

2017/18

Peterborough City Council Adult Social Care

Local Account

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Introduction

The purpose of the Local Account is to provide information on where Peterborough Adult Social Care are doing things well, where we think we can improve and how we are planning for the opportunities and challenges ahead.

The Local Account reflects back on our achievements against national performance measures and the feedback we have received from customers and their carers.



Welcome from Councillor Wayne Fitzgerald, Cabinet Member for Adult Social Care

Welcome to the 2017/18 Local Account self assessment for Peterborough City Council Adult Social Care.

43 The Local Account is part of the council's commitment to being open and transparent about our performance.

I am delighted to have held the position of Cabinet Member for Adult Social Care for seven years and to have had the opportunity to consolidate my understanding of both the national and local agenda for Adult Social Care.

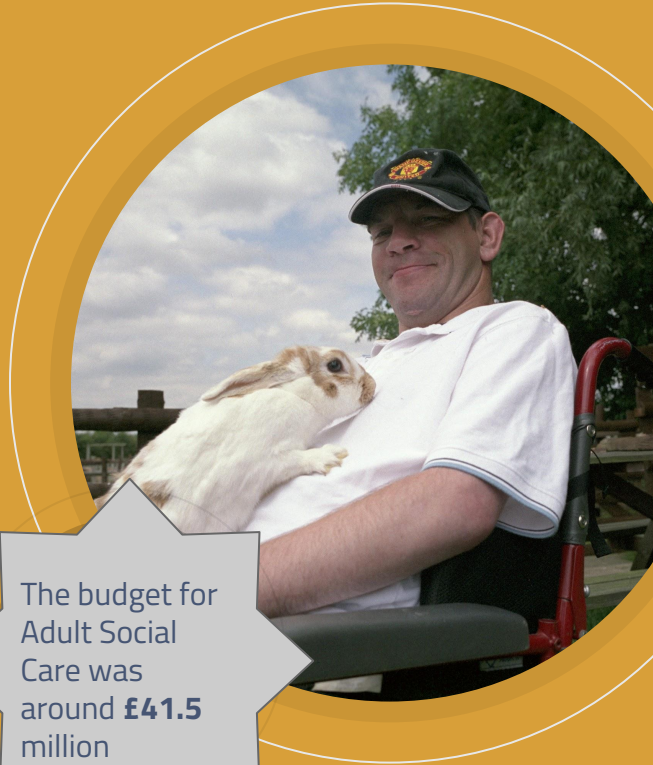
I hope you find the Local Account interesting and informative.



Activity and Finance Overview

In 2017/18:

- We received **3815** requests for support or signposting and advice from new clients
- We gave out information and advice to **1165** people
- We provided on-going low level support to **555** people
- We provided short term care to **590** people
- We provided long term care to **2985** people



The budget for Adult Social Care was around **£41.5** million

What is our vision for Adult Social Care in Peterborough?

By 2023 local people drive the delivery of care, health and wellbeing in their neighbourhoods:

- Neighbourhood approach supports independence and resilience
- More people live independent and fulfilling lives for longer
- People receive information, advice and support appropriate to their level of need that will help them remain independent for longer
- People and partners are clear about what the council can and can't do



Adult Social Care Top Three Achievements

Social Care related Delayed Transfers of Care

Despite significant pressures in respect of hospital admissions and discharge referrals, social care delays in Peterborough have remained minimal.

They are amongst the lowest levels in the country.

Deprivation of Liberty Safeguards

The council has effective processes for managing Deprivation of Liberty Safeguards cases.

Unlike many councils, there are no waiting lists or backlogs for either initial or repeat applications for DoLS.

Reablement

The council's Reablement service and other short term interventions such as occupational therapy and Care and Repair have been very successful.

"The Reablement Team were helpful, compassionate and understanding and helped put in place new things like befriending, hot meals and also a financial assessment to attend the day centre. All in all the Reablement team did just that - they re-enabled mum to get back to normal"





“I was in hospital for a week with a chest infection and dehydration. When I was discharged I was very weak and confused and not having any confidence in doing anything for myself.

With the help of the Reablement staff they checked that I was taking my medication, drinking plenty of fluids and being able to prepare my meals. Nothing was too much trouble. They were always very friendly and polite.

An Occupational Therapist visited me and arranged for adaptations to be made in my home to make things easier for me. Also a Physio assessed me for a walking stick. A care support worker visited me weekly to make sure all was going well. The service has now finished and I am a lot stronger and able to do things for myself”.

