

Peterborough City Council Adult Social Care

Local Account 2018-19

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Introduction

The purpose of the Local Account is to provide information on where Peterborough City Council 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 on our achievements against national performance measures for 2018-19.

It also includes feedback we have received through surveys.



Welcome from Councillor Wayne Fitzgerald, Cabinet Member for Adults and Safeguarding at Peterborough City Council

Welcome to the 2018/19 Local Account self assessment for Peterborough City Council Adult Social Care.

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

Although it has been a challenging year for the council, I am proud of what the department has been doing to continuously improve.

I hope you find the Local Account interesting and informative.



Adults Positive Challenge Programme

The council has an intensive transformation programme underway called the 'Adults Positive Challenge Programme'. This programme is focussing on changing the conversation to embed a person centred, strengths based, community connected approach to care and support planning. This supports proportionate responses and better outcomes for individuals, carers and communities, whilst managing demand.

The work streams in this programme include:

- Changing the conversation with individuals and communities
- Carers support
- Targeting Reablement
- Expansion of Technology Enabled Care
- Preparing for adulthood

The programme is underpinned by the use of behavioural sciences tools applied to both our conversations and the information we provide via digital and more traditional media.



“We feel very lucky to live in the Peterborough area - compared to others' stories the help we receive is excellent. Advice is at the end of a phone and we feel you are on our side”.

Comment from a carer on the biennial carers survey



Activity Overview for 2018/19

3478

The number of requests for support or signposting and advice that we received from new clients

778

The number of people we gave information and advice to

521

The number of people we provided on-going low level support to

601 new and 118 existing

The number of people we provided short term care to

2960

The number of people we provided long term care to

What is the 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



1. Innovation, achievements and challenges

What are the top achievements and challenges?



Top three innovations for 2018/19

Reablement

During the year the council expanded the Reablement Team resulting in positive outcomes for people receiving the service.

Home Services Delivery Model

The Home Services Delivery Model is a holistic integrated early intervention service. It includes a discretionary grant to support timely discharge, deep clean of properties, provision of technology to support independence and a handyman scheme for minor repairs.

Financial Assessment

The Financial Assessment model was reviewed to establish a more streamlined and responsive service. This has improved performance and customer experience.



“All of the people who cared for my mum were amazing. They were kind, friendly, encouraging and helped mum when she needed it. Their attitude was respectful and supportive”.

Quote from the daughter of a Reablement service user



Top three achievements for 2018/19

Adults Positive Challenge Programme

The joint transformation and demand management programme across Peterborough and Cambridgeshire has led to culture change, practice change and improved outcomes.

Direct Payments

The council has achieved an increased uptake in Direct Payments from 25% in April 2017 to 30% in April 2019. This is the result of new support provided and an increase in the number of Personal Assistants (PA) available.

We also now offer a pre-paid card to be used for Direct Payments.

Improved performance on hospital related targets

The department has improved performance on Transforming Care which focuses on people being able to access hospital and residential care nearer to home. We also performed very well on people coming home from hospital, avoiding delayed transfers of care for reasons related to social care.



Top three risks and challenges for 2018/19

Financial Challenge

The council faces significant financial risks and demand management challenges. We are striving to improve this position through the Adults Positive Challenge programme.

Market Capacity

We experience a constant struggle to access good quality care for the people of Peterborough. A revised Market Position Strategy has been agreed across Peterborough and Cambridgeshire to seek provider engagement on these challenges.

Working across the health and social care system

We continue to experience challenges around hospital discharge pathway. We also experience pressure on residential beds due to beds being used for 'interim care' for people discharged from hospital.



“Mostly satisfied (*with care and support*). On occasions carers late and I am not informed, but I appreciate things happen and it is not easy. Would prefer consistency with the carer, again I know this is not always possible. I appreciate all they do for me.”

Comment on the annual service user survey



Welcome to the Easy Read pages for Adults



Easy Read leaflets →



Your health →



Your work and training →



Your money and benefits →



Being safe →



Your home →



Getting out and about →



Your rights and choices →

During 2018/19 the new Easy Read website was launched for adults with learning disabilities



2. Partnerships

How is Adult Social Care working with partners?



