

LOCAL ACCOUNT 2013/14

# ANNUAL REVIEW OF ADULT SOCIAL CARE



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# WHAT IS THE LOCAL ACCOUNT?

The Local Account is a report about the performance of Peterborough City Council's Adult Social Care Department during the year 2013/14.

It is an important part of the council's commitment to being open and transparent.

It will inform you about what we have done over the past year and what we plan to do in 2014/15 to improve services.

The report is organised around the four outcomes in the Department of Health's Adult Social Care Outcomes Framework, shown in the blue box on the right.

The four outcomes in the Department of Health's Adult Social Care Outcomes Framework 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)



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

2013/14 has been a tough year for the council with some difficult decisions to make and challenging performance and finance targets to meet. However, there have also been some great achievements. An example is the excellent work that has happened around dementia awareness, including Peterborough City Council becoming a Dementia Friendly city and

the setting up of the Dementia Resource Centre.

This Local Account details some of this work. Read more inside!



**Jana Burton, Executive Director of Adult Social Care, Health and Wellbeing**

I was privileged to be appointed as the Director of the new Adult Social Care, Health and Wellbeing Department in November 2013.

It is an exciting time to be leading the department, as there is much change ahead with the challenges of the new Care Act and our ambitious plans to implement a more personalised service for the people of Peterborough.

I look forward to hearing your views on the Local Account and our plans for improvement.

# WHERE ARE WE GOING?



## OUR TRANSFORMATION JOURNEY

Adult Social Care at Peterborough City Council is preparing for the new Care Act 2014 which will come into force over the next couple of years.

The Care Act represents the most significant reform of care and support in more than 60 years, putting people and their carers in control of their care and support.

Our commitment is:

- to support people to be active and independent
- to promote health and well-being
- to meet the demographic growth, particularly in older people
- to work efficiently within budgetary constraints

We will do this by ensuring our approach to personalisation supports individuals to maximise opportunities for independence, health and well-being.

## WHAT IS PERSONALISATION?

Personalisation is about putting individuals firmly in the driving seat and building a system of care and support that is designed with their full involvement and tailored to meet their own unique needs.

This is a completely different approach to an historic 'one size fits all' system of individuals having to fit into care and support services that already exist, which have been designed and commissioned on their behalf by Local Authorities.

Individuals will receive their own budget and can decide how, who with and where they wish to spend that budget in order to meet their needs and achieve their desired outcomes.

# WHERE ARE WE GOING?

## NEW WAYS OF WORKING:

We have looked at our current model of work and have identified a number of things we need to improve. These include customers being passed around to too many different people, too many steps in our processes, not making the best use of technology and a lack of alternatives to traditional statutory services.

Over the next year we will introduce new ways of working. We will have a new 'Front Door' for our customers which will provide information and advice and try to resolve issues immediately rather than having to refer them on. This will be much more than a call centre and will be staffed by social workers and occupational therapists as well as skilled and trained call handlers.

## FOR YOUNGER ADULTS WE WILL:

Provide much greater emphasis on reablement and transitional support for those not meeting eligibility criteria, but who could gain skills and confidence in living independently and, where possible, getting them into work.

## FOR OLDER PEOPLE WE WILL:

Aim to regain their skills and confidence to remain active and independent within their capabilities.

For others, the aim will be to reduce or slow down deterioration. The approach will also seek to reduce loneliness and promote engagement with activities outside the home.



# WHERE ARE WE GOING?

## COMMISSIONING A WIDER RANGE OF SUPPORT:

We will be reviewing all forms of commissioned support to meet our vision for personalisation and independence. This will include increasing the options for people to use their personal budgets and direct payments to better meet their needs.

It will include access to a wide range of prevention initiatives in the voluntary and independent sectors.

