

Service Specification Summary

Floating Support (Adults 18 years plus)

SCOPE OF SERVICES REQUIRED:

Providers applying to join the DPS for Floating Support are required to provide a range support for:

- adults aged 18+ who have been assessed by the council as having a need for this through Adult Social Care (Care Act eligible)
- adults aged 18+ whose needs for care and support can be prevented, delayed or reduced through early intervention to support them in living their lives as they wish, connecting with their communities and building on their strengths. This will also be assessed by the council through a light touch assessment.

Adults using Floating Support may be living in their own home, sharing with others, living with their family or occasionally in supported accommodation.

Floating Support is to assist people to develop or maintain their independence within the community, prevent loss of their home or tenancy, and reduce the use of more intensive or institutional forms of care such as a care home or hospital. This will be achieved through a range of ways of working, based on the person's preferred outcomes. Support will be designed to fit the person and what they want to achieve. For example, it could be short, frequent visits over a few weeks to sort out applications for benefits, or longer term input to achieve an outcome such as building confidence to visit the gym or join a group.

The length of time supported will be indicated through the initial assessment by the council, and then reviewed by the provider following their assessment, usually between 4 weeks and 1 year. Very short-term input to support with a specific task will also be required in some instances.

The aim will always be for the person to no longer need the Floating Support service. When the Floating Support ends they will have been supported to develop and optimise their abilities to live independently and to establish connections to what they need within their own networks, neighbourhoods and communities.

People using the service will be people with mental health needs, learning disabilities, physical disabilities or sensory impairment, autistic people, people with ADHD, people with hazardous substance use, older adults, and others where there is a need for support to develop and maintain their ability to live independently. People might fall within more than one of these categories.

Floating Support should:

- Promote independent living skills and support maintaining, restoring or developing basic life skills by working with rather than for service users.
- Promote ways of finding the social contact and networks each person wants to have
- Support accessing education and training opportunities.
- Support people, including those who have mental health needs, autistic people and people with a learning disability, being discharged from hospital following an illness or accident.
- Enable preparation for employment, including volunteering opportunities.
- Support the person's recovery and rehabilitation after a critical episode. This could relate to both physical and mental health and wellbeing.

Ealing Council is committed to making sure more people can use Direct Payments to purchase the support they need.

CORE ENTRY REQUIREMENTS:

To be able to apply to join this category of the DPS, providers will be:

- Located in one of the 8 local authority areas that constitute Northwest London i.e. Ealing, Brent, Harrow, Hillingdon, Hounslow, Hammersmith & Fulham, Kensington, and Westminster.
- Pay their staff as a minimum in line with the Real Living Wage (London)
- Not be subject to any safeguarding, regulatory or enforcement action.

GEOGRAPHY:

- The council requires floating support to be provided via the 7-towns that make up the geographical area of the borough i.e. Acton, Ealing, Greenford, Hanwell, Northolt, Perivale, Southall
- Providers have the option to provide services in one or more of the 7-town areas at the application stage.

WORKFORCE:

Providers applying to join the DPS will ensure:

- Services are delivered using strength based and person-centred practice and understand their safeguarding duties.
- It is essential that any provider understands Ealing's diverse communities. Staff must be trained and competent in working with people from all ethnic backgrounds, faith groups and cultures and have a good command of English and other languages spoken in the borough. Equality, diversity and inclusion should be embedded in providers' recruitment planning and practice.