Partnerships with Health

Strategic Vision

Adult Social Care is part of a wider system serving adults in Peterborough. We are increasingly working with partners including health partners in many areas as the Primary Care Networks continue to develop across the north of the region.

Financial Challenges

Delayed Transfers of Care (DTOCs) continue to be a challenge for the system. However, we have started to see significant improvements in this area. This is due to the implementation of an integrated discharge service with a strong multi-disciplinary team approach to managing complex discharges.

Transforming Care

Transforming Care requirements are being delivered in partnership with the CCG. The trajectory has been met and sustained this year however, due to the low numbers locally it is challenging to sustain performance.

There are significant costs implication to ASC due to the complexity of the people being supported and lack of reimbursement..



Partnerships with Childrens Services

Preparing for Adulthood

Peterborough City Council has a joined up approach between Education, Children's and Adults services. The development of the '0-25 Service' combined the children with disabilities service and the transitions team under one Head of Service. The management and leadership of the service sits within Adult Social Care and includes short breaks, children's homes, an outreach service, link fostering services and a short break day service.

Adults Positive Challenge

As part of the Adults Positive Challenge Programme there is a work stream of 'Preparing For Adulthood'. This links through to the SEND Programme Board and is focussed on the young person, ensuring their strengths, interests and outcomes are at the centre of support planning processes.

It is also important that parent carer/ family feel supported and know where to go for help before situations escalate.



Partnerships with housing

Housing Strategy

Peterborough is an area of high housing growth, but also more recently high levels of homelessness.

The Peterborough Housing Strategy 2016 - 2021 sets out how the council will meet the city's housing needs.

Housing Related Support Fund

The Housing Related Support funding sits within Adult Social Care.

It currently funds six accommodation based services, all of which are tackling homelessness and domestic violence. There are also two Floating Support Services supporting people living in homes in the community.



Partnerships with housing – Home Services Delivery Team

Home Services Delivery Team

The Creation of the Home Service Delivery Model (HSDM) brought together Housing and Adult Social Care teams.

The aim was to ensure a joined up approach to ensure people remain living independently and safely in their own homes for as long as possible.

This reduces the need for high cost packages and residential settings.


Occupational Therapy/housing and health

Peterborough has Occupational Therapists working within the Housing Needs team, within children's services and the hospital to ensure a joined up and preventative approach.

The Housing Programme Manager attends all Primary Care Multi Disciplinary Team meetings in the City.

The HSDM also receives direct referrals from GPs.





“It has made a huge difference to my life and my daughter’s as she no longer has to shower me - I can shower when I want instead of waiting for my daughter, but most of all I can shower in private. So thank you to all involved”.

Comment from a Care and Repair service user after installation of a level access shower

Partnerships with Public Health

Public Health Consultant

A Public Health Consultant has been appointed to specifically work with Adult Social Care. The role provides evidence and evaluation support and to ensure work streams between the two departments are aligned.

Lifestyles

A current focus is how the Public Health 'Lifestyle' services can support service users and carers and workshops have been arranged to progress this. Adult Social Care are also partners in the Public Health led 'Stay Well in Winter' campaign.

Ageing Well Steering Group

The multi agency 'Ageing Well Steering Group', led by Public Health, contributes to all older people issues. It has four subgroups: falls prevention, loneliness, dementia and end of life care.



Partnerships with Mental Health

Commissioning

There is an aligned commissioning model for Adult Mental Health and Older People's Mental Health across Cambridgeshire and Peterborough and the Clinical Commissioning Group (Health).

This supports joint development and delivery of specialist and primary care mental health and voluntary sector/ community based services.

Partnership

A 'Section 75 Partnership Agreement' is in place delegating responsibilities for the social work aspects of Adult Mental Health and Older People's Mental Health to Cambridgeshire and Peterborough NHS Foundation Trust.

This enables close working relationship between the councils and the Trust and better, more joined up services for patients and service users.