## 208 REVIEW OF DAY OPPORTUNITIES FOR YOUNGER ADULTS

Following the extensive review of day opportunities for younger adults last year we ran a big consultation. We asked people who use day and employment services, their families and carers how we can help people lead more fulfilling lives. 260 people attended the consultation events and 99 people filled in a questionnaire.

A short film was available on YouTube and you can view it **here**.

## WHAT DID PEOPLE SAY?

People commented that to help them have jobs and live in the community, they needed support with:

- being more independent
- managing money
- speaking up and being confident
- staying safe

People told us they would like more control over what they do, where they can meet friends, information on the support they can access and what they can do to stay healthy. To access employment people would like help in building confidence, and overcoming fear of new environments.

It was also recognised that some people with complex needs will still require more support in a more traditional building, but it would be good for them to mix with others who have less complex needs.

One option proposed was having local satellite bases to enable people to access local communities and meet people. These should be near to or in community centres and the city centre, close to bus routes and open seven days a week.

## WHAT ARE WE DOING ABOUT IT?

We are developing employment support, activities and opportunities so that even more people can work. This will include investment in 'micro enterprises' - small businesses run by the people who work in them. In October 2014 the council will consider all the options and the new models will be in place from April 2015.

# WHAT IS THE LOCAL ACCOUNT?

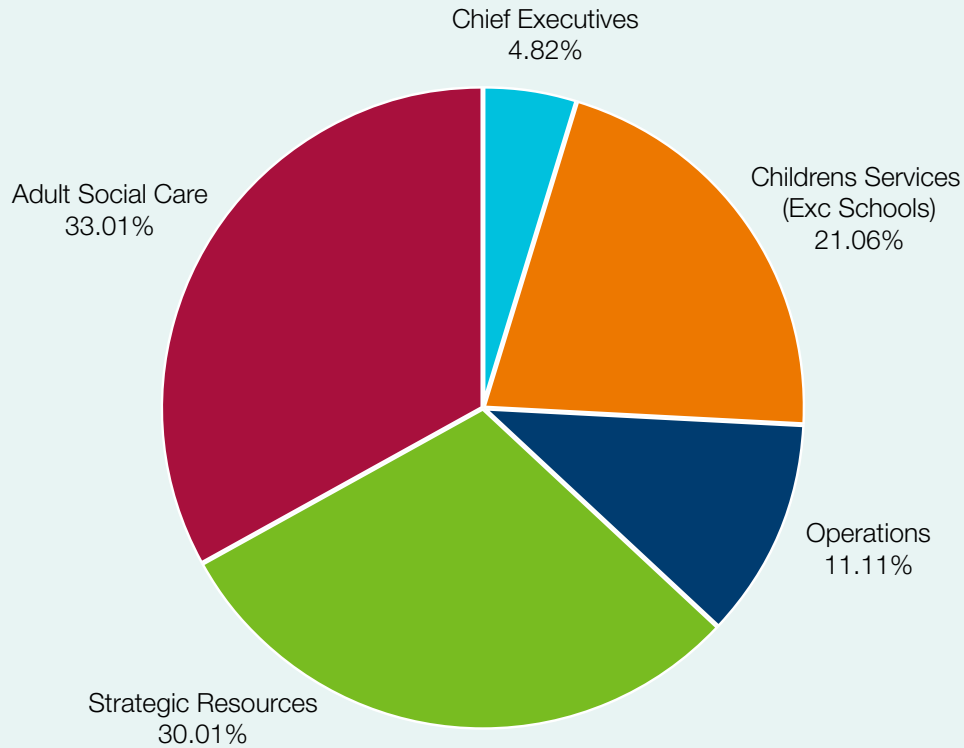
In 2013/14 Peterborough City Council spent £49 million (33% of its budget) on Adult Social Care.

During 2013/14 Adult Social Care balanced the budgets and delivered savings.

