

**SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Cabinet                      **DATE:** 16 December 2019  
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**PORTFOLIO:** Councillor Pantelic, Health and Wellbeing

**PART I**  
**KEY DECISION**

**PROCUREMENT OF COMMUNITY MENTAL HEALTH ACCOMMODATION SERVICES**

**1    Purpose of Report**

The Community Mental Health Team (CMHT) is seeking permission to proceed with the procurement of a care and support service for a new supported accommodation service for people with mental health needs.

**2    Recommendation(s)/Proposed Action**

The Cabinet is requested to approve the procurement of a care and support service for a new supported accommodation service for people with mental health needs.

**3.    The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan**

**3a.   Slough Joint Wellbeing Strategy Priorities –**

The new service will promote Priority 3- Improving mental health and wellbeing.

Key Needs assessment data:

- 22,734 people had a mental health problem in Slough in 2017(data source PANSI)
- This is predicted to increase by 9% to 24,868 by 2035 (data source PANSI)
- Between 2017 and 2019, there were 1,710 patients open to secondary mental health services.

There has been an increase in the number of people with mental health choosing to live in supported accommodation.

- The need for supported accommodation will need to increase in line with the increase in numbers in this need group.

**3b   Five Year Plan Outcomes**

- *Our people will be healthier and manage their own care needs*

The model for this new supported accommodation service for people with complex mental health needs will be based on a recovery, rehabilitation and reablement model. There will be a key focus on giving people opportunities to engage with education, training and employment opportunities. The model has been successfully

applied in the Hope House service which began in 2016. Hope House has supported people with low mental health needs to move into independent living. The ambition is to build on the success of Hope House and to apply the model to this new supported accommodation service for people with complex mental health needs.

#### 4 **Other Implications**

##### (a) Financial

The new supported accommodation service will support people with complex mental health needs. The 11 unit property is owned by a local developer. The developer has entered into an agreement with a Housing management company who will oversee the rent and service charge collection for the property. CMHT will not be charged with any costs associated with the property.

The costs of care and support services in other supported accommodation services in Slough for this client group range from approximately £400.00 a week to £1,400.00 a week per individual. The number of people that will be supported in the new service will be 11 at any one time. CMHT have estimated that the weekly cost of the care and support in the new service will be £769.00 a week for each individual. The annual cost will be £440K. The value of the new service over the entire life of the contract will be circa £2.2m. However, the cost of the new service will not be entirely met by CMHT. Some of the individuals who will be placed within the new service will be eligible for section 117 funding- in these cases, a proportion of the cost of the placement will be met by Health.

Where clients are moved from a higher cost placement into the new service, a saving will be generated. The actual savings that will be achieved from the new service will depend on the level of individual service users' needs. The potential cost savings will be analysed continually during the lifetime of the contract.

##### (b) Risk Management

Recommendation from section 2 above	Risks/Threats/ Opportunities	Current Controls	Using the Risk Management Matrix Score the risk	Future Controls
Procurement of the care and support service for a new supported accommodation service	<p>Opportunity to make savings by moving clients in high cost placements into the new service</p> <p>Opportunity to move clients from supported accommodation services where quality is a concern into the new service</p>	Competitive tender for procurement of the care and support service.	3	<p>Fixed price contract for the care and support service for three years with the option to extend for two further one year terms.</p> <p>Should the provider increase the price of the care and support service prior to the</p>

				<p>extension term, the CMHT will negotiate the price or go out for another competitive tender.</p> <p>Regular contract monitoring meetings.</p> <p>Regular inspections of the supported accommodation service.</p>
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(c) Human Rights Act and Other Legal Implications

Not applicable

(d) Equalities Impact Assessment

The new supported accommodation service will focus on equipping people with complex mental health needs with the skills to live independently within the community, to empower people to access the services they require to realise their full potential and to have the same opportunities as their peers. The support delivered will be tailored to individual needs and will aim to deliver personalised outcomes. The aims of the service will support the Council to fulfil its obligations under the Care Act 2014 of offering people choice and control over the support that they receive. As the service will not have an adverse impact on the nine protected characteristics, an equalities impact assessment has not been completed.

5 Supporting Information

5.1 Background Information

This procurement will deliver a recovery and reablement support service for people with complex mental health needs.

The new supported accommodation service will build on the success of the Hope House service which began in 2016. Hope House was the first supported accommodation service to deliver a community based recovery and reablement service for people with mental health needs. Existing models of supported accommodation services do not focus sufficiently on empowering individuals to live independently within the community. A recent review of people living in the existing support provision found that:

- Some people had remained in schemes for a number of years with limited or no plans for move on

- More focus is needed from providers to help people acquire the skills to live independently
- Some people had expressed the wish to live on their own but it was unclear what support they were receiving with this from providers
- The amount of support received by service users was based on the accommodation they were placed in and not on individual needs
- In some cases the quality of the accommodation was higher than the average standard of local accommodation which created a disincentive for service users to move. Consequently, throughput of service users is not robust.
- Current contract monitoring arrangements do not require providers to evidence the individual outcomes achieved by service users.
- The number of service users in paid employment is low (8-10% of service users under a Care Programme Approach are in paid employment).

## **5.2 Purpose of the new supported accommodation service**

This procurement is for a recovery, rehabilitation and reablement care and support service with a key focus on giving people opportunities to engage with education, training and employment. The provider will be required to operate a core service with the potential to deliver more support hours if required for the individuals. Any additional hours though will have to come through Slough CMHT's panel application process for rigorous financial oversight. It is anticipated that the need for additional hours will be offset by the close working relationship with Slough CMHT's recovery team and the links to the Recovery College. Also, in the event that a service user shows signs of becoming unwell, an alert from the provider will trigger an early intervention service from CMHT's crisis response and home treatment team.

The provider will assist service users to engage with daytime activities which enhance their wellbeing and ability to live independently alongside Slough CMHT's Recovery Team and Slough's Recovery College. There will be a strong focus on reducing social isolation and the building of positive links with family, friends and the local community. Service users eligible to receive a personal budget will be supported to use their budget to access tailored support and activities.

Some service users will remain in the new service for a significant period of time because of the complex nature of their mental health needs. Others will benefit from the service for a shorter period of time and then move into independent accommodation. The resulting vacancy will then be filled with new residents with complex mental health needs who will be able to benefit from the new service.

## **5.3 Key Deliverables:**

The service will focus on equipping people with the skills to live independently within the community. Enabling people to be resilient and to have control over their own care and support supports the Council's strategic vision of empowering people and reducing their reliance on statutory services at a time when there are continuing pressures to reduce social care and health budgets.

CMHT will work closely with the service and will provide support and expertise to the care and support provider. The care and support provider will assist service users to take part in the daytime activities organised by the Community Mental health Team (CMHT) and the Recovery College. The provider will support service users to

engage in employment, training and volunteering opportunities and work closely with the Employment Advisor based within CMHT.

Finally, the new service will stimulate the local market and demonstrate to existing providers the imperative to work towards a recovery and reablement support model. It will generate competition amongst existing providers who will see a support model that actively works towards service users reaching a point in their recovery and rehabilitation where they feel empowered to have control over their own care and support.

## 7 **Conclusion**

This procurement is an opportunity to continue the Mental Health strategy of providing supported accommodation services that deliver community based recovery and reablement services for people with mental ill-health. The Cabinet is therefore requested to approve the procurement of a new care and support service for people with complex mental health needs.

## 8 **Background Papers**

None