

Market Position Statement 2022- 2027

December 2022



Contents

1.	Introduction	page 3
2.	Purpose of the Market Position Statement	page 4
3.	Background	page 5
4.	Key Characteristics of the Local Care Market	page 7
5.	Challenges to the Provision of Care and Support	page 10
6.	The Role of Commissioning and Partnership	page 12
7.	Ageing Well - Key Messages for the Care and Support of People over 65	page 15
8.	Dementia	page 20
9.	Living Well - Key Messages for the Care and Support of People under 65	page 22
10.	Preparing for Adulthood	page 29
11.	Carers	page 30
12.	Workforce and Local Authority Leadership	page 32
13.	Conclusion	page 33

1. Introduction

Our Market Position Statement (MPS) sets out how Milton Keynes City Council (MKCC) will deliver Adult Social Care services in the future, ensuring that people are supported to lead healthy independent lives for as long as possible.

It describes the current and expected future demand for Adult Social Care services and outlines the models of provision the Council wishes to develop in the future, shaped by both national and local policy, in particular:

- Care Act 2014
- Health and Care Act 2022
- Milton Keynes Health and Wellbeing Strategy 2018-2028
- Milton Keynes City Council Plan 2022-26
- The Milton Keynes Better Care Fund Plan

Local authorities continue to face unprecedented financial uncertainty particularly in relation to social care funding, while at the same time experiencing growing demand for services in adult social care. Combined with rapidly rising costs and workforce shortages, a resilient market of good quality social care provision has never been more important.



2. Purpose

The purpose of the MPS is to provide information and analysis that will be useful to providers of adult care and support services in Milton Keynes, to help them shape services in the short, medium and longer term. It is also intended to help users and carers to know what care and support is available in Milton Keynes including services not funded by MKCC.

A healthy social care market in Milton Keynes will feature a diverse range of providers, offering different services for varying levels of care and support, enabling choice and offering different ways of meeting people's needs. This requires access to information and advice with advocacy and brokerage, where required, to point people to appropriate suppliers.

Transformation of services and the continuous development and shaping of the local care market will be key to providing high quality services within our communities in the future, including developing new and innovative solutions with and for people across Milton Keynes. This includes opportunities and strengths within communities to support the development of innovative solutions to support people's care and support needs.

We would like to encourage user and carer led organisations, small and micro social enterprises and services led by and for people with protected characteristics. The emphasis is on improving diversity within the care market and developing a wider range of solutions to enable local people to choose the right services for them.

The MPS draws on existing information and will be further shaped by conversations with people who use services, carers, and service providers.

3. Background

Milton Keynes is a rapidly growing city, first established in 1967 around existing towns and villages in the North Buckinghamshire countryside. It is located 45 miles (72 km) north-west of London, with excellent links including the M1 motorway and a mainline railway.

Our **Council Plan** (www.milton-keynes.gov.uk/council-plan) sets out our priorities and key objectives: for Milton Keynes to be a thriving city, a progressive city, and a sustainable city.

- **A thriving city** We will continue to improve our city as a unique regional and national economic powerhouse, with a growing cultural significance that builds on our success and innovates for the future
- **A progressive city** Everyone in Milton Keynes deserves to have the same opportunities and chances in life, where people are valued, feel safe and are encouraged to participate in their community and lead healthier, fulfilled lives.
- **A sustainable city** We will ensure that we grow sustainably and deliver value for money services that put tackling climate change at the heart of our actions.

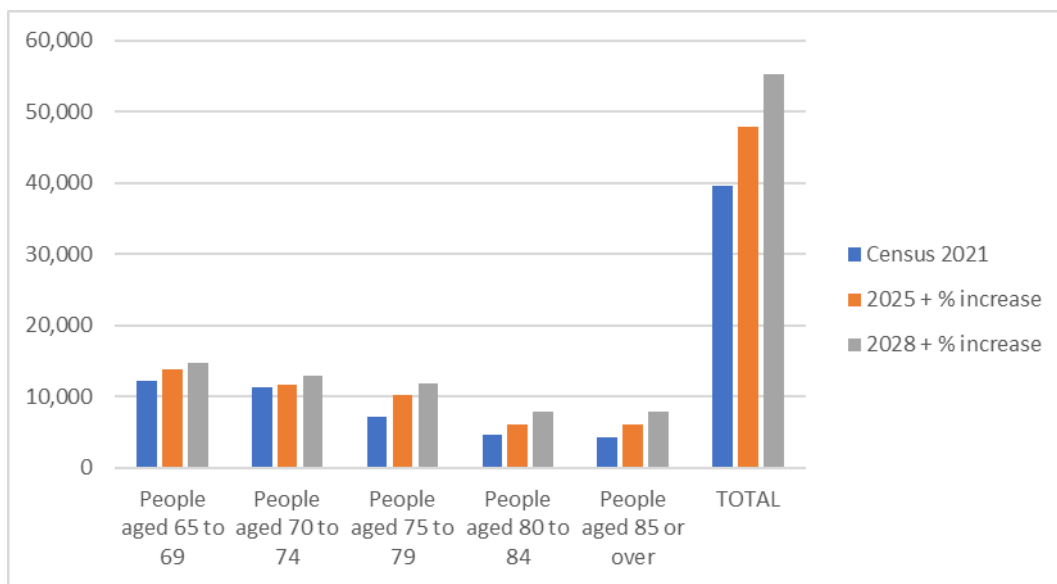
Our **Health and Wellbeing Strategy** (www.milton-keynes.gov.uk/health-and-wellbeing-strategy-2018-2028) emphasises the need for lifelong wellbeing for everyone, summarised as:

- **Staying Well** A strong focus on prevention
- **Closing the Gap** Reducing inequalities in life chances
- **One MK** An integrated, innovative approach to health and wellbeing

It lays out three priorities for the whole health and social care system:

- **Starting Well** The first 1,001 days from conception to age two is crucial for lifelong wellbeing. Families are the most important influence on a child in the early years. Good emotional health and wellbeing improves a person's life chances. Over half of all mental illness starts before the age of 14 years and 75% develops by the mid-20s. Adverse childhood experiences (such as a parent's substance misuse, social deprivation, or abuse) can mean poor health and social outcomes in later life.
- **Living Well** How and where we live, work and play can have a strong impact on our health and wellbeing. Income, employment, education, housing quality and crime play a role in physical and mental health. Strong social networks can increase resilience and the ability of people to live independently. Unhealthy behaviours cause 40% of premature mortality and smoking is still the greatest single health risk.
- **Ageing Well** Health and social care will need to adapt to growing numbers of older people. Nearly a third of older people live alone and social isolation is a contributing factor to over 60% of preventable illness. Lack of social support increases the risk of hospital admission, readmission, and longer stays in hospital. Depression remains the most common mental health need for older people. Healthier behaviours and independence can increase the number of our 'healthy years'.

Figure 1: Projected increase in MK population aged 65+



For the period 1 April 2020 to 31 March 2021, MKCC provided adult social care services to 2,635 people.

Between 1 April 2021 and 31 March 2022, we provided services to 2,838 people, an increase of 7.7 per cent from the previous year.

A total of 1,716 of these people were aged over 65 years. Requests for support from new clients increased from 4,981 in 2020/21 to 5702 in 2021/22.

At the end of the last financial year, 31 March 2022, we were providing adult social care services to 2,241 people. Of those people, 1,228 (55 per cent) were aged over 65 years. Some seven people (0.7 per cent) between 18 to 64 had sensory support listed as their primary support reason.

Within the 18-64 age group, there are 526 (52 per cent) people who have a learning disability. A total of 127 people (12.5 per cent) have 'mental health support' listed as their primary support reason.

Figure 2: Percentage changes in ASC packages

	2020/21	On 31/03/21	2021/22	Percentage change	On 31/03/22	Percentage change
Residential services	453	312	466	2.9%	349	11.9%
Nursing care services	259	161	266	2.7%	167	3.7%
Domiciliary care services including supported living	1476	1059	1614	9.3%	1200	13.3%
Day services & shared lives	455	375	473	4.0%	387	3.2%
Direct payments	453	365	442	-2.4%	343	-6.0%
Total	2,635	1970	2,838	7.7%	2,241	13.8%

* Sum of rows does not equal total because some people have mixed packages

4. Key characteristics of the local care market

We use the term 'care market' to describe how the Council, the NHS and individuals buy care and support services, and how public, voluntary and private sector organisations supply them.