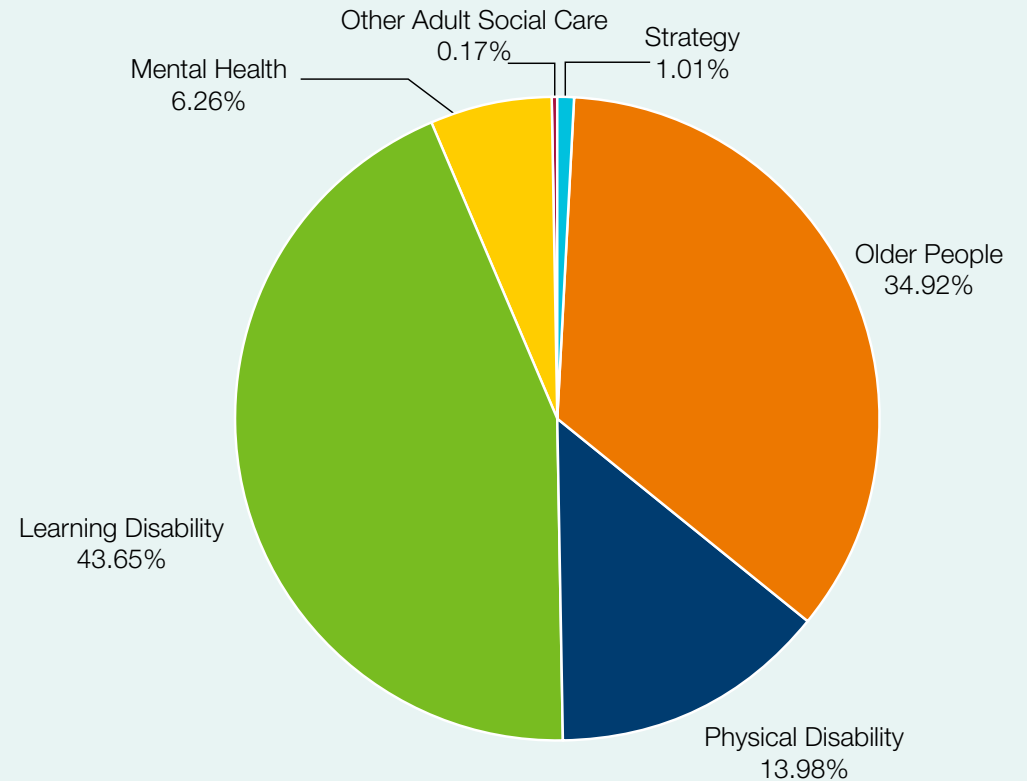
The breakdown of spend within Adult Social Care was:

**Peterborough City Council Budget 2013/14**

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**ASC Actual Spend 2013/14**



For 2014/15 the council have allocated 29% of the overall budget to Adult Social Care, Health and Well-being.

# OUR PERFORMANCE IN 2013/14

## WHERE WE ARE DOING WELL

- ✓ The proportion of people who use services who said that those services made them feel safe and secure was 84.2% against an England average of 79.2%
- ✓ The proportion of people who use service who find it easy to find information about services was 74.9% against an England average of 74.7%
- ✓ The proportion of adults with learning disabilities in paid employment was 8.4%, against an England average of 6.8%
- ✓ There were 592.8 permanent admissions to residential and nursing care homes per 100,000 population for people aged 65 and over against an England average of 668.4
- ✓ Delayed transfers of care from hospital attributable to adult social care were 2.8 per 100,000 population against an England average of 3.1
- ✓ Overall satisfaction of people who use services with their care and support was 64.7% against an England average of 64.9%
- ✓ The overall social care quality of life score was 18.9 against an England average of 19.0
- ✓ The proportion of people who use services who have control over their daily lives was 76.4% against an England average of 76.7%

