



# The Road to Change Improving Lives Through Care and Support

Annual Review of  
Adult Social Care  
April 2012 to March 2013



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# Our Road Map for our Future

In March 2012 the Adult Social Care Department returned to Peterborough City Council after being part of the NHS for eight years. This report tells the story of our first year back at the Council and what we have achieved. As Cabinet Member for Adult Social Care, I am passionate about ensuring that people are supported to remain independent and have choice and control over the support they receive. In this report we will explain how Peterborough City Council's Adult Social Care funding has been spent and how we have delivered against the four outcomes set by the Department of Health in The Adult Social Care Outcomes Framework.

The outcomes are:

- **Keeping you safe (Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm)**
- **Making sure you have a good quality of life (Ensuring quality of life for people with care and support needs)**

- **Supporting you to be independent (Delaying and reducing the need for care and support)**

- **Listening to you (Ensuring that people have a positive experience of care and support)**

Peterborough City Council, like other Adult Social Care departments, is moving towards 'personalisation'.

The traditional social care model was for a social worker to assess a person's needs and then provide services to meet these needs. In most instances these were limited to a very small range of services such as residential care, home care or day care. Personalisation puts the service user at the centre of the decision making process and gives them choice and control over the care and support they receive.

## Focusing on maintaining independence

Today's model is based on supporting people to maintain their independence for as long as possible and to avoid, wherever possible, the need for continuing, expensive and high dependency care services.



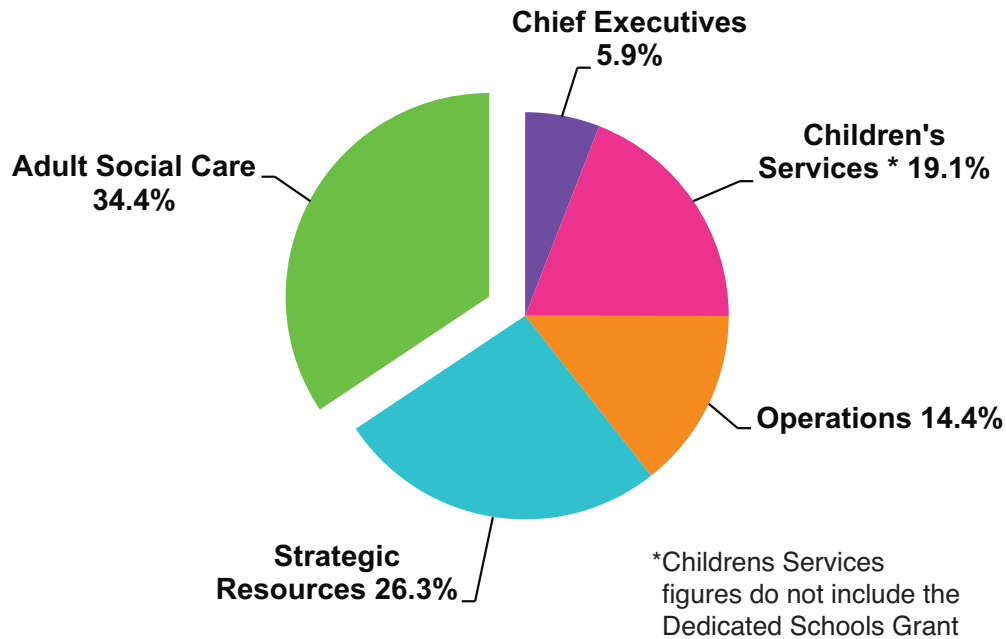
To achieve these changes, services like 'reablement' have been introduced to assist people to recover the abilities involved in daily living and to be able to regain control over their lives, and become less reliant on, or no longer needing care services.

**Councillor Wayne Fitzgerald,  
Cabinet Member for Adult Social Care**

# What we spend our money on

In 2012/13 Peterborough City Council spent **£46.8 million** (34.4% of its budget) on Adult Social Care.