Partnerships with the voluntary sector

Peterborough Information Network

The council has an online directory – Peterborough Information Network (PIN) which promotes voluntary and community Services.

It also has lots of other useful services and information for people of all ages.

Healthwatch

Healthwatch play an active role in Cambridgeshire which includes facilitation of all Partnership Boards. This is now also being rolled out in Peterborough.

Mental Health Good Life Service

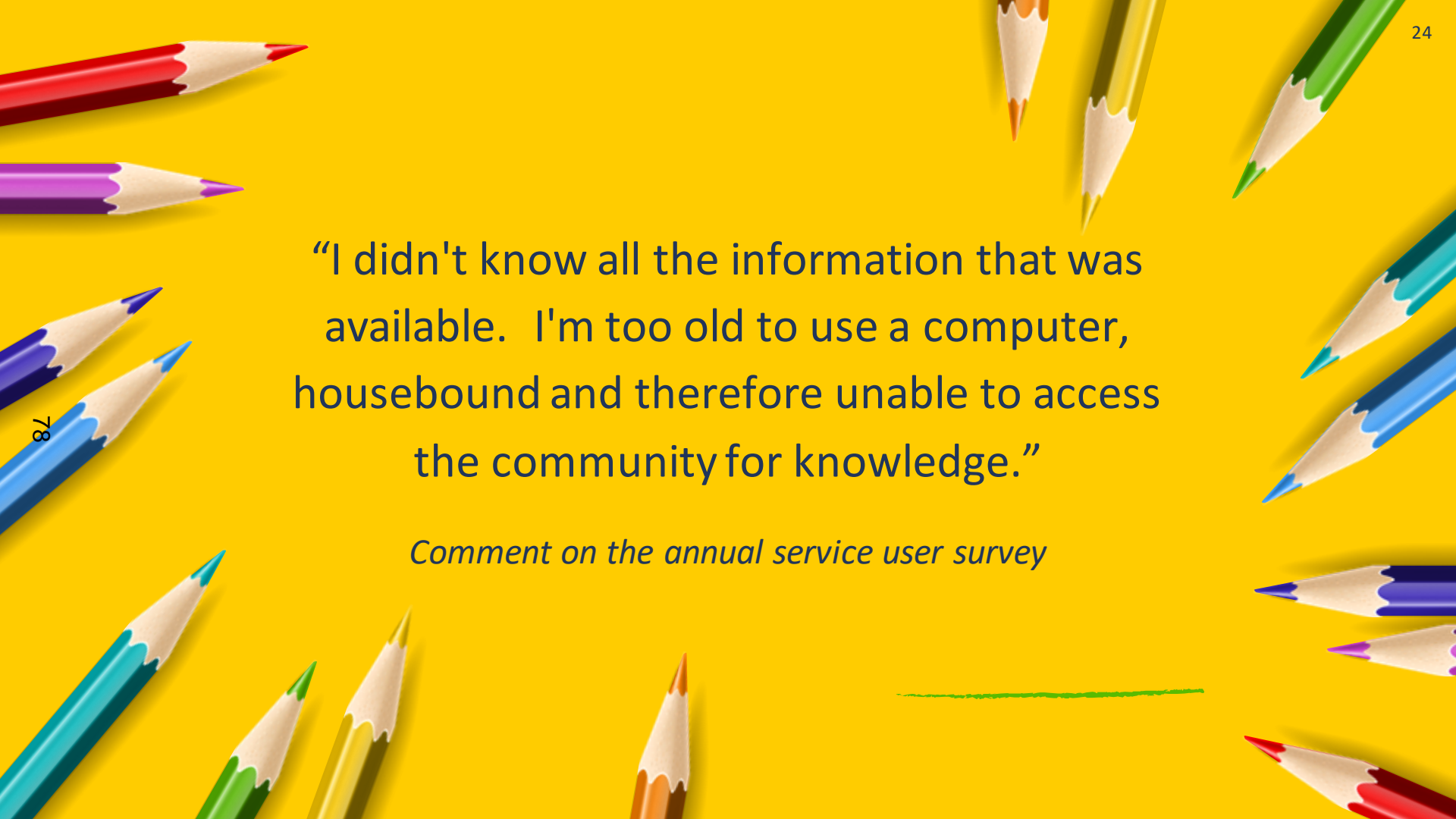
The new ‘Mental Health Good Life Service’, which brings together health and social care investment in the mental health community/voluntary sector, has enabled the development of a strong council/ voluntary sector partnership.