## WHERE WE ARE NOT DOING SO WELL

- ✗ The proportion of adults with learning disabilities who live in their own home or with their family was 72.3% against an England average of 74.8%
- ✗ There were 18.2 permanent admissions of younger adults (aged 18-64) to residential and nursing care homes per 100,000 population against an England average of 14.4
- ✗ The proportion of people using social care who received self-directed support was 53.2% against an England average of 62.1% and those receiving direct payments was 12.4% against an England average of 19.1%
- ✗ The proportion of older people (65 and over) who were offered reablement services following discharge from hospital was 1.7% against an England average of 3.3%
- ✗ Delayed transfers of care from hospital were 13.7 per 100,000 population against an England average of 9.7
- ✗ The proportion of adults in contact with secondary mental health services in paid employment was 4.4% against an England average of 7.1% and those who live independently with or without support was 17% against an England average of 60.9%

- ✗ The proportion of people who use services who felt safe was 64.5% against an England average of 66%
- ✗ Older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services was 73.8 against an England average of 81.9
- ✗ The proportion of people who use services who reported that they had as much social contact as they would like was 43.0 against an England average of 44.2

The department is using these results to focus improvement activities throughout 2014/15. 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 2013-14, Provisional Release'.**



# KEEPING YOU SAFE



## SAFEGUARDING ADULTS WHOSE CIRCUMSTANCES MAKE THEM VULNERABLE AND PROTECTING THEM FROM AVOIDABLE HARM

Peterborough City Council is dedicated to ensuring that the safeguarding of adults at risk is a key priority when we are providing services to the public. We are committed to preventing abuse and responding promptly when abuse is suspected. We believe everyone has the right to live a life free from abuse and neglect.

An adult at risk is someone aged 18 or over who may be unable to take care of themselves. They may be unable to protect themselves from harm or from being exploited by others.

During 2013 the Adult Social Care Department undertook a major review of safeguarding activities and significantly strengthened quality assurance and performance management of safeguarding.

Additionally, processes were put in place to capture and analyse the views of people who had been through the safeguarding process to find out whether their outcomes had been achieved.



84% of respondents in the annual survey said that care and support services help them feel safe

## SAFE PLACE SCHEME

In December 2013 Peterborough City Council relaunched the 'Safe Place Scheme', in partnership with the Safer Peterborough Partnership.

The project helps adults with learning disabilities cope with any incident that takes place whilst they are out and about in the community – for example if they become lost, have something stolen or feel they are being harassed.

The council wants to create an equal access community; an environment where every adult can go out safely both day and night. Over 100 businesses, including Asda, Tesco Metro, Boots in The Bretton Centre and The Salvation Army charity shop in Broadway, are already signed up to the free scheme. If a business is happy to help, they are given a 'Safe Place' sticker to put into their shop window. They are also given an information sheet with guidance on how to assist an individual in distress.

An individual with a learning disability will carry a card displaying their name and personal contact telephone number, so that the manager or member of staff in the shop or business knows who to contact. Cards have been given to 150 people with learning disabilities. A short film can be viewed [here](#).