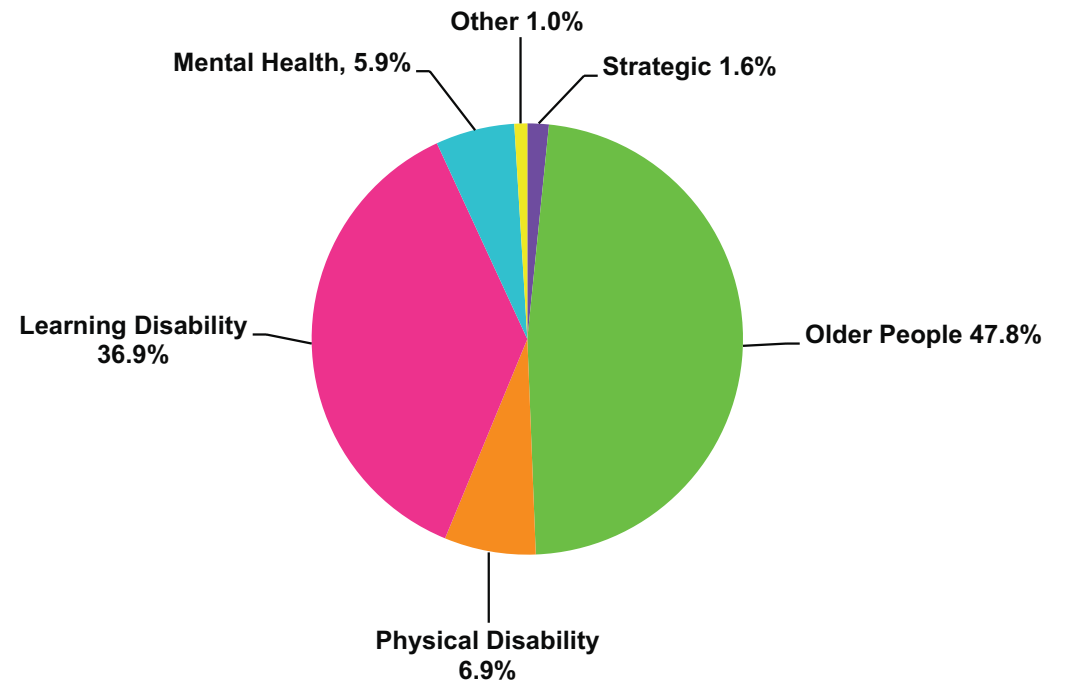
## Peterborough City Council Budget 2012/13



When the Dedicated Schools Grants are taken out of the Council's overall budget, Adult Social Care has the largest slice of the funding.

The breakdown of how the Adult Social Care budget was spent was as follows:

## Adult Social Care Budget 2012/13



For 2013/14 Peterborough City Council has allocated **£49.1 million**, which represents **33%** of the overall budget.

# Our performance 2012/13

## Where we are doing well

- ✓ The overall social care quality of life score was 19.0 against an England average of 18.8
- ✓ The proportion of people who use services who have control over their daily lives was 78.8% against an England average of 75.9%
- ✓ The score for the carer reported quality of life was 8.3 against an England average of 8.1
- ✓ The proportion of adults with learning disabilities in paid employment was 7.2%, which is the same as the England average
- ✓ The proportion of adults with learning disabilities who live in their own home or with their family was 77.2% against an England average of 73.3%
- ✓ There were 13.9 permanent admissions of younger adults (aged 18-65) to residential and nursing care homes per 100,000 population against an England average of 14.9 and for people aged 65 and over there were 498.5 against an England average of 708.8

- ✓ The proportion of older people (65 and over) who were offered reablement services following discharge from hospital was 5.6% against an England average of 3.3%
- ✓ Delayed transfers of care from hospital were 6.6 per 100,000 population against an England average of 9.5 and those attributable to adult social care were 0.6 against an England average of 3.3
- ✓ Overall satisfaction of people who use services with their care and support was 64.3% against an England average of 63.7%

## Where we are not doing so well

- ✗ The proportion of people using social care who received self-directed support was 44% against an England average of 55.6% and those receiving direct payments was 10% against an England average of 16.4%
- ✗ The proportion of adults in contact with secondary mental health services in paid employment was 4% against an England average of 7.7% and those who live independently with or without support was 33.6% against an England average of 59.3%

- ✗ The proportion of carers who reported that they had been included or consulted in decisions about the person they cared for was 67.7% against an England average of 72.8%
- ✗ The proportion of people who use service and carers who find it easy to find information about services was 70.2% against an England average of 71.5%
- ✗ The proportion of people who felt safe was 60.8% against an England average of 65% and the proportion of people who use services who said that those services made them feel safe and secure was 72% against an England average of 77.9%

The department is using these results to focus improvement activities throughout 2013/14.