MKCC, alongside the NHS, are key facilitators in the development of this market, which is aimed at addressing gaps in service provision, where people are currently unsupported or require more choice to enable them to remain independent and in control of their care and support options. This includes ensuring:

- Sufficient provision to meet current demand for services
- Sufficient services available to meet future demand, informed by demographic trends
- Services can respond to both short term rehabilitation and longer-term needs.
- A choice of providers within a sector of care provision e.g., domiciliary care, care homes
- People who require support can access this from mainstream services wherever possible, including the requirement for all service providers to make reasonable adjustments for people with a disability.

We offer a range of social care services, either by directly providing services, offering information, advice and guidance about local services so people can arrange care and support themselves or through commissioned services with the care market, independent sector and voluntary, community and social enterprise providers.

We provide care and support to people with an eligible need under the Care Act, including older people, people with learning disabilities, mental health conditions, physical disabilities, sensory impairment, those with substance misuse problems and other vulnerable groups. We also offer support to people's carers.

We provide a range of adult social care and related services for both older people and working age adults including a registered home care service, day care, a Shared Lives Scheme, sheltered housing with care, community alarm and telecare plus a range of intermediate care services.

Intermediate care is jointly provided by Central and Northwest London NHS Foundation Trust Milton Keynes (CNWL) and delivers a range of community rehabilitation and therapy such as physiotherapy, short term residential and reablement services. CNWL is also the main NHS provider of specialist mental health and substance misuse services in Milton Keynes.

Our commissioned services are predominately delivered by private sector or Voluntary, Charity or Social Enterprise (VCSE) providers via block contracts, framework agreements or Dynamic Purchase System (DPS) following competitive tender.

We work with providers and the Care Quality Commission (CQC) to ensure the quality of regulated social care services with 78% of care homes reported as good or outstanding while 89% of community providers such as home care and supported living have been rated as good or outstanding. The current ratings (September 2022) are as follows:

Figure 3: CQC ratings of MK Care Homes

Care homes						
	Outstanding	Good	Requires improvement	Inadequate	Unrated	Grand Total
Number	2	34	10	0	1	47
Percentage	4%	74%	22%	0%	Excluded	100%

Figure 4: CQC rating of MK Community Providers

Community Providers							
	Outstanding	Good	Requires improvement	Inadequate	Dormant	Unrated	Grand Total (Active)
Number	6	58	8	0	25	17	72
Percentage	8%	81%	11%	0%	Excluded	Excluded	100%

5. Challenges to the provision of care and support

We have faced unprecedented challenges in recent years including recovery from the COVID-19 pandemic, the impact of Brexit, particularly regarding recruitment to the social care workforce, the cost-of-living crisis and its impact on care costs – all at a time when we have a rapidly growing and ageing population and against a backdrop of continued financial constraint within local authorities and social care.

Impact of Covid 19

Social care was hit hard by COVID-19, especially during the early stages of the pandemic with a significant number of COVID-19 related deaths. Between 16 March 2020 and 30 April 2021, 41,675 care home residents died of COVID-19 in England³ the number of deaths of people receiving care at home between 10 April and 19 June 2020 was more than 120% higher than the three-year average over the same period between 2017-2019⁴.

Workforce

The health and social care sectors already employ around 1 in 10 of the working population and, as our population ages, that is likely to grow further. There are vacancies across the social care sector due to a shrunken labour pool following Brexit and pay and conditions which are generally poorer than comparable jobs in the NHS and service industries for example. The value of working in the caring professions became more apparent than ever during the COVID-19 pandemic but has not led to better pay or terms and conditions for the social care work force nationally.

Cost of Living

An engagement session with local providers of care and support services confirmed the ongoing challenge of recruitment in the sector locally with reports of people leaving to work in retail or service industries as even though they would prefer to work in care this is not an affordable option for them.

We are committed to addressing this and are an accredited Real Living Wage employer, a standard that is based on paying workers the true cost of living as a way of addressing in-work poverty. We will continue to champion the adoption of this standard across all providers of social care services.

The Financial Challenge

The budget for Adult Social Care in 2022/23 is £118.5m with a forecast of an additional £3.7m required in 2022/23 and a further £6.1m over the next three years due to increased demand across all areas of adult social care.

We will continue to deliver services focused on doing the essentials well. With the current financial climate for local authorities, there will be increasing need for creativity and innovation in how we deliver personalised care and support services. Providers consulted were keen to work with MKCC to find solutions to issues such as small care packages not being financially viable for most providers to pick up, particularly in rural parts of the city.

Cost of Care (CoC)

The government has set up a mechanism for establishing the fair cost of delivering care. MKCC have worked with local providers to establish a 'Fair Cost of Care' in Milton Keynes. While the fair cost of care will require additional funding to deliver, it will ensure fair fee rates for care providers, and this will help to ensure a sustainable care market. A sustainable market will support 'home first' principles, of preventing inappropriate admissions to hospital, supporting residents to stay in their own homes and communities for as long as possible and encouraging the timely discharge of people home from hospital including at evenings and weekends.

The standard rates for MKCC funded care placements over the past three years is as follows.

Figure 5: Standard rates for MKCC funded care placements

Standard rates	2020-21	2021-22	2022-23
Frail Residential	£559.85	£583.36	£611.31
EMH Residential	£607.08	£632.58	£662.88
Frail Nursing (excluding FNC)	£607.37	£632.88	£663.19
EMH Nursing (excluding FNC)	£652.93	£680.35	£712.94
Adult Mental Health Residential	£607.08	£632.58	£662.88
Adult Mental Health Nursing (excluding FNC)	£652.93	£680.35	£712.94

6. The role of commissioning and partnership

The challenges faced by adult social care in Milton Keynes elsewhere requires system-wide, outcome-focused commissioning features:

- Commissioning services that work with people's strengths and assets within the community
- Increased focus on prevention
- Using data to drive better decisions
- Optimising the use of technology to drive better care.

This requires a strategic shift in both culture and resources, managing demand through prevention and early intervention, specialist provision that meets needs, alongside support from within local communities to help maintain independence.

Joint Commissioning and Integrated Care Services

More people are now living with multiple long-term conditions and need support from several different services at the same time. Services therefore need to work together more effectively to provide joined-up, co-ordinated care that meets individuals' needs in a flexible, person-centred way.

The Health and Care Act 2022 has introduced **Integrated Care Systems (ICS)** to deliver improved services through collaboration rather than competition. Milton Keynes is part of the ICS that covers Bedfordshire, Luton and Milton Keynes (BLMK). The ICS comprises:

- **Integrated Care Partnership** - an alliance of NHS providers such as hospitals, community services, mental health services, GPs working together with local authorities and other key partners, including independent and voluntary and community sector providers, to improve the health and wellbeing of the people in its area.
- **Integrated Care Board (ICB)** - which decide how the NHS budget for an area is spent and develop plans to improve people's health, deliver higher quality care and better value for money. The ICB replaces the BLMK Clinical Commissioning Group.

The creation of the BLMK ICS provides a real opportunity to meet the wider healthcare needs of our communities, building on the collaborative work across health and social care as a response to the pandemic.

Better Care Fund

MKCC and BLMK ICB have a well-developed joint working arrangement and the Better Care Fund forms part of the various initiatives that supports integration and transformation of service delivery.