# MAKING SURE YOU HAVE A GOOD QUALITY OF LIFE

## ENHANCING 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.

## PETERBOROUGH LOW VISION DAY

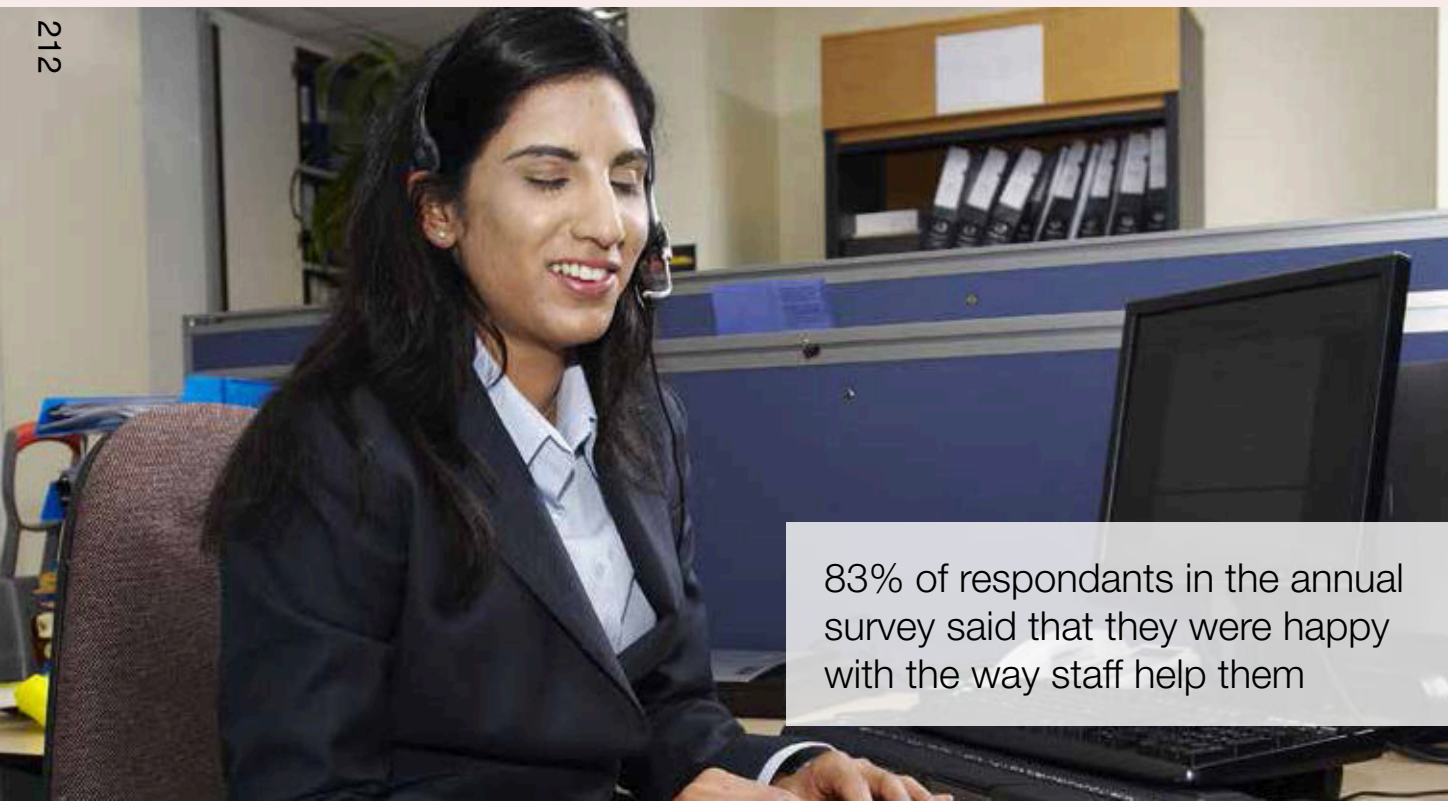
Peterborough Low Vision Day was held on Thursday 26 September 2013. The event aimed to help anyone connected to sight loss, including family and friends, to find out just what clubs, activities and support are available in Peterborough and the surrounding areas.

Information was available about the latest products, books, magazines and newspapers.

The Exhibition Area included a wide range of items to help with daily life and maintain independence. There were hands-on demonstrations of the latest mobile and desktop equipment from the leading suppliers.

There were also various bite-sized seminars running throughout the day. Volunteer sighted guides assisted with escorting visitors around the event.

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83% of respondents in the annual survey said that they were happy with the way staff help them

# MAKING SURE YOU HAVE A GOOD QUALITY OF LIFE

## LEARNING DISABILITY HEALTH CHECKS

People with learning disabilities often have poorer physical and mental health than other people.

The Annual Health Check scheme is for adults with learning disabilities who need more health support and who may otherwise have health conditions that go undetected.

During 2013/14 Adult Social Care supported 269 people to access a Health Check.

