

Independent Living Service

Operational Document



RHONDDA CYNON TAF

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Rhondda Cynon Taf County Borough Council
Independent Living Service

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1. Purpose

This document, set in the context of the Social Services and Well-being (Wales) Act 2014 and the Cwm Taf Statement of Strategic Intent, outlines the role and function of Rhondda Cynon Taf's Independent Living Service (ILS).

2. Introduction to the Independent Living Service

We work in close collaboration with individuals who receive ILS, their carers and partner agencies, to deliver services to those individuals with assessed needs that can only be met through a care and support plan or care and treatment plan in Rhondda Cynon Taf.

The focus of the service is to provide outcome based support to individuals on a one to one, or group basis, at a pace appropriate to the individual to: -

- develop independence
- promote social inclusion
- maximise potential
- promote recovery
- achieve personalised well-being outcomes
- prevent deterioration
- support people to remain in their own homes

ILS does not offer a befriending service or a personal care service; as such other providers should be identified if these are required.

3. Access to the Service

Ideally a pre referral visit will be arranged by the Care Co-ordinator / Manager and ILS Supervisor for a member of the team to visit the individual to share what is on offer prior to a referral being made. ILS referrals do not need to go to panel and can be received from the following assessment teams:

- Community Mental Health Teams under the Mental Health (Wales) Measure Part 2, Care and Treatment Planning (CTP) process

To make a referral, a copy of the Assessment and the CTP, including the Comprehensive Risk Assessment, will be passed to the Independent Living Support Supervisor by the Care Co-ordinator.

The same or equivalent paperwork to that outlined above for CMHTs is required from the following:

- Complex Learning Disability Team under both the CTP process and the Adult Care and Support Planning (CSP) process
- Care and Support Teams under both CTP and CSP
- Reviewing Team under CSP

Young people whose transition from Children's Services to Adults Services is being co-ordinated across the teams may be referred if their needs are such that ILS provision is suitable.

(Please note that outside of the CTP and CSP routes, the Independent Living Service Manager or the Service Manager may plan initiatives for ILS in collaboration with partners both within the Council and in the wider community where agendas compliment one another. Basic personal details will be required by the ILS Supervisors for participants of specific time limited programmes or activities open to the wider community. For groups and services planned and delivered in collaboration with community partners, start and finish dates will be set when programmes are devised).

4. Who is suitable for ILS?

For each person, ILS will consider suitable support within an individual's means and community in keeping with the outcomes towards independence sought and the SSWB principles. Services may be provided to those who have:

- the need to learn or re-learn the skills necessary for independent living
- support needs to maintain a tenancy / home, or those moving from one housing arrangement to another
- issues that affect the ability to participate in the activities associated with daily living
- the need for continued support to maintain current functioning and well-being and prevent deterioration
- the need for timely, short term interventions to reduce the likelihood of entering secondary services
- the need for initial support to identify and / or access education, training and vocational schemes along with other appropriate inclusive day time opportunities.
- in certain circumstances, where an individual may need support outside of their locality and beyond their means, to attend a Benefit Tribunal or hospital appointment for example, the most sensible approach to this will be considered and planned accordingly.

5. Timescales

All new referrals to ILS will be responded to within agreed timescales, as monitored quarterly in the Business Plan, to ensure that support is provided at the earliest opportunity.

- Allocation of new referrals to the key worker will be made within 7 working days.
- Initial contact with the individual who has been referred to ILS will be made within 5 working days after allocation.
- An initial meeting with the individual who has been referred to ILS will be arranged to take place within 10 working days after allocation.
- The Individual Plan will be completed with the individual who has been referred to ILS within 20 working days after allocation and signed by all parties.

6. Individual Plan

The Individual Plan focuses on the relevant identified needs shown on the individuals Care and Treatment Plan or Care and Support Plan.

The individual will be allocated a member of staff to act as their key worker. The key worker will be responsible for devising, monitoring and evaluating progress in respect of the Individual Plan. This will be undertaken jointly with the individual in receipt of ILS, and where appropriate their carer.

The plan will identify specific objectives; the outcomes sought and show how these will be pursued. The views, ideas and opinions of the individual who has been referred to ILS will fully inform the process.

The Plan will serve as a contract between the individual who receives ILS, the Independent Living Service and the Care Co-ordinator / Manager. The individual in receipt of ILS will be given a copy of their completed plan.