Our Better Care Fund (BCF) plan has been successfully implemented over a number of years. Many of the schemes are now longstanding, several since the introduction of BCF. They provide vital support to our residents, stakeholders and partners. Priority areas for the Better Care Fund during 2021/22 were:

- **Hospital discharge**, through our multi-disciplinary Home First approach, intermediate care and recuperation services as well as reablement service which is being reviewed. We currently utilise the BCF for 19 recuperation beds, of which three are dedicated to dementia care. We also commission 500 hours per week of recuperation home care, which we increase to 800 hours during the winter period.
- **Seacole virtual hospital ward**, which has been successful in reducing NHS delayed transfers of care. Encompassing 48 beds this has enabled us to not only discharge to care facilities directly from hospital, it has also ensured that Continuing Health Care (CHS) assessments take place in the community and not in hospital.
- **Dementia awareness and support** including the introduction of Admiral Nurses to support carers, dedicated dementia step down beds and a dementia friendly co-ordinator role in partnership with the Alzheimer's Society.
- Continued investment in **community equipment services** and work to promote further integration.
- **Carers support** services.
- Support for people to manage their **Direct Payments** for funding person care and other support.
- Consolidating the role of the integrated **autism diagnosis service**.
- Ensuring **Disabled Facilities Grants** processes are streamlined.
- Integrated **falls prevention service** delivering a self-care approach through exercise programmes and physiotherapy.

Assistive Technology

Use of technology is a key component of our approach to service delivery, and we recognise that assistive technology and community equipment play a key role in supporting individuals to remain independent. This includes supporting carers with their caring role, delay or reduce the need for care packages and support discharge from hospital.

MKCC's Care and Response Service works closely with housing providers, the acute hospital, community health services and social care to ensure that there is appropriate and sufficient availability of assistive technology to support and promote independence in the person's own home.

Promoting the next generation of assistive technology and increasing its use to further promote independence and maintain people at home will be a key enabler in our approach to supporting residents. We therefore want to work with social care and housing providers to increase the use of innovative technology-based solutions including:

- Support for single handed care approaches
- Increasing use of assistive technology to support young service users to access education, employment and housing opportunities
- Maintaining people's health and wellbeing
- Utilising technology in care management including care records, medicine management
- Improving opportunities for people to be more independent by utilising technology that could either support care or replace formal care interventions.
- Improving and maintaining social interaction and inclusion in the community

Supported Accommodation

Supported accommodation for adults of all ages is also high on our agenda. Milton Keynes continues to develop and grow and at the same time: our older people's population is increasing, and we have an increasing number of people diagnosed with dementia; the number of people requiring improved disabled access at home is increasing; the proportion of people returning from out of area placements with support needs continues to grow.

Our Supported Housing Strategy has given us the direction and we are currently prioritising dementia and mental health supported accommodation. In terms of the latter this is especially so in relation to step down from hospital. This strategy will also link closely to our use of Disabled Facilities Grants, improved partnership working with the Council's Planning Team and external housing providers.



7. Ageing well – care and support of people aged over 65

As the local population ages, the number of people with living with one or more long-term conditions is growing. People with long term conditions are intensive users of health and social care services, including community, hospital, and acute care services.

Figure 6: Local people aged 65 and over whose activities are limited a little

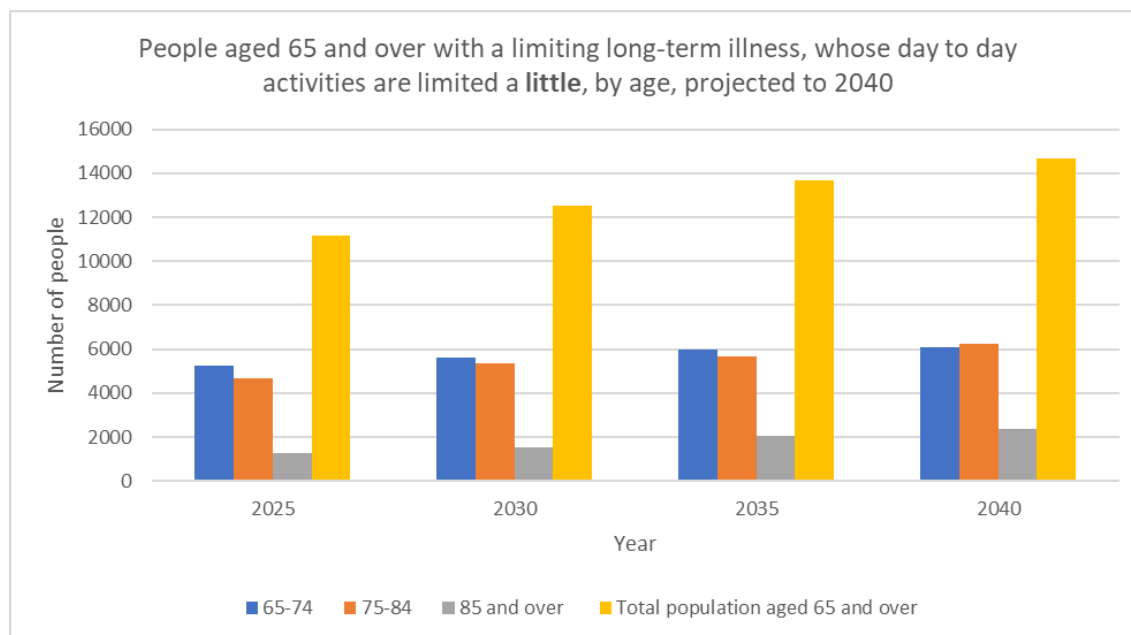
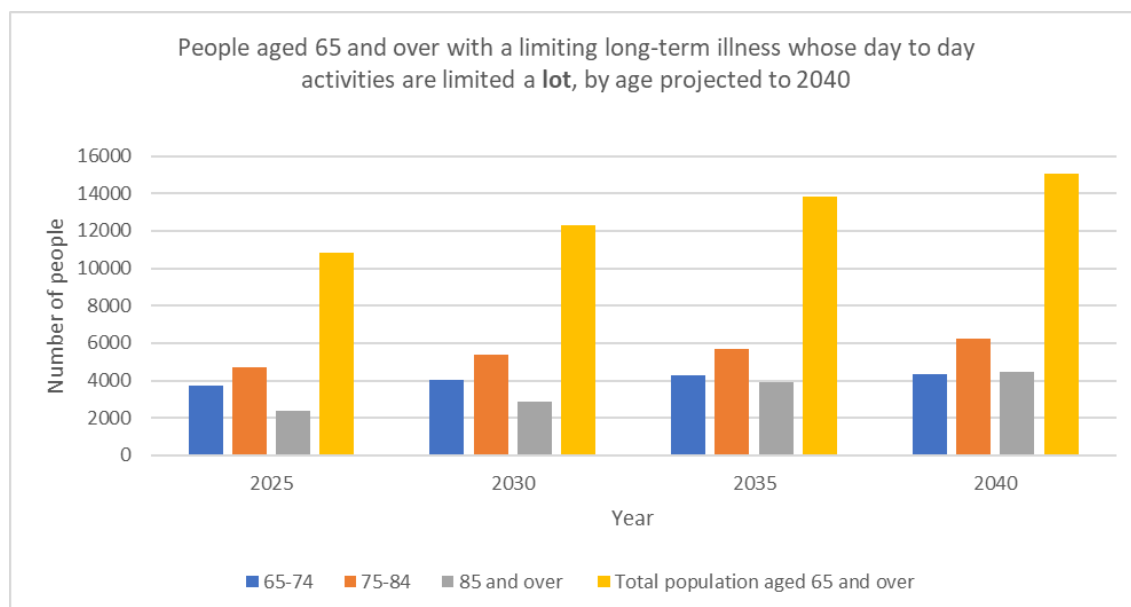
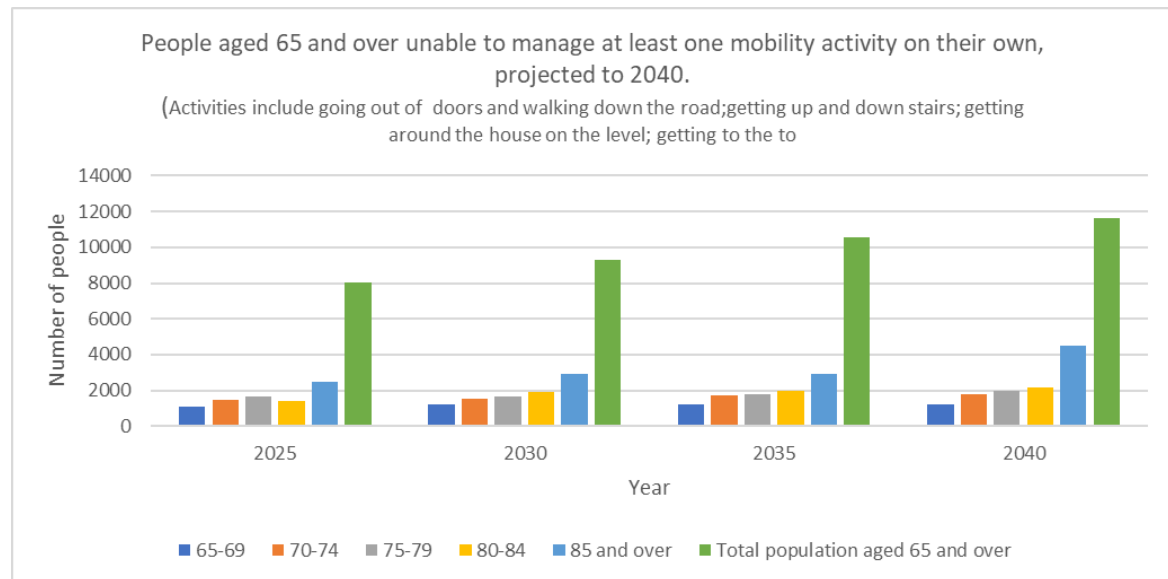