**For further information on how these percentages and scores are calculated, please go see the Health and Social Care Information Centre document:**

**‘Measures from the Adult Social Care Outcomes Framework, England 2012-13, Provisional Release’ which can be found at [www.hscic.gov.uk/social-care](http://www.hscic.gov.uk/social-care)**

# Keeping You Safe

*Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm*

This outcome is about people feeling safe and secure, being free from physical and emotional abuse, harassment, neglect and self harm.

As far as possible people should be protected from avoidable harm, disease and injury. People should be supported to plan ahead and have the freedom to manage risks.



## You said we should:

- Ensure that safeguards are in place against the risk of abuse or neglect

72% of respondents in the Adult Social Care Survey who use services said that those services made them feel safe and secure

## What we did:

The Department recognised that improvements were needed in relation to keeping people safe. Improvements put in place included:

- the appointment of a Safeguarding Adults Strategic Manager

- the production of new Multi Agency Safeguarding Policies and Procedures, which were developed with other agencies including the police, the fire service and the local NHS
- all councillors will receive Safeguarding Adults Awareness training. All staff within Adult Social Care already receive this training
- two new 'lead practitioner' jobs were agreed to help develop safeguarding practice at the front line
- a programme of quality audits was developed
- 87% of safeguarding 'alerts' were progressed to referral (the next stage) within 24 hours
- however, only 50% of safeguarding investigations were completed within 20 working days, against a target of 80%. This will be a particular focus for 2013/14

# Keeping You Safe

## Example of best practice – Peterborough City Council Handyperson Service

Peterborough City Council's Care and Repair Home Improvement Agency has beaten off strong competition and been praised as the best in the country in the National Foundations Home Improvement Agency and Handyperson Awards 2013.

31 Not only did the city council's Peterborough Care and Repair Handyperson Service scoop first prize in the 'Excellence in Delivering a Handyperson Service' category, it also came a close second in the 'Agency of the Year' category and was commended for its outstanding work.



## My Story - Care and Repair Handyperson Scheme

Mr and Mrs E contacted the Handyperson scheme as they had a blocked toilet. The toilet was repaired. The contractor noticed that the property was in disrepair and referred Mr and Mrs E back to Care and Repair, as more work was needed.

Additionally, a referral was made to Adult Social Care Occupational Therapy, as both Mr and Mrs E were struggling with mobility.

A Repairs Assistance Grant was obtained for Mr and Mrs E which was used to replace windows and doors, refurbish the kitchen and repair the roof. Heating grants were obtained to fit a new boiler and radiators. Following an Occupational Therapy Assessment, a Disabled Facility Grant was obtained and a level access shower, WC and hand basin were fitted.

The property is now warm, safe, secure and accessible.

Mr and Mrs E said:

***"Care and Repair has given us our lives back".***

*99.6% of pieces of occupational therapy equipment were delivered within seven working days*

# Making sure you have a good quality of life

Quality of life for people with care and support needs

This outcome is all about people being in control of their own lives. Personal budgets and 'self directed support' are key aspects of this, as is access to information and advice.

79% of respondents in the Adult Social Care Survey said that they have control over their daily lives

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## You said we should:

- Support people to access personal budgets and self directed support

## What we did:

During 2012/13 over **43%** of people receiving any type of service through Adult Social Care received them through self directed support.

## Prevention Strategy

The department began work on a Prevention Strategy. Taking a prevention approach means building a stronger community infrastructure in neighbourhoods/localities and providing accessible public services for vulnerable adults to reduce, delay or prevent them from becoming socially excluded and needing more intensive, costly support. People are enabled and supported to maintain and improve their own wellbeing, that of their families, neighbours and local communities.