Risks and Challenges

Health Services

Peterborough has a challenged health economy.

There are significant pressures on the local health economy resulting also in high levels of referrals to Adult Social Care for people who have been admitted to hospital.

Financial Position

Adult Social Care financial position is still very challenging.

There is a particular concern around self funders in residential care reaching the financial threshold to qualify for social care funding, as the number of self funders in care homes has increased in recent years due to new care homes opening in the city.

Availability of Home Care

Market capacity in the home care sector is being managed but will become a problem if demand continues to increase.



Examples of Best Practice and Improvements

Adults Positive Challenge

The council have launched the 'Adults Positive Challenge Programme'.

This programme will design a new approach and service model for Adult Social Care in Peterborough.

Carers

The current carer's offer is being reviewed as part of the Adults Positive Challenge Programme to improve both the identification and assessment of carers, whilst also ensuring the right support is available to meet their outcomes and requirements.

Quality and Practice Team

There is a newly formed Quality Assurance and Practice function which will plan and undertake regular Quality Assurance audits and action planning. We are also launching new innovative ways in which social workers can share their practice with their peers.





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Partnerships

How is Adult Social care working with partners?

Partnerships - Health

Positive Partnerships

Partnerships with health are mostly positive, although there are some challenges around Continuing Healthcare Assessments and Discharge pathways.

Working Together

The council has agreed plans with health in the form of the Sustainable Transformation Plans (STP) and Better Care Fund.





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“Some of the mobility aids supplied to my home (bungalow) were (and are) invaluable, especially hand grips to aid getting into and out of bed, toilet handrails and raised lavatory seat (self supplied before I knew you could supply), zimmer frame supplied by hospital physiotherapist (able to shower, general mobility and balance)”.

Partnerships – Childrens' Services

Transitions to Adulthood

Peterborough City Council has carried out a significant amount of work in the area of Transitions to Adulthood with a joined up approach between Education, Children's and Adults Services.

0-25 Team

The development of the 0-25 Team in Peterborough has been proactive with the co-location of the previous children with disabilities service and the transitions team service being brought together under one service.

Local Offer

The Local Offer has been co-produced with the 0-25 Team, Education and Children's Services.

The Local Offer is a website with a wealth of information, advice and guidance for families with children / young people with special educational needs and disabilities.



Partnerships – Housing

Home Service Delivery Model

The creation of the Home Service Delivery Model brought together Housing and Adult Social Care teams to support people to live independently and safely in their own homes for as long as possible.

Occupational Therapy

We have OTs working within the Housing Needs team (homelessness), within children's services and the hospital to ensure a joined up and preventative approach.

Working with Primary Care and Social Care

To support people with complex care needs, the Housing Programme Manager sits on all four Multi Disciplinary Team Meetings (MDTs) in the city. A referral form has been developed for GPs to refer directly into the Home service Delivery Team which includes housing services.



“Since our bathroom was turned into a wet room the shower door doesn’t shriek and it is lovely and warm”

Partnerships- Public Health

Public Health Campaigns

There has been increased collaboration with Public Health during the year in respect of key prevention campaigns including “Staying Well” and “Stronger for Longer” campaigns.

Peterborough also took part in the national campaign to end loneliness.

Peterborough Falls Group

Public Health data is used regularly to inform campaigns and programmes being carried out by the Peterborough Falls Group.



Partnerships – Voluntary Sector

Peterborough Information Network

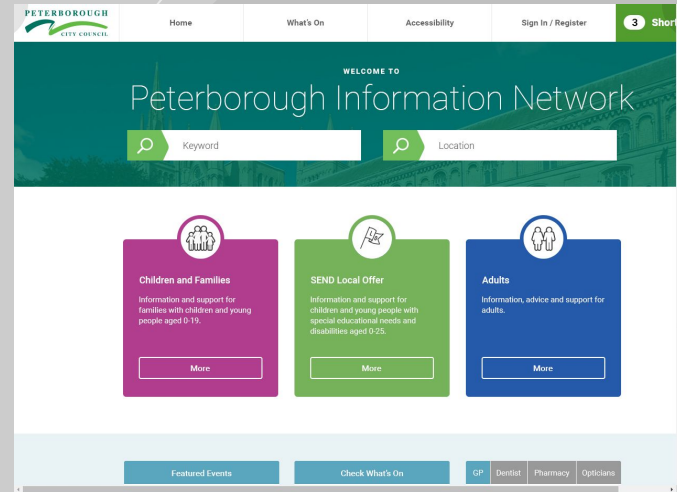
A new on-line information network has been launched – Peterborough Information Network (PIN) – which provides information on services for all groups, including the Local Offer and Adults.