Figure 7: Local people aged 65 and over whose activities are limited a lot



With increasing age, more people are unable to manage daily living activities, which impacts on their ability to remain independent in the community.

Figure 8: People aged 65 and over unable to manage at least one mobility activity on their own.



Residential and Nursing Care Homes

MKCC has a block residential and nursing contract with a single provider for 250 residential /nursing beds until 2033. In addition, there is a preferred provider list for care homes operating in Milton Keynes. The number of beds in Milton Keynes has reduced, however, while the older population has increased. There are currently 28 care homes for older people in Milton Keynes, 70% of placements are self-funded and 30% of placements are social care and/ or NHS funded. This will leave a shortfall of MKCC funded places.

Market opportunities

We aim to encourage development in the residential and care home market; in particular, an increase in the number of enhanced care beds which we will need as people live longer and their care needs become more complex.

Home Care

Nearly two-thirds of adult social care users in Milton Keynes are aged 65 or over; with most of these needing help or support in their own home, and nearly half of these become eligible for help after a spell of ill health. A continuous increase of the number of residents needing care at home is projected as people are supported to remain in their own homes and community for as long as it is possible. There are currently 43 agencies providing home care packages to MKCC clients via a Direct Purchasing System (DPS) Framework. Spot provision is used where required to meet demand and choice.

The independent home care market in Milton Keynes reflects same challenges as are being seen at a national level in particular attracting staff into the care workforce. The CQC reports⁵ that most providers are delivering a good service, but a minority of people are affected by late or missed calls, lack of continuity of care workers, unsupported staff; poor care planning, and failures of providers to listen to people using services and their families and carers.

Market opportunities

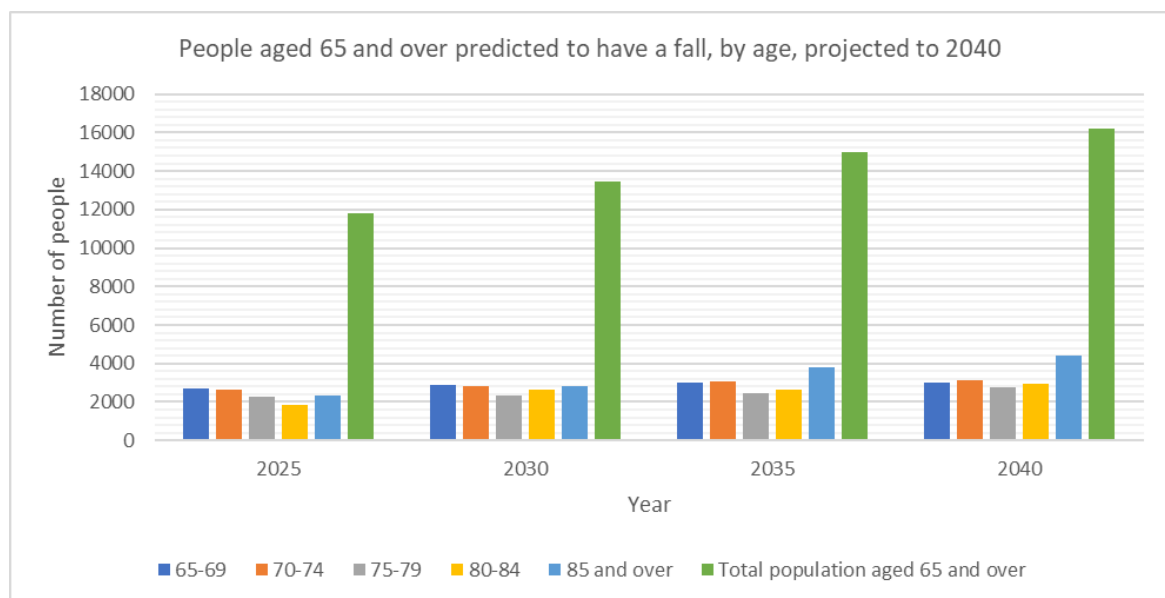
We would like to work with home care providers to:

- Increase capacity in the market
- Encourage more people to enter the care workforce, including employment/apprenticeship opportunities for people with lived experience
- Introduce outcome-based delivery models - moving away from task-and-time models
- Improve the range of providers who can provide outcome-based services for people with dementia
- Increase the use of assistive technology in delivering care

Falls Prevention

There are a disproportionately high number of reported injuries from falls within Milton Keynes, given its population size and demographics. Older people are at the greatest risk of falling and suffering a permanent injury, which can greatly affect their lives.

Figure 9: People aged 65 and over predicted have a fall, by age and gender, projected to 2040



Falls prevention is a key priority in Milton Keynes using early identification and appropriate equipment to reduce the incidence of falls and injuries sustained from them. Intermediate care or reablement is also available, as a preventive measure and for those who had a fall.

Market Opportunities

We would like to improve partnership working so that residents at risk of fall are identified and supported much more effectively.

Housing for Older People

Good quality, adaptable housing for older people can play a key role in supporting people in the community and tackling loneliness and isolation. Consultation undertaken by Healthwatch showed that people in Milton Keynes attached a high importance to staying in their own homes for as long as possible when they get older (Healthwatch NHS Long Term Plan Area Report July 2019).

When people were asked for suggestions about what would help them to retain their independence, a common theme was more home care and practical support to enable them to stay in their homes. Other responses included support and advice for family and friends, and access to forms of activity.

In Milton Keynes achieving the right mix of housing for an ageing population would include:

- Increasing the range of housing choices available to older people that can support 'downsizing' or 'rightsizing', across all tenures, which could include a level of incentivisation
- Increasing the supply of extra care housing provision that provides a genuine alternative to registered care and can support people living with dementia
- Ensuring that the housing currently designated for older people is going to be an attractive housing option in the future.
- Ensuring that practical support such as handyperson and gardening are available to enable people to maintain their homes.

Market opportunities

The Milton Keynes Supported Housing Strategy 2020-25 indicates an increase in need for:

- *'Care ready' housing across all tenures: for sale, social rent and market rent*
- *Extra care housing for rent and for sale.*
- *Nursing care, including as part of 'hybrid' housing and care developments.*
- *Care homes places for older people with more complex health and care needs.*

Self-funders

As well as funding people's care we also have a responsibility to meet the needs of people who do not qualify for funded support, but who may require advice and guidance and signposting to providers who could help meet their needs. For example, people who would benefit from information that is designed to help maintain their independence and sense of wellbeing, such as what other funding they may be entitled to; the existence and contact details of other local organisations that could help them improve their wellbeing; and how to access equipment they may need.