## You said we should:

- Ensure that adequate information and advice is readily available for people accessing social care

## What we did:

We have developed an online care directory that includes a wide range of organisations who can offer care and support services and services to help people remain independent. [www.peterboroughcaredirectory.org.uk](http://www.peterboroughcaredirectory.org.uk)

For people who are unable to access the internet, help with searching for services can be provided by Peterborough Direct) by calling **01733 747474**.

The screenshot shows the Peterborough City Council website with a navigation menu (Home, Peterborough City Council, News) and a 'Supplier Access' section. The main content area is titled 'WELCOME TO PETERBOROUGH CARE DIRECTORY' and includes a search bar with the text 'I AM LOOKING FOR:' and a 'Search' button. There are also links for 'Find a Service', 'Information & Support', and 'Keeping Safe'. A small image of a group of people is visible in the bottom right corner of the screenshot.



# Making sure you have a good quality of life

## You said we should:

- Support adults with learning disabilities into employment

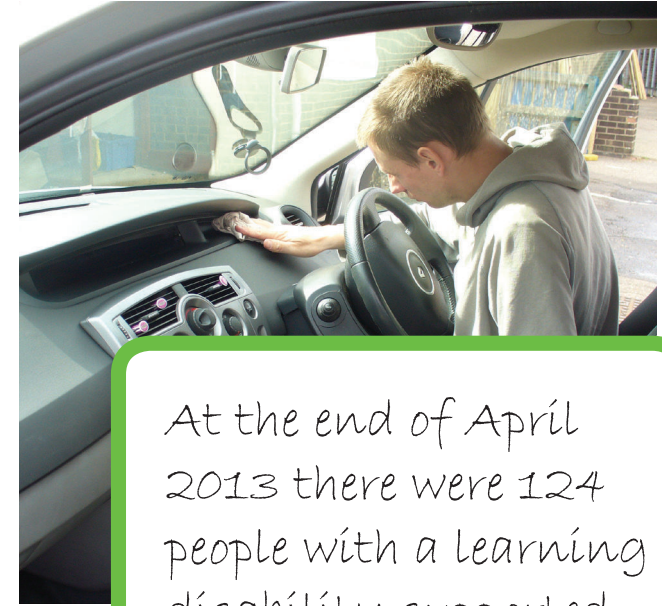
## What we did:

We provide support for adults with a learning disability in order to assist them to enter the world of work.

3 A team of Job Coaches provide support for job searching, interviews, transport training and on the job support.

Supported Employment offers a wide range of supported employment opportunities across Peterborough. These start with our in-house work skills development unit, where people have personalised support to run mini enterprises. These include a café, a sandwich and buffet business called Royce Road Rolls and a car washing service. These businesses provide valuable work skills training and very competitive services within the local community.

All other placements are with local businesses in the Peterborough area.



At the end of April 2013 there were 124 people with a learning disability supported into all forms of employment



7.2% of adults with a learning disability who were known to Adult Social Care were supported into paid employment

# Supporting you to be independent

*Delaying and reducing the need for care and support*

A key objective of the Adult Social Care Department is to support people to remain independent and to stay in their own homes as long as possible. This outcome also covers ensuring that people have opportunities to have the best health and well-being.

## You said we should:

- Ensure people have access to support that will help them stay independent for as long as possible

90% of respondents to the eligibility and charging consultation agreed that reablement should be offered to everyone it might benefit

## What we did:

We improved access to our Reablement Service which offers six hours to six weeks of support, setting goals for people to regain independence. During the year 469 people received a Reablement Service with 57% achieving a positive outcome of needing less, or no more support.



Eight service users who had been living in out of area placements were brought back to Peterborough, ensuring that they were closer to their families.

They now live in their own homes with appropriate support.

## You said we should:

- Support people with a learning disability in staying well

## What we did:

In October 2012 we held an Eye Test Campaign with 15 local opticians. Learning Disability Community Nurses attended the appointments with service users.

In February 2013 we held a 'Happy Days Keeping Learning Disability Healthy' event at the Town Hall.



249 Health Checks were carried out by Peterborough GPs, which represents 93% of the people eligible for a check

# Supporting you to be independent

## My Story – Six Book Challenge

Service users have participated in the national Read Easy programme. The inspiration came from two ladies who approached day centre workers wanting to learn to read.