There is a focus on maximising content about community and voluntary sector services.

Personal Assistants Register

In addition the Peterborough Council for Voluntary Services hosts the Personal Assistants register which also sits within the PIN.

A personal assistant (PA) can be employed if you need care and support to enable you to live as independently as possible at home. Personal assistants can provide help with your care and support needs.



**The PIN can be found at
www.peterborough.gov.uk/PIN**

Partnerships – Voluntary Sector

New Early Intervention and Prevention Strategy

The Early Intervention and Prevention Strategy, due to be published early in the New Year, will set out what we mean by early intervention and prevention across Peterborough and Cambridgeshire.

It will also set out what has been working well so far and more importantly our priorities for the future to help people to stay healthy and independent in their own homes for as long as possible.





Performance

How is Adult Social care performing?



Adult Social Care Outcomes Framework

The Adult Social Care Outcomes Framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people. The ASCOF is used both locally and nationally to set priorities for care and support, measure progress and strengthen transparency and accountability.

The next two pages show where Peterborough has performed better and worse than the rest of England and/or the Eastern Region.



Adult Social Care Outcomes Framework

Indicators where Peterborough did better than the national and/or regional average:

- Higher social Care related Quality of Life Score
- More service users with control over their daily life
- More service users and carers receiving self directed support
- More adults with learning disabilities living in their own home or with family
- More service users with as much social contact as they want
- Less permanent admissions to care homes
- Less delayed transfers of care attributable to social care
- Higher satisfaction with care and support
- More service users who find it easy to get information and advice
- More people who say the services they use make them feel safe and secure

Adult Social Care Outcomes Framework

Indicators where Peterborough did worse than the national and/or regional average:

- Less service users and carers receiving direct payments
- Less adults with learning disabilities in employment
- Less older people at home 91 days after leaving hospital into reablement
- Less older people receiving reablement services after leaving hospital
- More delayed transfers of care attributable to health
- Less people completing reablement who need no further long term care and support
- Less people who use services who feel safe

Areas for Improvement

Carer Assessments

Peterborough has comparatively low numbers of carers assessed and offered support and this has been recognised as a key driver for improvement.

Reviews

We also recognise the need to improve the targeting and effectiveness of reviews for people in receipt of long term care and support.

Managing Budgets

Encouraging more people to manage their own budgets is also a key area of improvement as a low number of individuals currently use a direct payment.



Areas for Improvement

Supported Employment for people with a learning disability

Support for adults with a Learning Disability to access employment, and increasing the percentage of adults with Learning Disabilities who live in their own home or with family are areas which need improvement.

Both of these will be impacted by the Learning Disability enablement workstream of our Adults Positive Challenge programme.



Areas for Improvement

People who use services who feel safe

As the council does not perform well on the indicator of people feeling safe we asked people, through the Adult Social Care Survey, why they did not feel safe. The majority of people said that they have a fear of falling.

The council has put in a range of measures such as:

- Promotion of the Handyperson Scheme and providing more aids and adaptations
- Helping people to have warm homes, which has a beneficial effect on health by carrying out Local Energy Advice visits
- Installing heating under the Warm Homes Fund First Time Central Heating Programme
- Referring people to Strength and Balance Training
- Working with partners on the Falls Working Group
- Providing grants for repairs to home owners where a significant risk of falling has been identified



What is the council doing?

The Adults Positive Challenge Programme is the council's programme which seeks to manage demand for Adult Social Care by recognising and building on the strengths and aspirations of people and their communities.

Workstreams include:

- **Neighbourhood based care and support** - seeking to address issues of social isolation and improve choice and control by delivery of support through neighbourhoods and local services and networks
- **Increasing carers support** - increasing awareness of the role of carers, changing how we commission support for carers and enhancing digital and information and advice offers for carers
- **Changing the conversation** - strength based approach to practice, optimising reviews and enhancing information and advice



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Workstreams include:

- **Commissioning** – outcome based commissioning and a early intervention and prevention strategy
- **Increasing targeted reablement** increasing the numbers receiving reablement linked to wrap around community support
- **Learning Disability Enablement** – taking a strengths based approach with young people from childhood and an enablement approach into adulthood
- **Embedding Technology Enabled Care (TEC)** – increasing the information on and range of TEC offered to support independence, choice and control - focussing on TEC right from childhood

