

Best Practice in Deinstitutionalisation 1985 - 2013

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A short history of Care & Support in the UK

1350's – 1960's

- The process started in 1967, Government Minister announces the closure of all long stay hospital in the UK
- Very slow progress in the 1970's, they merely shrank in size
- A number of abuse scandals became a public concern
- 1985 regulations were passed offering a financial reward for each person discharged £6,300
- A new market emerged of not for profit and for profit providers entered the market
- NCHA entered setting up small registered care home for people with mental health & learning disabilities

- Good practice changes over time
- Small care home were a great improvement from hospitals (medical care) to social in the community
- What was clearly missed was real choice
 - Where people choose to live
 - Who they choose to live with
 - How they wanted live

Positives

- That Social Care was now accepted as a positive outcome for peoples lives
- That at long last the Health Service began to accept the loss of power and control
- Peoples lives did change substantially as the concept of an ordinary life became the new route to delivering Care & Support

Partnerships

- Health & Social developed close working relationship with NGO's, Social Housing Providers and pressure groups
- Community based infrastructure built slowly, such as employment, day activity, advocacy, learning
- New partners entered the provider market offering real choice, challenged the old ways

Central Government

- They were the change agents creating new infrastructures which demanded joint working.
- How by using money as the incentive
- Setting targets for the Health Service to depart from being providers
- Further financial incentives of transferring staff to the new provider. Allowing the Health Service to keep the income from sale of land and property

Sustainability?

At our peak we had developed 34 Registered care Homes in 15 years.

All the large hospitals had closed

Care Homes now were the bad people policy moved to personalised services.

Large numbers of health service staff could not change to meet the new challenges

Sustainability (2)

- The concept of commissioning all services created new drivers in that care homes were seen as an expensive and old fashioned model for delivery.
- Supported Housing (Independent Living) became the only game in town.
- Whilst at the same time personal budgets were becoming the new way of creating individual packages, which the law says can't be used to purchase residential or nursing care

Sustainability (3)

Financial

- Single building with more than 1 service user, total cost , divided by number of service uses, easy
- One person in an apartment with a total package of hours for a price, easy, framework price
- Much more complex is more than one person with a personal package of support living in one property!!!!

Sustainability (4)

Staffing

- Old ways of working were not person centred or customer centred
- Moved to time and task, which can include activities staff are not happy doing
- Telecare & Assistive Technology
- Lone working challenges quality, regulatory compliance and staff safety, including staff management such as sickness, leave and staffing cover which includes time monitoring linked to payment

Sustainability (5)

Financial

Capital assets

Revenue Streams unpredictable up/down

Downward pressure on prices

Credit Control

Inflationary effects on fixed price contracts for 3-5 years

Changes 2013

- Personalised support for people who need over 50 hours of personal care a week can be purchased more cheaply in Registered Care Homes, demand is escalating.
- Private sector are challenging NGO's by cutting costs, primarily staffing, breaking the law, such as not paying staff to travel, 15 minutes calls, not paying a legal wage for night work

Local Context & Transferability

Value Based Recruitment reduces staff turnover

Managers need new business skills managing
real customer driven services

New systems to deliver safeguarding

I don't know how much is transferable even in
the UK we have 4 countries doing quite different
things

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