The workers heard about the Read Easy programme through the local media.

One of the service users, Liz, has done particularly well and on 12 February 2013 she received her stage one certificate.

About a month later, and entirely on her own initiative, Liz joined Peterborough Central Library, where she found out about the Six Book challenge. She is now enjoying reading 'Grandma's Saturday Soup'.

Liz said:

*"I couldn't read when I was a little girl, but I can read a little better now. It makes me feel happy".*



## My Story – Reablement

**Connie** is 90 and lives on her own. Connie had a stroke and as a result had some weakness on her left side.

Connie was previously independent but following the stroke she had difficulty walking and was unable to manage the stairs and preparing her meals.

Connie was supported to do strength exercises and practice her walking again inside and outside. Once her mobility improved Connie was supported to practice a few steps on the stairs and gradually the number of steps was increased until she was able to confidently manage the stairs independently.

Support workers also supported Connie to prepare her own meals and by the end of the reablement period Connie was able to independently prepare all her meals and drinks.

*93 people aged 65 and over were admitted to residential care homes during the year, down from 114 last year*

# Caring for carers

*Delaying and reducing the need for care and support*

You said we should:

- Support carers in their caring role

## What we did:

During the year the Adult Social Care Department co-ordinated a wide range of initiatives to support carers in their caring role:

- In October 2012 the Adult Social Care Department worked with the City College to put on a Carers' Health Day
- In November 2012 a Carers Rights Day was held and over 80 carers attended
- In January 2013 a Dementia Awareness Day was held
- 300 carers packs were delivered to the Reablement Team to be handed out to new carers

**Dementia Awareness Day**

Raising awareness of dementia, memory problems And related topics

Wednesday 16 January  
10:00am to 1:00pm

at The Fleet, Fleet Way, Old Fletton, Peterborough, PE2 8DL

(Free lunch will be provided)

**Expert speakers on giving presentations on**

- Clinical diagnosis and progression of the disease
- Behaviour that challenges – triggers and effective ways of dealing with
- What is available locally for carers of people with dementia

**Workshops on the day:**

- Peer support
- Information and advice
- Services for the cared for
- Carers breaks and respite

To book on the work shops, please contact - Sue Bembridge  
Email: [sue.bembridge@peterborough.gov.uk](mailto:sue.bembridge@peterborough.gov.uk) Telephone: 01733 452449

Rethink Mental Illness.

64% of respondents in the Adult Social Care Survey said that they were extremely or very satisfied with their care and support

68% of carers said that they feel they have been included or consulted in discussions about the person they care for

Come along and enjoy a range of information and taster sessions at the **FREE CARERS' HEALTH DAY** at City College Peterborough in Brook Street Wednesday 31<sup>st</sup> October 10.30am- 2.30pm

You can join as many **FREE** sessions as you wish:  
10.30am – Welcome and Guided Relaxation session (Everyone welcome)

11.15am - Looking after yourself (self-care training)  
or Emotional Freedom Technique  
or Let's get moving (seated dynaband)

12.15pm Deep relaxation and invigoration  
or Healthy Eating on a budget  
or Keeping in touch with family and friends using Social Media (Facebook, Twitter etc.)

1pm Lunch and refreshments provided

1.45pm Cupcake decorating for Halloween  
or Down memory lane – Peterborough during the 1960s and 70s  
or Getting online to the worldwide web

**PLACES ARE STRICTLY LIMITED!** All sessions and materials are free.

To book your place(s) on as many, or few sessions as you wish, phone (01733) 761361, email [admin@citycollegepeterborough.ac.uk](mailto:admin@citycollegepeterborough.ac.uk) or call into the College in Brook Street.

**EVERONE WHO TURNS UP ON THE DAY WILL BE ENTERED INTO A FREE PRIZE DRAW TO WIN £50 OF QUEENSGATE VOUCHERS.**

City College Peterborough, Brook Street, Peterborough PE1 1TU



# Listening to you

*Ensuring people have a positive experience of care and support*

This outcome is about customer satisfaction. A good social care organisation can provide evidence that service users and carers are satisfied with the services they receive and are kept involved throughout the process. People should know what choices are available to them locally, what they are entitled to and who to go to if they need help.

