to buy care online

Further Care Act changes

Delayed until 2020:

- **Cap on lifetime care costs** of £72,000. No care charges for people who already have care and support needs when they reach adulthood
- **Extension to means-tested support** – new financial thresholds for people who fund their own care
- **Care accounts** for people who want to claim costs towards the cap

Earlier than 2020 – but awaiting further proposals from Government:

- **New independent appeals process**, for those who want to challenge the council's decision about their assessment, care or support

Challenges

- Resources to meet the new requirements of the Act and continued increase in demand
- Workforce capacity within the social care market
- We need to:
 - do things differently
 - work more closely with partners
 - deliver more and better with less

What does the Care Act mean for you?

Hampshire's Healthwatch film

<https://youtu.be/R8cTxV8oyyl>

Surrey's animated video

www.surreycc.gov.uk/careact