The self-funder market is growing in Milton Keynes with many choosing to stay or move to the area to be close to family. Following informal discussions with local care home providers we estimate that there are more than 1,000 self-funding care home residents in Milton Keynes, mostly older people, although data is difficult to confirm.

Additional market opportunities for over 65s:

- *Support people in their own homes and communities, delivered on a 7 day a week basis that can deliver fast response times for those with urgent needs.*
- *Provide acute care in the community for frail older people and those with complex health and social care needs to reduce emergency admission to hospital or long-term care.*
- *Support people with rehabilitation potential who require intensive support following hospital discharge including social care, nursing, and therapeutic interventions.*
- *Further develop person-centred services that can utilise direct payments / personal budgets.*
- *Support people to pro-actively manage their health, including better use of assistive technology and community equipment.*
- *Enable older people to actively engage in their communities and maintain their physical and mental wellbeing.*



8. Dementia

Dementia is a progressive neurological condition which occurs when the brain is damaged by disease (like Alzheimer's) or a series of strokes. Symptoms can include memory loss and difficulties with thinking, problem solving, language and physical function. It is predominately a disorder of later life, but a small percentage of people under the age of 65 have the condition. Its prevalence rises steeply with age and affects people regardless of gender, social background, or ethnic group.

Consequently, the number of people aged 65 and over living with dementia is expected to rise significantly.

The impact of dementia is broad with many other people affected including family carers – caring for someone with dementia can lead to stress, depression, and isolation.

Dementia in Milton Keynes

Dementia increases sharply with age from approximately one in thirty at the age of 70 to one in five at the age of 80. Milton Keynes population is predicted to have a significant rise in the number of older people over coming years. In 2012 there were 29,500 people aged 65 and over in Milton Keynes and this number is expected to increase by 82.8% to 53,900 by 2026. Furthermore, in Milton Keynes the population aged 85 and over is predicted to increase by 86% from 4,300 in 2017 to 8,000 in 2030.

In Milton Keynes there are approx. 1,600 people aged over 65 who currently have a diagnosis of dementia. In 2019 there were 79 people under age 65 with a diagnosis of dementia. The current cost of dementia care in Milton Keynes is £113 million and is expected to rise to £213 million by 2030.

Current Provision for Dementia in Milton Keynes

Dementia services in Milton Keynes currently include:

- **Specialist Memory Service (SMS)** which diagnoses dementia following GP referral and provides post-diagnostic support including a Challenging Behaviour Team and Care Home Liaison Practitioner
- **Dementia Information and Support Service (DIS)**
- **Admiral Nurse Service**
- Specialist **extra care facilities** for people with dementia, day care services and care home provision for people with late-stage dementia
- Additional **support and activities** such as cognitive maintenance group, dementia café and carers support

Dementia Friendly Milton Keynes

MKCC is leading on a multi-agency, community-wide initiative to make Milton Keynes a good place for people with dementia and their carers to live. This includes all aspects of day-to-day living including housing, transport, and retail for example and is intended to have a positive impact on the whole of our community.

Market Opportunities

We need to ensure that services grow to meet the needs of the increasing population of people living with dementia in Milton Keynes which includes

- *Increased capacity in care homes for people with dementia.*
- *Increased and more tailored support for family carers to help people with dementia stay in their own homes and reduce the need for emergency respite or early care home admissions.*
- *Increase in services with high levels of expertise in dementia offering practical advice, and emotional and psychological support to people with dementia and their carers from diagnosis to post bereavement,*
- *Initiatives which, in partnership with Public Health, can help reduce the incidence or delay the onset of dementia including smoking cessation, reduced alcohol consumption, exercise, and managing long term conditions linked to dementia for example Type 2 diabetes.*



9. Living well – care and support of people aged under 65

Physical Disabilities and Sensory Impairments

We want to support people of working age with a physical and/or sensory disability to be independent as possible, using the **social model of disability**. This considers the barriers people with a physical/sensory disability face and encourages society to be more inclusive and to make reasonable adjustments. This approach helps to identify solutions to these barriers, enabling people to be full and active members of society.

The MKCC definition of physical disabilities includes:

- People with sensory impairments
- People with physical disabilities since birth e.g., cerebral palsy
- People who have a physical disability through illness or injury
- People with disabilities as a result of neurological conditions e.g., stroke, multiple sclerosis, motor neurone disease
- People with acquired brain injuries

The number of people with physical disabilities and sensory impairment is expected to grow and there is a need to ensure sufficient capacity in the market to support these needs.

Figure 10: People aged 18-64 predicted to have impaired mobility, by age, projected to 2040: Milton Keynes

	2025	2030	2035	2040
People aged 18-64 predicted to have impaired mobility	8976	9044	9058	9087

Source: *Projecting Adults Needs and Service Information (PANSI) January 2022*

Figure 11: People 18-64 predicted to have a severe visual or hearing impairment, projected to 2040: Milton Keynes

	2025	2030	2035	2040
Total population aged 18-64 predicted to have a severe visual impairment	106	107	106	106
Total population aged 18-64 predicted to have a severe hearing impairment	980	983	980	989

Source: *Projecting Adults Needs and Service Information (PANSI) January 2022*

Services in provided by MKCC for people with physical disabilities include:

- **Home care services** provided by MKCC Care and Response Care Service.
- **Community Occupational Therapy** service to assess individuals and their home environment and make recommendations for equipment, aids and adaptations to support independence.
- **Day Services** for older adults with a disability or people with complex needs, including learning disabilities and physical disabilities at Tower Drive and Whaddon Way.
- **Home First Reablement service** provides support for people for up to 6 weeks to support people following a hospital stay, or to prevent admission to hospital.
- **Telecare services, community alarm and assistive technology** provided by MKCC Care and Response services.
- **Major Adaptations** to people's properties to enable them to live at home. This is funded by the Disabilities Facilities Grant, funded through the Better Care Fund.
- **PA Register** – to enable people with a disability to source Pas.

Commissioned services include:

- **Day opportunities** for people with a physical disability at Fletcher's Mews, provided by Macintyre.
- **Day opportunities** for people who have experienced a head injury, provided by Headway.
- **Self-Directed Support Service** – support for people who wish to employ their own PA's, provided by Connection Support.
- **Integrated Community Equipment Services** provided by Millbrook Healthcare and funded by MKCC and BLMK ICB.
- **Integrated Sensory Services**, for hearing and/or visual impairments. A specialist service has recently been commissioned to develop provision which supports self-care, independence and routes into employment.

Market opportunities

- *Services which support the participation of people with disabilities in the design and delivery of plans and services.*
- *Advocacy services to support independence and decision making*
- *Improved choice of housing options including the development of more lifetime homes*
- *Access to community equipment and aids and adaptations, including assistive technology*
- *The development of personalised services for individuals with physical disabilities and very specialist needs who wish to utilise direct payments effectively and the personal assistant market.*
- *A range of personalised day time opportunities which promote independence and or health and wellbeing through social activities / pursuing an interest.*
- *Access to respite services and short breaks*
- *Specialist support into employment, support while in employment and with employment related concerns*
- *Supported living services, rather than home care*
- *Increased support for people with disabilities who are parents*