## 37 You said we should:

- **Ensure that services are targeted where they are most needed**

## What we did:

In January 2013 we carried out a consultation on eligibility for receiving adult social care services and charging for services.

This provided an opportunity to explore what people thought about preventative services.

70% of respondents to the consultation agreed that resources should be targeted at people with substantial or critical needs

When people were asked how money should be spent to support people who do not meet eligibility criteria, the top five responses were

- **Easy access to equipment that helps you stay healthy and safe (87%)**
- **Help with keeping the home safe, clean and in good repair (75%)**
- **Breaks for carers (74%)**
- **Support getting out and about in the community (70%)**
- **Help with shopping (70%)**

A range of comments were also received. Key themes were:

- **Access to information, advice and advocacy including information and guidance in relation to financial issues and health issues**
- **An increased range of day and leisure opportunities**
- **Support for carers**
- **Access to transport**



# Listening to you

## You said we should:

- Focus on ensuring that people who use services and their carers have a positive experience

## What we did:

The Reablement service carry out a service user questionnaire at the end of their visits. The service helps people to regain independence, often following a stay in hospital and can last from as little as six hours to six weeks.

38 A Reablement service user said:

***“I found all the staff very pleasant. I’m really grateful as they helped and encouraged me, in all the right places. I’m so happy, they boosted my confidence enough to move forward again”.***

100% of respondents in the Reablement Survey said that they had reached the goals that were set for them

### My Story – Equipment to help independence

Mrs P is hearing impaired. The Sensory Support Team at Adult Social Care provided an alert to the fire alarm at night, a vibrating pad to go under her pillow and a flashing light to alert her if the fire alarm sounds at night, which she cannot hear, as she does not wear hearing aids at night. This has given her peace of mind at night time and she wrote to thank the worker for his help.



## Examples of best practice – Rebound Therapy

The Kingfisher Centre, which works with people with both physical and learning disabilities, joined forces with a local public house, ‘The Fayre Spot and Goodly’ and Bretton Parish Council to purchase ‘Rebound Therapy’ Equipment and training for staff.

‘Rebound Therapy’ is used alongside physiotherapy to facilitate movement, promote balance, promote an increase or decrease in muscle tone, promote relaxation, promote sensory integration, improve fitness and exercise tolerance and improve communication skills. The services users who have taken part in Rebound Therapy have made great progress both physically and socially.

# Complaints and Compliments

The Adult Social Care Department reports on complaints, comments and compliments and ensures that these are used as learning opportunities. Complaints received during 2012/13 covered the following topics and themes:

- **Rules on how Direct Payments were used were tightened up and complaints were received about service users being informed that they were using them inappropriately and having their Direct Payment reduced or being told that they had to use it in a different way**
- **Delays including inability to contact the department, cancelled appointments and delays to assessments**
- **Lack of information or incorrect information and family members not being kept informed**
- **Complaints about care received in the in house care homes**
- **Staff attitude and communication skills**
- **Joint complaints with the local hospital about discharge arrangement**

## Learning from complaints and action taken as a result of complaints

The department uses complaints as tools for learning and actions and outcomes are discussed at Team Meetings. Systems are put in place as a result of complaints to ensure that they do not happen again.



During 2012/13 the Adult Social Care Department received a total of 34 formal complaints

## Quality assurance

A new Quality Assurance Manager was appointed during the year and has developed a quality assurance framework covering all areas of practice. A Quality Board, including service users and carers, was set up to champion and progress the quality agenda.

Plans are in place to further involve service users and carers in all aspects of developing and reviewing services.



## Tell us what you think

The Adult Social Care Department are always keen to hear what local people think about the services we deliver. If you have a comment, suggestion, compliment or complaint, please do contact the department.

### Contact details:

Freepost RTCH-TLLZ-JGEC  
The Quality Assurance Manager  
Adult Social Care  
Peterborough City Council  
Town Hall  
Bridge Street  
Peterborough  
PE1 1HF

**Tel:** 01733 747474

**Email:** [ASCinfo@peterborough.gov.uk](mailto:ASCinfo@peterborough.gov.uk)