## HOLLYWOOD BALL

In August 2013, the Learning Disability Service held their second annual summer ball.

This year it followed a glittering Hollywood theme and all attendees got to walk the prestigious red carpet. Over 100 people attended, including the Mayor, two famous Hollywood actors, members of the public and the people supported by the service. The event was a huge success and enjoyed by all.



92% of respondents in the annual survey said that care and support services help them to have a better quality of life

# MAKING SURE YOU HAVE A GOOD QUALITY OF LIFE

## POSH FOOTBALL MATCH

In November 2013, the Employment Development and Supported Employment teams hosted the Peterborough City Council sponsored football match between Peterborough United and Wolverhampton Wanderers.

A number of local businesses attended and heard from service users themselves how employment can transform their lives.

214 The day was highly successful, with many of those invited indicating interest in employing someone with a disability or offering work experience.

They also pledged to help spread the word encouraging other employers to provide opportunities either by employment or commissioning one of the mini enterprises, creating further work opportunities for people with disabilities.

## EMPLOYMENT FOR PEOPLE WITH DISABILITIES

Peterborough City Council is leading the way in relation to supporting people with disabilities into work.

The **Employment Development Team** delivers the national 'Work Choice' programme, providing support to people who want to work, but are facing barriers to employment due to a disability or long-term health condition. The council delivers the service on behalf of the Shaw Trust. The service has been the equal top performing Shaw Trust sub-contractor for the South and South East of England which is an excellent team achievement.

Once people are in work their confidence and self-esteem improves, and there is greater opportunity to develop even more skills. Securing employment in the open market also promotes equality and diversity in the work place.

The **Supported Employment Team** works closely with employers in a broad range of vocations to secure jobs, work experience and voluntary placements in local businesses.

Additionally, work opportunities are available in the council's mini enterprises providing services to businesses in catering, ground maintenance and car washing.



# SUPPORTING YOU TO BE INDEPENDENT

## DELAYING AND REDUCING THE NEED FOR CARE AND SUPPORT

The Adult Social Care department aims to support people to remain independent and to stay in their own homes as long as possible. We also want to ensure that people have opportunities to have the best health and well-being.

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88% of respondents in the annual survey said that care and support services help them in having control over their daily life

## IMPROVING CHOICE AND CONTROL

During 2013/14 the department began to review how younger adults have been spending their time. Some service users had been attending traditional day services for a very long time.

One of the social workers, who completed reviews for some of the service users commented:

*"I recently completed a review for a lady attending the day centre. The support planning process suggested that this was not in her best interest. Two months later the lady is more engaged in the community. She is eating in public places, whereas the last review stated that she didn't eat when out of the home. This limited her choice and options, as she went out afternoons but had to be back in time for tea.*

*Her sister was not happy at first, but at the review said that she was pleased that her sister is now able to live a much more fulfilled life.*

*She agreed it was the best move and we are able to make more plans to introduce more fun and opportunity into her sister's life".*



# SUPPORTING YOU TO BE INDEPENDENT

Supporting people to regain or increase independence is a key aim of Adult Social Care. Reablement is what we call short term support which is designed to help people to increase their independence at home.

This might include supporting people with personal care or preparing meals.

The aim of the Reablement Service is to support people to manage these tasks on their own, rather than having care staff do it for them.

## SUCCESS IN THE REABLEMENT SERVICE

Mr F is a 78 year old gentleman who had a fall and fractured his hip and since that time he remained upstairs in his house, due to a number of falls and lack of confidence. Occupational Therapy and Reablement Services visited Mr F and provided him with a great deal of support and encouragement.

Mr F is now managing his own personal care tasks independently and can use the stairs safely, with supervision from his wife. With the support of the Reablement Team, Mr F is now able to remain in his own home with access to all facilities. This support has prevented the need for Mr F to move to ground floor accommodation or have costly major adaptations to his home which were initially thought necessary by Mr F and his family.