Learning Disabilities

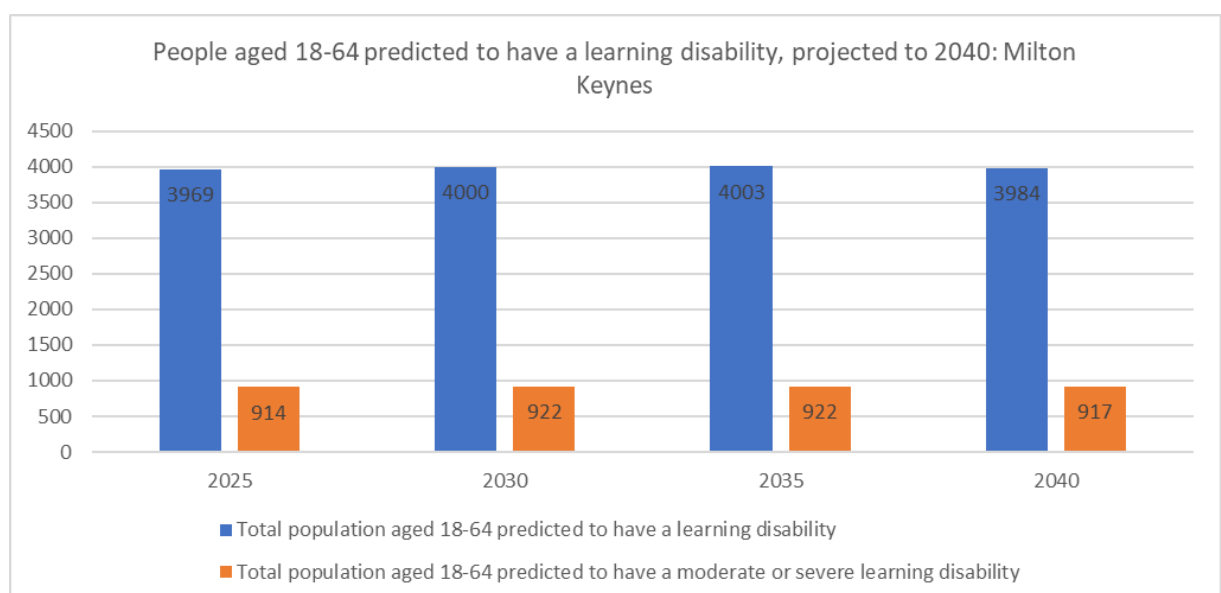
The development of personal budgets and direct payments has provided an opportunity to widen choice in the services available to people with learning disabilities. Service specifications and the monitoring of contracts have recently become more outcomes focused, supporting people with learning disabilities and their families to state their aspirations and to work towards achieving them. Supported Living services have been commissioned on a preferred provider basis, enabling people with learning disabilities to choose the provider they would like to support them, and work is underway to review MKCC's day opportunities to ensure choice and options for people.

The number of younger people with a moderate to severe learning disability who are living at home with their parents will rise. These parent carers will be ageing, and the need for more accommodation and care options will be required as well as addressing the financial implications of meeting these needs and addressing the needs of carers.

The number of people aged 65 and over with a learning disability is also expected to increase over time. Not only will these people require support to meet the needs resulting from their learning disability, but they will also require support to meet their physical health needs as they move into old age.

Through the Homes not Hospitals (previously Transforming Care) work, and the efforts to bring people back to Milton Keynes from placements elsewhere, increasing numbers of people with learning disabilities and complex needs will require appropriate accommodation and support to live successfully in the community.

Figure 12: People 18-64 predicted to have a learning disability, projected to 2040: Milton Keynes



Source: *Projecting Adults Needs and Service Information (PANSI) January 2022*

Accommodation Based Support

The Council has a preferred provider list (PPL) for the delivery of supported living services for people with a range of disabilities. There are 36 providers on the PPL, and they support people to live independently in the community with their own tenancies.

In addition, there are current projects focusing on Shared Lives as a viable community option and specialist home care which includes Learning Disabilities, Mental Health and Autism.

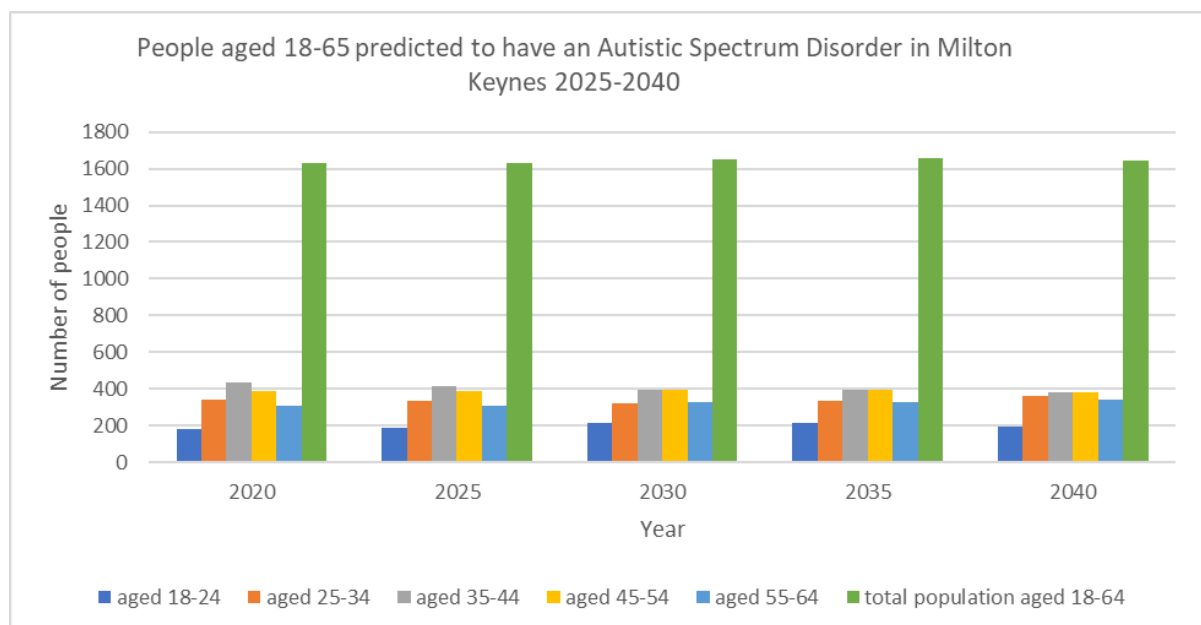
Day Opportunities

There are a range of services in the community to provide tailored support to individuals during daytime hours, evenings and weekends. These services will be reviewed with a view to stimulating the provider market to develop increasing opportunities for a range of meaningful activities to help people develop their skills, experience and provide support with employment related activities.

Autism

Autism is a lifelong developmental disability that affects how a person communicates and relates to other people and their environment. It also affects how people make sense of the world around them. Whilst people with a learning disability and autistic symptoms are diagnosed by the Joint Learning Disability Service, there is a need locally to develop a more effective autism diagnosis pathway for people without a learning disability.

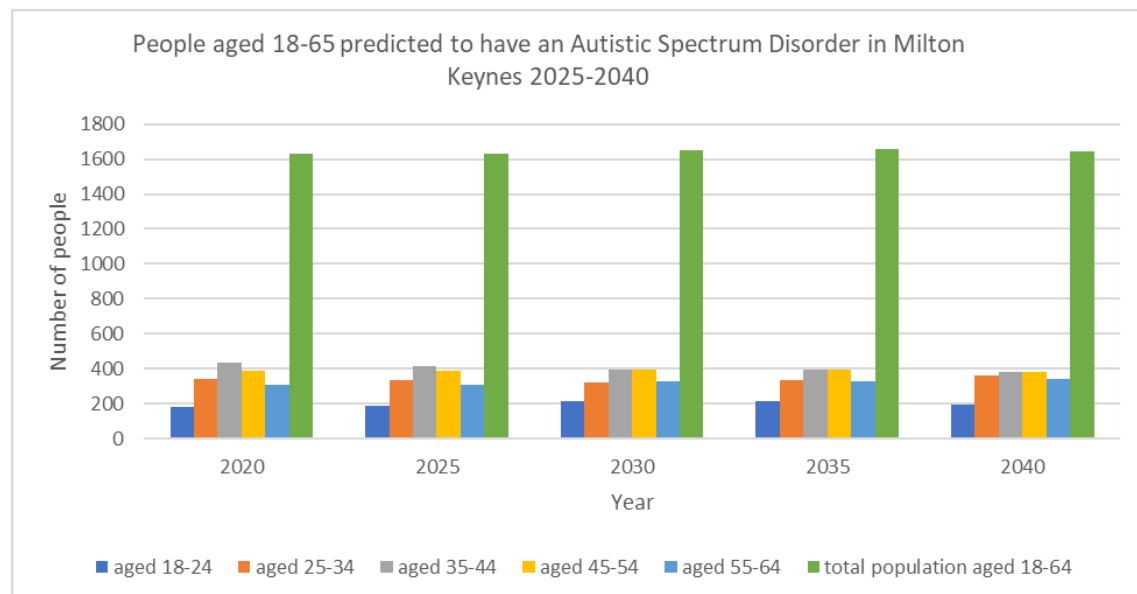
Figure 13: People aged 18-65 predicted to have an Autistic Spectrum Disorder in Milton Keynes 2025-40



Source: *Projecting Adults Needs and Service Information (PANSI) January 2022*

There are increasing numbers of older adults with autism. Improvements in the diagnosis pathway have resulted in more people coming forward and receiving a diagnosis, often later in life.

