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DEVON COUNTY COUNCIL

Social Services

FACS Bulletin - July 2002

Status of FACS in Devon

- The FACS policy, practice guidance and eligibility criteria checklist have been agreed by SMG and approved by the Executive Committee of the County Council. The threshold line for services has been set between moderate and substantial. These documents are available on the FACS web pages and the policy section of the intranet at: www.devon.gov.uk/socserve/facs/
- The Matching Needs and Services for Adults document has been agreed by SMG and is available at: www.devon.gov.uk/socserve/facs/matching_needs.html
- The Department of Health have published the final national FACS Guidance and we will be considering how this influences further developments as the process outlined below unfolds.

What has been achieved

- Over 500 staff from social services, health and the voluntary and independent sectors have attended a half day introduction to Fair Access to Care Services.
- Feedback forms were received from over 350 staff who attended these sessions. This feedback has; informed changes to the policy and practice guidance; assisted decision making about the level and type of training to support the implementation process; and shaped the on going support post implementation of FACS.
- The care management and care programme approach documentation has been amended to take account of FACS requirements and to assist practitioners in completing the FACS eligibility criteria checklist. The revised care management forms will be available from early August and the CPA forms will be introduced during the Autumn.
- A draft agreement for use of FACS by our partner agencies will be presented to Senior Managers across the agencies in September. If you want a copy of this document or wish to comment on it please contact Ludmila Chard on lchard@devon.gov.uk or 01392 382919.
- The review team manager and staff have now been agreed/appointed and started undertaking reviews of older people and people with a physical disability using the FACS approach from 1st July. If you want more details about the virtual review team contact the team manager, Maggie Hogarth at Abbey Rise on mhogarth@devon.gov.uk or 01392 386758
- All Referral co-ordinators, review team members and care direct advisors have received a one day FACS training course.
- Public information leaflets 1 and 2 have been amended to reflect the FACS approach for use by the virtual review team only at this stage. The revised leaflets will be available more widely when FACS is implemented by other staff in the autumn.
- A standard approach to managing complaints arising from the reviews using FACS has been agreed between the Customer Services Officer, Review Manager and Practice Supervisors. Further guidance is also being drafted for use when FACS is rolled out more widely in the Autumn. Meanwhile, if Districts receive complaints about the implementation of FACS in the virtual review team they should contact Maggie Hogarth or Richard Money.
- Regular meetings of Practice Supervisors/Team Managers/Group Managers and Jennie Stephens, Policy Development Officer, will start at the end of July. The primary focus for this group will be to support the implementation process and to bring greater consistency to our

approach to eligibility decision making.

- A newly formed FACS Project Team, chaired by Sue Younger-Ross, will address the developmental issues arising from FACS implementation.
- A FACS web page, white board and Frequently Asked Questions is being set up
- A Members meeting on FACS is being arranged for the Autumn to which it is intended to invite representatives of District Council Members and PCT non-Executive Board members.

Implementation Process

SMG have agreed the following implementation process:

- The virtual review team will use the FACS approach from 1st July to review existing cases in Older People and Physical Disability services
- With the exception of learning disability service, all other adult service teams (mental health, physical disability, older people, sensory and older people with mental health difficulties) will implement FACS with all new and existing cases during late September and October. The approach will be a phased approach based on cluster districts.
- For learning disability services, FACS will be implemented for new cases only on 31st October and for existing cases from 1st April 2003.
- All managers and staff who manage or undertake social care assessments and reviews will receive a further one day training prior to the implementation of FACS.
- Managers training will mainly take place in July 2002 and will be on a cross county basis. For those Social Services and NHS managers who manage staff undertaking community care assessments, and who have been unable to attend the training days to date additional training days have been set up for 30th August and 2nd September. The venue will be St Loyes, Exeter.

Please note, SMG's expectation is that all social services managers who undertake this function should attend the one day training and that partner agency managers should be encouraged to do so. Please contact Lee Solway (lsolway@devon.gov.uk or 01392 383272) or David Greenhough (dgreenho@devon.gov.uk or 01392 384959) if you have not attended the one day managers training or received details of this.

- Practitioner training will take place during September and October 2002 and will be undertaken on cluster district basis. Each set of cluster districts (to include local staff from the Mental Health Partnership Trust) will be offered 3 training days. **In order to minimise the impact of the training on operational requirements, District and Partnership Trust managers should ensure that attendance at the one day course is evenly spread over the 3 days being arranged in their cluster area.** Please contact Lee Solway or David Greenhough if you want more information about this or wish to attend. We wish to ensure that NHS practitioners who undertake community care assessments are encouraged to attend this one day training.
- The sensory team will receive separate FACS training so do not need to be included in the cluster district days

Definition of terms:

New cases:

Case not currently in receipt of services provided or arranged by the Help Desk or Personal Care Management team. This includes:

- Cases where an assessment is being undertaken either by Help Desk or PCM team and the person has no current services.
- Existing cases where the case is open for blue badge and/or disability registration only.
- People who have had services in the past under Direct Service provision and are no longer in receipt of on going services e.g. simple equipment, community alarm

Existing Cases:

If the case is open in the system as Care co-ordination (CC), Personal Care Management (PCM) or self care management (SCM).

Other work in Progress

- Links with the Single Assessment Process (SAP) including on going multi agency training for SAP and CPA.
- Links with the revised NHS Continuing Care Policy which will be implemented in October 2002.
- Development of Prevention Policy and Strategy – incorporating a more flexible approach so that some simple / single services are 'sponsored' rather than accessed through Care Management; joint developments with partner agencies and the wider County Council; maximising use of Supporting People; promoting benefit take up.
- Compliance monitoring processes. The analysis of PAF and RAP indicators will provide information about key performance issues. Additionally work is in progress to set up a FACS audit panel to include practitioners, users and carers.
- Seminars for partner agencies and service providers during the Autumn

Jennie Stephens
July 2002

FACS Homepage

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Nigel Code Tel. 01392 382336.
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Paul Giblin, Publications & Promotions Manager,
pgiblin@devon.gov.uk Tel. 01392 382566.

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Devon County Council, County Hall, Topsham Road, Exeter EX2 4QD, Devon, UK **email** info@devon.gov.uk **tel** +44(0)1392 382000



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