## CARE QUALITY COMMISSION INSPECTION

In December 2013 the Care Quality Commission inspected the Reablement Service and found that they met all standards.

Their report stated:

A person who used the service told us, *"They certainly know what they are doing."*

A relative said, *"I have given them high marks for everything they have done"*.



# SUPPORTING YOU TO BE INDEPENDENT

## SUPPORTING PEOPLE WITH DEMENTIA

Peterborough is leading the way with a range of innovative approaches to support people with dementia.

## 217 LOCAL DEMENTIA ACTION ALLIANCE LAUNCH

In February 2014, the City Council hosted the launch of Peterborough's Dementia Action Alliance. The Alliance was formed to bring a range of partners together to create a dementia-friendly Peterborough. The launch was attended by over 120 people and included a range of businesses and local groups as well as people with dementia and their carers and loved ones. At the end of the event attendees were asked to leave their details if they wanted to get involved in the work of the Alliance and were given the opportunity to become a 'Dementia Friend' by attending a 45 minute information session on dementia.

## DEMENTIA RESOURCE CENTRE

During 2013/14 the council developed the Dementia Resource Centre in Peterborough run by the Alzheimers Society, opening in the summer of 2014.

Residents can access the service, located in Millfield, without an appointment to learn more about memory problems and dementia.

The team based there will be able to offer advice, information and support to the person with dementia and their carers/loved ones. The centre will provide a range of support groups and activities for both people with dementia and their carers and loved ones including walking groups, gardening clubs, arts and crafts groups. There will also be groups specifically for black and minority ethnic communities and people with early onset dementia.



# CARING FOR CARERS

## DELAYING AND REDUCING THE NEED FOR CARE AND SUPPORT

During 2013/14 the council organised a range of activities and initiatives to support carers in their caring role.

- A conference was held in April 2013 which covered welfare changes, how to cope with challenging behaviours, healthy lifestyles, carers workshop and relaxation for carers.
- During Carers Week in June 2013 the council had a stand in Cathedral Square to advise carers of support available to them.
- In October 2013 a Carers Health Day was held in partnership with the City College. It included armchair yoga, local history, belly dancing, art workshop, healthy eating demonstration and taster and blood pressure checks.
- In November 2013 a Carer Rights Day was held for carers to hear about welfare reforms and the planned new legislation, the Care Act.
- The council worked with the Carers Trust to roll out the Family GP Carers Prescription services, to identify 'hidden' carers and give carers a break from caring.

## ENSURING UNPAID CARERS ARE RECOGNISED AND VALUED

The council has been working with the local NHS to develop a joint Carers Strategy designed to provide focus and direction for supporting and working with carers in Peterborough. The local vision is that all unpaid carers are recognised and valued and have access to support that enables them to carry out their caring roles whilst leading their own lives. The strategy has been developed in consultation with carers and key partners and it incorporates the new responsibilities set out in the Care Act for local authorities to provide support to carers. Delivery of the strategy will be overseen by the Carers Partnership Board.