Figure 14: People aged 65+ predicted to have an Autistic Spectrum Disorder in Milton Keynes 2025-40



Source: *Projecting Older People Population Information (POPPI) January 2022*

Market opportunities for people with learning disabilities and autism include:

- *Integrated services which acknowledge health and social care needs, and address them holistically.*
- *Focus on developing day opportunities that offer support to access work related learning, work experience and support to remain in work as well as a range of leisure and social activities.*
- *The development of social enterprises that deliver products and services with a community / social purpose and offer employment opportunities for adults with learning disabilities.*
- *Ongoing leisure opportunities to support increased numbers of people with learning disabilities accessing direct payments to integrate into mainstream society.*
- *Increased provision locally for people with complex needs so that they can return from NHS Hospitals or residential care in other areas.*
- *The further expansion of the Supported Living Approved Provider List to deliver high quality care for people with the highest support needs.*
- *Good quality accommodation in Milton Keynes for people with supported living packages.*

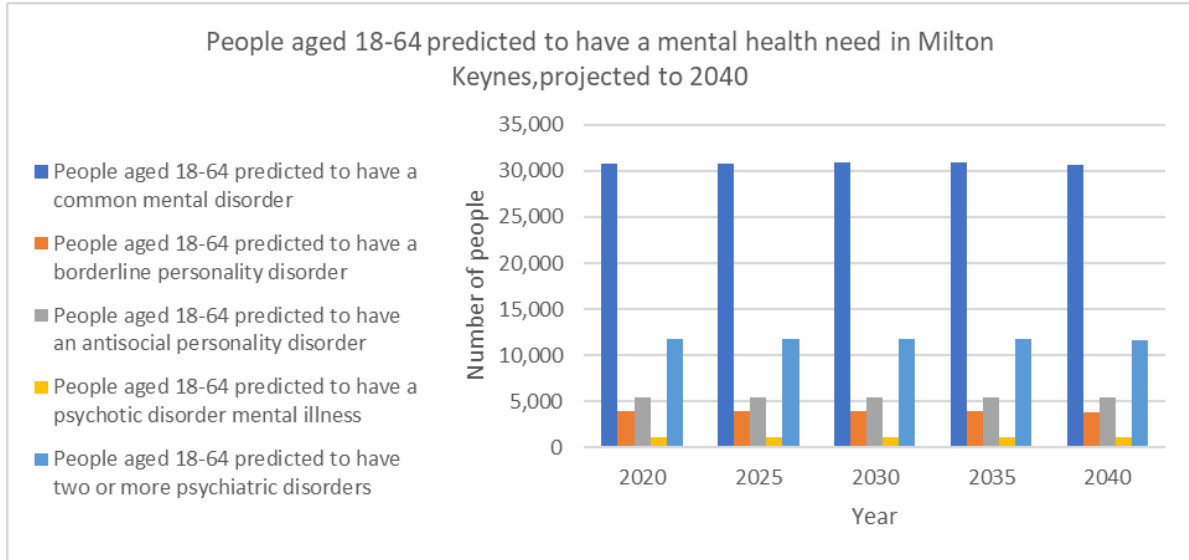
Market opportunities for people with autism include:

- *Support for people with and existing as well as a new autism diagnosis (without learning disability) including information, advice and opportunities for regular social engagement*
- *Support with employment opportunities.*
- *Accommodation that reflects the needs of people with autism. This could be specialist accommodation for small number of people returning from NHS hospitals or residential care or ordinary housing that incorporates autism friendly design features around lighting and sound proofing for example.*

Mental Health

At some point in their life, at least one in four people will experience an episode of mental ill health while almost half of all adults will experience at least one episode of depression. The table below shows that the total number of people in Milton Keynes with a common mental health problem is predicted to increase moderately across all areas.

Figure 15: People aged 18-64 predicted to have a mental health need in Milton Keynes



Source: *Projecting Adults Needs and Service Information (PANSI) January 2022*

Tackling mental illness and promoting mental wellbeing is essential not only for individuals and their families but to society as a whole. Our Health and Wellbeing Strategy aims to improve the lives of everyone living with mental illness through raised awareness and more effective support services.

Substance misuse

It is common for people to experience problems with their mental health and alcohol/drug use at the same time. Research shows that mental health problems are experienced by the majority of drug (70%) and alcohol (86%) of alcohol users in community substance misuse treatment.

Drinking too much alcohol or taking drugs can negatively impact on people's health and wellbeing and the effects of drug and alcohol use in the family go well beyond the direct effects on the person using them. We ensure that there are services offering a range of support whether a person's aim is to reduce their drug or alcohol intake or to stop altogether. The main service we work with is ARC a service provided by CNWL which supports residents with drug, alcohol or gambling problems, providing a single point of access to assessment and treatment for both substance misuse and associated emotional/mental health needs. ARC works with providers of other support services within homelessness, domestic violence services and family support services for example.

Figure 16: People aged 18-64 predicted to have substance misuse needs in Milton Keynes

	2020	2025	2030	2035	2040
Total population aged 18-64 predicted to be at higher risk of alcohol-related health problems	5,538	5479	5573	5589	5536
Total population aged 18-64 predicted to be dependent on drugs	5538	5479	5573	5589	5536

Source: *Projecting Adults Needs and Service Information (PANSI) January 2022*

Recovery College

Milton Keynes Recovery College and Community Inclusion Service (RCCIS) is a new service provided in partnership between CNWL, MKCC and Rethink which offers face-to-face training courses and workshops. These provide the opportunity for people with mental health or physical health difficulties to support each other to recognise and develop their talents and resources and become experts in their own self-care.

Accommodation based support

The Council has commissioned floating support services for people with mental health needs who need support to maintain their accommodation and independence in the community. Time-limited supported housing to support people to transition from hospital or out of area placements to the community is also required including 24/7 intensive housing support with rehabilitation. Sourcing good quality affordable housing as well as developing or adapting specialist accommodation where required is a priority.

Market opportunities for people with mental health needs include:

- *A range of options to meet the needs of people who need step down from hospital into the community as well as providing alternatives to admission for acute care – this would include 24/7 intensive supported housing and crisis provision.*
- *Suitable accommodation for people with physical disabilities / long term conditions/ mobility issues as well as mental health needs.*
- *Recovery and rehabilitation-based services, which actively involve service users and carers and offers both preventative and step-down services providing clear information and advice on services, incorporating both community support and employment support services.*
- *Community services that deliver support to people with complex needs and associated social issues, including dual diagnosis, which impact on engagement and positive health outcomes.*
- *Development of person-centred packages of care, including the use of health and social care direct payments and personal budgets, to meet individual needs and deliver agreed outcomes more effectively.*
- *The development of Supported Employment services with a focus on learning, training and work-related opportunities, to enable people to work and learn to improve quality of life and options for the future*
- *Employment opportunities which make use of people’s skills and experience including adult apprenticeships*

10. Preparing for adulthood

MKCC Adult (ASC) and Children's Social Care (CSC) teams currently provide support to young people as they become adults in line with our statutory obligations under the Care Act 2014 and the Children and Families Act 2014. Key outcomes for young people are the move into independent living, higher education, paid employment, having friends and relationships, being part of their communities, and being as healthy as possible.