The key worker will complete regular Individual Plan Updates (IPU) in respect of progress with the individual in receipt of ILS and other relevant people. An initial Individual Plan Update will be completed after 6 weeks and then every 12 weeks thereafter. The individual in receipt of ILS and Care Co-ordinators / Manager will be provided with a copy of the IPU in order to inform CTP or CSP reviews.

In addition to the scheduled IPU, Care Plans and Individual Plans can be reconsidered as and when needs change. Whilst CTP and CSP plans can only be amended by Care Co-ordinators / Managers, the Individual Plan can be changed by ILS staff if the assessed needs remain unchanged but the way of achieving them requires updating / amending. To provide the best service to the individual in receipt of ILS, communication and timely feedback between Care Co-ordinator / Manager and ILS staff is essential.

ILS seeks to achieve specific Outcomes with individuals and will measure these as Not Achieved, Partially Achieved and Achieved. Individual staff record against the outcomes sought and measure attainment in collaboration with the individual in receipt of the service. In supervision, staff discuss the identified outcomes with their supervisor to identify ways forward and highlight which plans need to be reviewed. This process is also used to inform Care Co-ordinators / Managers of an individual's progression towards reaching their agreed well-being outcomes.

Risk assessments will be completed for each individual where appropriate and risk management plans will be devised where necessary, in accordance with Rhondda Cynon Taf's Risk Assessment Policy.

7. Discontinuation of Service

A CTP or CSP review will be requested before services are discontinued. Provision may be put on hold pending the outcome of a review if an individual repeatedly does not engage with the service despite the best attempts of staff or where a risk assessment supports this action.

8. Transport

The service actively encourages individuals to travel independently by offering a range of support programmes. This enables many individuals to live more socially inclusive lives by using public transport to access broader opportunities in the community in addition to the support sessions offered by ILS. Individuals are supported to plan routes, read timetables and order taxis where appropriate.

For the few assessed as needing transport, the Integrated Transport Unit will agree the method of transport based on availability and appropriateness. If transport is provided, the key worker will undertake an initial Progress Update after 6 weeks then regularly thereafter.

9. Service charges

The service will operate within the current guidelines of Rhondda Cynon Taf's Fairer Charging Scheme.

All individuals will be subject to a Financial Assessment prior to being referred into the service. If the outcome of the financial assessment has not been agreed, the start of provision could be delayed.

10. Hours of Service

Support can be provided from early morning, during office hours, through to evenings and weekends, dependent on the individuals assessed needs. Arrangements are in place with regard to management support. Crisis support is available through the Emergency Duty Team on (01443) 743665 outside of normal office hours (i.e. 8.30am – 5.00pm Monday - Thursday and 8.30am - 4.30pm on Fridays).

11. Working Relationships - internal and external

The Service has close working relationships with the following:-

- Cwm Taf Health Board
- RCT's Day Time Opportunities Services
- RCT's Transition Service
- Interlink including service user and carer initiatives
- ESF Active Inclusion Projects - Ignite and Platform 1
- New Horizons
- Age Connect
- Abertawe Bro Morgannwg
- RCT Carers Project
- Cwm Taf Social Care Workforce Development Service
- RCT Leisure Services
- Social Housing Providers

We will also strive to actively promote positive working partnerships with other voluntary and independent sector service providers.

12. Individuals who receive ILS can expect to:

- access information and their files. Each individual will be advised of the relevant Divisional information leaflets whenever the subject is raised with their key worker
- have their independence, privacy and dignity respected
- be supported to make informed personal choices
- be treated equally
- be respected regardless of identity, including their culture, race, religion, gender, sexual preferences or disability
- have all information relating to their support will be treated confidentially and in accordance with General Data Protection Regulations (GDPR)
- be free to comment or complain about any aspect of the service they receive. Each individual will be advised of the Divisional Complaints and Compliments leaflet if the subject is raised with their key worker.

13. Legislation, Policies and Guidelines

The service will be delivered in accordance with:

- Social Service and Well-being (Wales) Act 2014
- Cwm Taf Statement of Strategic Intent (Learning Disabilities)
- Well - being of Future Generations (Wales) Act
- General Date Protection Regulation
- Equality Act 2010
- Mental Health (Wales) Measure 2010
- Wales Accord for Sharing Personal Information (WASPI)
- Carers Strategies (Wales) Measure 2010

14. Contacts

If you wish to contact us, please ask for:

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