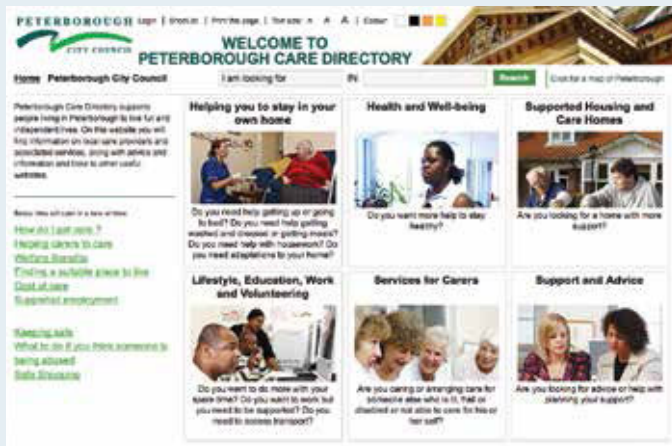


# LISTENING TO YOU

Ensuring people have a positive experience of care and support

## ONLINE CARE DIRECTORY

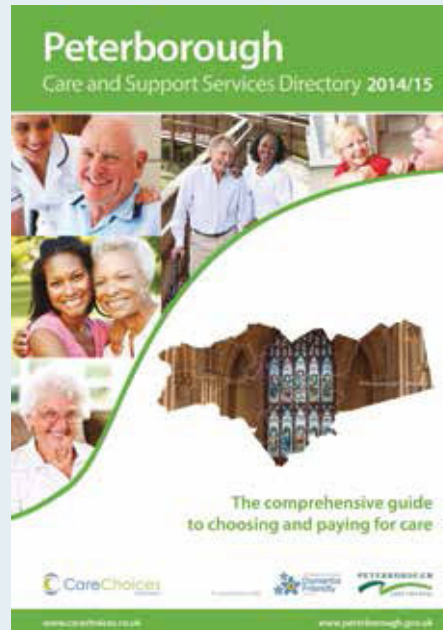
During 2013/14 the Adult Social Care Department launched the new online Care Directory, which can be found at [www.peterboroughcaredirectory.org.uk](http://www.peterboroughcaredirectory.org.uk)



The Care Directory has information on local care providers and services available.

## PETERBOROUGH CARE AND SUPPORT SERVICES DIRECTORY 2014/15

Also, following feedback from service users, carers and members of staff, a paper Care Directory has been commissioned to complement the online version. A copy can be obtained by calling **01733 747474** or by downloading it from <http://www.carechoices.co.uk/region/east-of-england/cambridgeshire/peterborough>.



## MONITORING CARE PROVIDERS

As much of the care provided both in the community and in care homes is provided by the independent sector, the Adult Social Care Department has robust contract compliance and quality assurance processes to monitor the service provided.

During 2013/14 a procedure was introduced to monitor intelligence received about providers, whether received through complaints, contract monitoring visits, safeguarding investigations or direct from the providers themselves. This intelligence is collated and scrutinised by managers at monthly meetings and action plans are requested from providers.

## SERVICE USER SURVEYS

The Adult Social Care Department has a range of methods of consulting with service users and carers about the quality of the service they have received, including a comprehensive annual service user survey.

# LISTENING TO YOU

## QUALITY ASSURANCE

In April 2013 the Adult Social Care Quality Board met for the first time. The Quality Board, which has service users and carers sitting on it, is responsible for agreeing and monitoring the implementation of the Adult Social Care Quality Framework.

Service users and carers on the group have identified areas that need improvement through the year. This has resulted in a review of the Carers Assessment process and also clear guidance being produced on the Mental Capacity Act and Power of Attorney.

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53% of respondents in the annual survey said that it was very or fairly easy to find information about advice and support

## COMPLAINTS, COMMENTS AND COMPLIMENTS

The Adult Social Care department welcomes complaints, comments and compliments and ensures that these are used as learning opportunities. Complaints are reported on a quarterly basis and are discussed at team meetings and at the department's Quality Board. During 2013/14 the Adult Social Care department received 67 complaints. The highest number of complaints were logged against 'delayed/failed service.'

Plans are in place for further improvements to complaints handling during 2014/15 including producing the following guides for managers:

- Investigating complaints
- Writing effective complaints response letters

To contact the Complaints Manager write to:  
The Central Complaints Office, Customer Services Centre, Bayard Place, Broadway, Peterborough, PE1 1FZ

Tel: **01733 296331**

Email: **ASCcomplaints@peterborough.gov.uk**



# TELL US WHAT YOU THINK

The Adult Social Care Department at Peterborough City Council is 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 us:

## CONTACT DETAILS:

Freepost RTCH-TLLZ-JGEC  
The Quality Assurance Manager  
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PE1 1HF



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