Our aim is to create a model of care and support that maximises a young person's independence, health and wellbeing. Commissioning projects already underway include Home Tuition Services; enhancing our Short Breaks (respite care for parents) and commissioning for Special Education Needs and Disabilities (SEND) for non-maintained and independent schools' day and residential placements. We are reviewing the role of the Transition Worker to be more aligned within the Working Age Adults Social Care Team, and are developing a joint protocol around accommodation for Care Leavers

In Milton Keynes Child and Adolescent Mental Health Services (CAMHS) currently has around 1000 Children and Young People on its waiting list for assessment (July 2022). This impacts on CSC and ASC, as young people are not able to access the psychologically informed therapies that they require to promote their health and wellbeing, which can lead to crisis situations presenting to social care. This places a challenge on the commissioning of services for young people to ensure that work, housing and education is supported by staff who are Trauma Informed trained and can deal with and support young people to manage with everyday life and essential tasks. As an interim to bridge this pressure, several strategies have been implemented, including supporting the Youth Information Service. The absence of psychological and psychiatric support remains a concern.

Workforce challenges have been exacerbated by external factors such as the Covid -19 pandemic and Brexit, with providers struggling to recruitment and retain good quality, committed staff, raising concerns regarding the ability to appropriately support our Children and Young People. Providers have a duty to pay, train and develop their workforce in line with legislation however, cost of living is now exceeding inflationary increases, and this is having a negative impact on the sector.

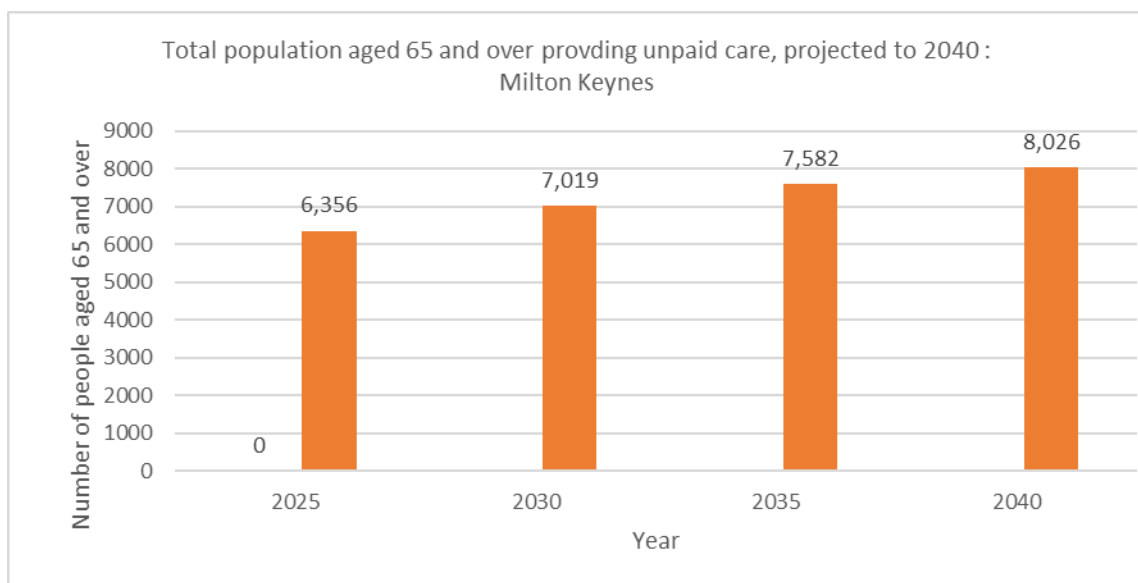
We are in the process of strengthening the Preparing for Adulthood Offer - addressing all relevant outcomes, including those related to, education and employment, community inclusion, health and wellbeing, including emotional health, independent living and housing options. We are currently working to create a joint strategy for Preparing for Adulthood and jointly agreeing shared transition protocols, information sharing protocols and approaches to practice between Adult and Children's services.

11. Carers

We know that the number of family / unpaid Carers living or supporting someone in Milton Keynes is likely to increase. Presently there are 21,797⁶ people living in Milton Keynes who identified themselves as Carers of which 1,892 are Carers under the age of 25.

In Milton Keynes 64% (14,018) Carers provide support of between 1 and 19 hours a week, 14% (2,991) between 20 and 49 hours a week and the remaining 22% (4,788) provided more than 50 hours a week unpaid care.

Figure 17: People aged 65 and over providing unpaid care, projected to 2040 in Milton Keynes



Population growth and an ageing population will increase the number of people living with a disability and needing care therefore increasing the number of Carers who provide unpaid care and support. This also means an increase in older carers looking after their partners and young people undertaking a caring role.

In response to the anticipated increase in the number of Carers in the coming years MKCC has set out the following priorities:

- Improve identification of Carers so they can be supported in their role
- Increase the number of carers' conversations / assessments.
- Improve support for Carers to maintain or improve their wellbeing including improved access to information, advice and guidance and personalised support to Carers to enhance a life outside caring
- A more innovative personalised approach to short breaks
- Improve co-production and engagement with Carers
- Increase uptake of Assistive Technology to support Carers in their caring role.

We are working with partners to improve identification of Carers and support offered. This includes a multi-agency review of the short breaks offer to young Carers. It is anticipated that this will lead to a redesign of the MKCC offer including both in-house provision and commissioned services.

Provision in MK to support clients

There is a range of support available to Carers from commissioned Carers' support services including:

- Universal Support - advice & information service for all carers
- Enhanced support - for carers needing a more intensive 1-1 support service, accessible through a carer's assessment.
- Support groups and drop-ins to support carers in many different situations and geographic areas. These were mostly virtual during the Covid-19 lockdown.

Market opportunities

- *More providers to include an offer to Carers as part of their service provision. This could include Carers' groups or training on condition management for example. This model is already part of the offer for Carers of people living with dementia and we would like to see this extended to all commissioned service.*
- *Increased uptake of direct payments offering choice and control over how Carers are supported.*
- *Providers that can utilise and promote Assistive Technology to support Carers in their role*
- *Providers with a personalised, innovative approach to service delivery including short breaks (planned and unplanned) including the offer to young Carers*

Other Market opportunities.

Other priorities areas which cut across Carers and those cared for includes:

- *Prevention and early intervention (to reduce Carer breakdown)*
- *More outcome-based support planning and brokerage.*
- *Increase the usage of Personal Assistants*
- *Increase utilisation of community networks including peer support, and local activities.*

12. Workforce and local authority leadership

Investing in our people is key to our ability to deliver high quality services, we have a broad spectrum of roles, including customer liaison officers, support workers, occupational therapists, social work assistants and social workers as well as a new Social Work Practice manager role to support colleagues to gain skills and confidence as we work with people to meet their needs. In addition to this we commission training in specialist areas such as trauma informed care, strengthen based working and drug and alcohol and alcohol use, equipping our teams to understand and work confidently with the challenges the people who access our services may be facing.

Working within the Quality Assurance Framework for Adult Services we have a strong focus on developing people. We understand that social care should be a career as well as a vocation and are committed to offering a range of apprenticeships at different levels across out teams, seeking to encourage new people into the sector as well as enabling those already with us to gain new skills to prepare themselves for the next stage of their journey.

Within MKCC we have developed progression pathways which include offering opportunities for gaining formal qualifications in areas such as social work, occupational therapy and commissioning, and for those who progress into managing people we offer a bespoke Adult Services management development programme, this underpins our commitment to retaining excellent people now and supports succession planning for the future.

13. Conclusion

We are facing unprecedented challenges in adult social care and need to continue to work together to meet the increasing demand for services and achieve positive outcomes for the people of Milton Keynes.

The key areas we want to work together on in the future are:

- Increasing choice and control to empower adults and their carers
- Supporting people to remain as independent as possible for as long as possible
- Improving social care workforce recruitment and retention
- Supporting small / micro social enterprises, services led by and for users, carers and people from diverse backgrounds
- Improving partnership working across public, private and VCSE organisations
- Find effective ways to co-produce and engage with people who use services and local providers
- Support the growth and development of social housing, Care Homes, Extra Care and Supported accommodation
- Work with providers to manage local sustainability and look at ways to diversify care options
- Embed technology and digital solutions into all new commissioning activity.

This Market Position Statement is the beginning of a conversation, and we would welcome any thoughts you have about the future of adult social care in Milton Keynes.

If you would like to share any of your thoughts, please contact CCTeam@milton-keynes.gov.uk