“I didn't know all the information that was available. I'm too old to use a computer, housebound and therefore unable to access the community for knowledge.”

Comment on the annual service user survey

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2 Performance

How is Adult Social Care performing?



Performance 2018-19

Long term versus short term support

Peterborough has comparatively lower numbers of new client contacts for support and achieves a good balance of outcomes with lower numbers resulting in long term support and higher numbers resulting in signposting/universal services.

Short term support

However the numbers of contacts that lead to short term support is slightly lower than the regional average. Peterborough also has a lower percentage of reablement packages resulting in no further care. We believe this is due to the use of the Red Cross as an alternative to reablement, for people with lower levels of need who just need time limited support to step down from hospital.

Permanent admissions to residential care

Permanent admission rates to residential care remain low and below the regional average.



Performance 2018-19

Reviews

Reviews will be a clear area of focus for the council in 2019/20.

In 2018/19 we have done a considerable amount of work with managers to look at how we carry out and target reviews to make the most impact.

Direct Payments

Peterborough has made sustained efforts to promote Direct Payments as an option over recent years. 30% of long term service users receive a Direct Payment. This, alongside the volume of extra care and supported living arrangements, accounts for the proportionately larger proportion of long term care recipients.

Finding information, advice and guidance

In the annual service user survey **77.3%** of people said that they had found it very or fairly easy to find information and advice. This is much higher than the national average of 69.7% and places Peterborough 16th in the ranking of 152 councils.



Performance 2018-19

Learning Disability and Mental Health Employment

Learning Disability employment has also proved challenging with much of the support activity being targeted at people who are not eligible for long term care and support. Mental Health employment rates are much better, being the highest in the region.

Carers

Improving the experience of carers has been a key programme of work for 2019/20 with a concentrated focus on workers having the right conversation at the right time and a widening of the support offer to carers.

Delayed Transfers of Care

Peterborough continues to see high overall rates of delayed transfers of care from acute settings, although low rates of delays for social care reasons.



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 – Social Care Related Quality of Life

The Social Care Related Quality of Life score is made up of a number of indicators around different aspects of people's lives including nutrition, personal care, safety, social contact, how people are helped, control over daily life and whether people can spend time doing what they want to do.

The national score for 2018/19 was 19.1. Peterborough's result was better at 19.4.



Adult Social Care Outcomes Framework – indicators where Peterborough did better than the national and/or regional average

- ✓ Higher social care related Quality of Life for both service users and carers
- ✓ More service users with control over their daily life
- ✓ Higher satisfaction with care and support for both service users and carers
- ✓ More service users with as much social contact as they want
- ✓ More service users and carers who find it easy to get information and advice
- ✓ More service users and carers receiving self directed support
- ✓ More service users receiving Direct Payments
- ✓ More adults with learning disabilities living in their own home or with family
- ✓ Less permanent admissions to care homes
- ✓ Less delayed transfers of care attributable to social care
- ✓ More older people still at home 91 days after leaving hospital
- ✓ More older people receiving reablement services after leaving hospital

Adult Social Care Outcomes Framework – indicators where Peterborough did worse than the national and/or regional average

- × Less carers receiving direct payments
- × More delayed transfers of care attributable to health
- × Less people completing reablement who need no further long term care and support
- × Less people who say the services they use make them feel safe and secure
- × Less carers included or consulted on decisions
- × Less people who use services who said the services make them feel safe and secure
- × Less adults with learning disabilities in employment
- × Less people who use services who feel safe

Some useful links to find out more



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