



## Audit tool for achieving age equality in health and social care

### **B3.3: Personalised care and support**

#### **B3.3.1: Adult social care expenditure by age**

##### **RED**

The process for allocating social care resources and monitoring expenditure between patients of different ages is not transparent, but there is evidence of an imbalance between different client and age groups with both allocation and expenditure decreasing with age.

##### **AMBER**

Social care organisations are working together to review how they apply Fair Access to Care Services (FACS) criteria, how they assess levels of support and treatment required, and how to address identified variations in spending per head by age.

##### **GREEN**

A phased programme towards achieving age equality is being implemented. Where services are different for different adult age groups, an assessment of whether the difference leads to more or less favourable treatment has been undertaken, eg through an Equalities Impact Assessment.

### **B3.3.2: Quality and timeliness of social care assessments by age**

#### **RED**

Local eligibility criteria and charging policy for non-residential care have not been reviewed in the light of age provisions of the Equality Act.

#### **AMBER**

Local eligibility criteria and charging policy for non-residential care have been reviewed in the light of age provisions of the Equality Act and changes have been identified but not yet implemented.

#### **GREEN**

Local eligibility criteria and charging policy for non-residential care have been reviewed in the light of age provisions of the Equality Act and no changes are needed or any changes have been implemented.

### **B3.3.3: Proportional spend on residential care by age**

#### **RED**

There is a disproportionate amount of social care spending on residential care which increases by age, with older people accessing a more limited range of services for ongoing support with less choice about whether they are admitted to residential care.

#### **AMBER**

Commissioning plans set out the actions being taken by the council and NHS partners to widen the range of services accessed by people of all ages who require ongoing or long-term support and differences between age groups are understood with action plans in place but implementation has not yet started.

#### **GREEN**

People of all ages are supported to live at home or in a place of their choosing and social care spending is distributed across a range of options and services. Funding available to support this ongoing support does not change when the individual reaches a specified age, such as 65, unless there is a change in the assessed support needs.

### **B3.3.4: Access to carer assessments by age**

#### **RED**

Referral, Assessments and Packages of care data (RAP) and feedback from carers indicates that carers of all ages experience difficulties in accessing assessments of their individual needs, with older carers and carers of older people reporting higher levels of dissatisfaction with their own support.

#### **AMBER**

There is a stated commitment to improving access to and quality and outcomes of carers' assessments, but current patterns indicate that practice varies by age and circumstances of different carers, including those who experience multiple discrimination/ disadvantage.

#### **GREEN**

Carers of all ages are respected as expert care partners with access to integrated and personalised services/ support following an assessment of their own needs and irrespective of whether or not they receive funding from social services.

### **B3.3.5: Access to, take up and funding of personal budgets by age**

#### **RED**

Older people are not consistently offered the option of having a personal budget when assessed as eligible for social care funding/ support, with two default options of home care or care home being the standard menu on offer for people over 65. There have been no discussions locally about piloting personal healthcare budgets including those for older people.

#### **AMBER**

People of all ages who are eligible for social care funding are offered a personal budget but older people are predominantly choosing commissioned services because of the lower rates of funding available to them.

#### **GREEN**

People of all ages are using a range of different payment options for taking their personal budget and are happy with the outcomes they achieve as a result. Older people are taking up the same range of options as other adults with equitable levels of funding for similar needs. There is a pilot for personal healthcare budgets which includes people of all ages

### **B3.3.6: Experiences of choice and control in social care by age**

#### **RED**

Data on the experience of social care clients who receive self-directed support is not analysed or shows age differences but with no analysis of the reasons for these differences.

#### **AMBER**

Access to and experience of choice and control in social care is monitored in order to ensure equality of opportunity and outcomes across different age groups. This highlights variation by age, taking all other factors into account.

#### **GREEN**

People of all ages who are eligible for social care funding can access a wide range of flexible options for support and exercise choice and control over this support to meet their needs and achieve their personal goals.

### **B3.3.7: Transition planning for moving between services**

#### **RED**

There is no systematic process for planning and managing the transition of care between different services, such as from child to adult and adult to older people's services (in hospital, community health care, social care and mental health services).

#### **AMBER**

Some services have agreed transition arrangements to support service users and their carers but they are not universally applied and there is no consistency between different services.

#### **GREEN**

A whole system approach to transition planning has established a common approach to agreeing transition plans with service users and their carers so that people move smoothly between child, adult and older people's services.

### **B3.3.8: Choice, focusing on location of death by age**

#### **RED**

Older people approaching the last phases of their lives, and their carers, experience systematic and structural disadvantages and discrimination. About half of all deaths of older people do not take place in the setting that they prefer.

#### **AMBER**

End of life and palliative care for older people is recognised as a priority locally, but there are few defined or targeted services and plans for improving the current provision of end of life/ palliative care services are unclear.

#### **GREEN**

Older people make informed choices based on accurate and timely information and advice. A range of options enable them to manage pain and other distressing symptoms, retain control and have choices in how and where they die, and how they and their carers are supported.

### **B3.3.9: Access to specialist palliative care by age**

#### **RED**

Access to specialist palliative care varies by age and condition. Services are generally more accessible for people with cancer but older people are less likely to be referred to or use specialist palliative care services than other adults with cancer. In addition older people with conditions other than cancer are less likely than other adults with other conditions to access specialist palliative care.

#### **AMBER**

A local end of life care strategy sets out plans for improving access to specialist palliative care services to support people of all ages at the end of their lives, for both cancer and other conditions. However, older people do not access the same range of palliative care services as younger age groups.

#### **GREEN**

People of all ages have information and advice about their options for support at the end of their lives and high quality care, including access to specialist palliative care services, is available wherever the person is or chooses to die and whether or not they have a diagnosis of cancer. No age group receives a less favourable service or access on the basis of age.