

2015/16

Local Account for Peterborough Adult Social Care



Local Account 2015-16

Welcome to the 2015/16 Local Account self assessment for Peterborough City Council Adult Social Care. The Local Account is a report about the performance of the department and the council's commitment to being open and transparent about our performance. Therefore, each section within this document has been 'RAG' rated with Red representing areas we have real challenges, Amber representing where we need to further improve and Green representing where we are doing well.



Councillor Wayne Fitzgerald, Cabinet Member for Adult Social Care

At the last election the council returned to a majority leadership, and I retained my position as Cabinet Member. I have now held this leadership role for five years which has consolidated my understanding of both the local and national agenda for Adult Social Care. I am also pleased to report that the council now has a shared Chief Executive with Cambridgeshire County Council, which will support closer collaboration across the Cambridgeshire and Peterborough Health and Social Care System.

Wendi Ogle-Welbourn, Corporate Director: People and Communities



The Director of People and Communities is responsible for Adult and Children Social Care Services, also housing, community safety and cohesion. These people services were brought together eighteen months ago and it has enabled us to provide a wider range of services to our residents.

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Our approach to sector led improvement across the region

The council's provision of Adult Social Care is not inspected in the same way as Children's Social Care. In order to ensure continual challenge and improvement in what we do, we have a regional Sector Led Improvement Programme.

The programme includes the following elements.

1. Peer challenge by the Local Government Association. Each local council will have one of these independent reviews every three years. Peterborough had a Peer Review of Adult Safeguarding from 27 to 30 September 2016. The council was pleased with the feedback from the review and has developed an action plan in response that is being implemented to ensure continuous improvement.
2. Mutual support - each council is twinned with another in the region to maximise the opportunities for working together. Peterborough City Council is twinned with Southend-on-Sea Borough Council.
3. Regional Improvement Networks. The region has networks which work together to deliver particularly challenging areas of transformation. Peterborough is actively involved in networks focusing on integration with health, delayed transfers of care, safeguarding adults, contracts and procurement, commissioning, performance and intelligence and workforce development.
4. Regional Performance Dashboards. The council compares its performance with the other councils in the region. This Local Account provides a summary of how we compare on the national Adult Social Care Outcome Framework metrics.
5. Annual Self Assessment. Every July the council reports on its progress using the regional Self Assessment Tool. In this Local Account we provide a summary of our self assessment.

Key Priorities and Best Practice

Examples of our most significant achievements within Adult Social Care, in the last year are listed below:

Reablement

Further investment has been made in the Reablement Service, which has resulted in the service being able to support people with more complex needs to avoid unnecessary hospital admissions or to ensure timely hospital discharge. A standard, integrated Falls Prevention service across health and social care has been implemented which includes the identification of people at risk of falls. There has been a continued focus on the use of assistive technology, both in care homes and at home, which has contributed to a reduction in the need for long term care and support.

During the last 12 months 807 people used the Reablement Service and 75% of these people were supported to achieve their goals and as a result of the support provided had reduced or no further care and support needs.

Partnership working with health

The council has worked closely with health partners to create a shared response to the pressures being faced by hospital and community health services. Adult Social Care have supported Peterborough & Stamford Hospitals NHS Foundation Trust to address capacity issues during the year by ensuring people are discharged from hospital at the earliest opportunity. We have also improved how we work with Cambridgeshire County Council to make better use of our shared resources. This has included developing information flows for people moving between health and social care services.

Community capacity and prevention

The council and health partners appreciate the valuable role that community and voluntary sector organisations can play in people's lives. We have established health and wellbeing networks in the city and are working towards aligning information, advice and directories of services to help our staff, other professionals and the people living in Peterborough to know what the local community has to offer. We have particularly looked at the services which could be developed to support carers and older people living on their own.

The top three risks that the council has identified are as follows:

Market capacity

At times we struggle with availability of care provision, particularly for people with who require specialist dementia care and nursing care within care homes and specialist care packages for people in their own homes. We have developed a Market Position Statement to support care providers in identifying where these gaps are so that they can work with us to develop their services in response to this.

A new Quality Improvement Team has been established to support the independent sector to improve capacity and quality, particularly in areas such as workforce development.

Health

There are ongoing challenges around health care commissioning and provision. The council and Adult Social Care continue to transform services by designing services which benefit from integration between health and social care. These include a single contact point for health and social care referrals and multi-disciplinary teams for people with complex and long term health and social care needs. It is important for us to improve services for local people by providing person centred care and address the significant financial challenges for health and social care.

Demand management

Managing demand for care and support as the population ages is a key risk for the council, along with healthy life expectancy. In Peterborough average healthy life expectancy is 59 for a woman and 61 for a man, which means that most people will have a long term condition by the age of 61.

A system wide approach is being taken and we are working with community and voluntary sector providers to ensure care and support needs are met. This is working towards improving our Adult Social Care Outcome Framework (ASCOF) measure on service users having us much social contact as they would like.

We are also developing a Home Services Delivery Model whereby a range of services designed to support people in their homes are being brought together. This includes reablement, housing adaptations, care and repair and assistive technology. This enables a 'one stop shop' that will enable a comprehensive package of support to be provided.

Summary of the self assessment

IT Systems and Performance Management	
Safeguarding Reviews	
Unexpected Events	
Assessments and Reviews	
Better Care Fund Plans	
Market Shaping and Sustainability	
Partnerships	
Care Act Compliance	
Finance/Use of Resources	
Workforce	
Culture and Challenge	

Highlights of the self assessment

The following is a summary, by section, of the improvement work we have undertaken during 2015/16 and outlines our plans for 2016/17.

IT Systems and Performance Management



Actions Taken During 2015/16

Quality Assurance

During the year the council strengthened the quality assurance team for Adults and Children's Social Care and is carrying out more outcomes based audits on care and support and safeguarding.

Regional Intelligence Group

The council has an experienced performance lead who chairs the ADASS Regional Intelligence Group and the council develops and supports the regional performance dashboard.

Plans for 2016/17

IT Systems

The future provision of social care systems is currently being undertaken, including consideration of requirements around health system integration and mobile working. We are also looking at improving our reporting tools in order to provide reports to a detailed level as close to real time as possible.



Actions Taken During 2015/16

Safeguarding Boards

The council has improved its safeguarding processes by aligning support for the Adults and Children's Safeguarding Boards with one independent chair and a single Board Manager. This has enabled the sharing of resources and improved sharing of resources, such as training, across adults and children

Independent Sector Care Providers

We have invested in improving our relationship with providers through a Provider Forum and by offering support to develop the role of Registered Managers in the city.

Care Home Educators

The council and the Clinical Commissioning Group established the role of Care Home Educator during 2015/16 to work with care homes to address the key reasons for hospital admissions. This included providing training to staff and also being available to give advice to home managers. This has resulted in less emergency hospital admissions.

Plans for 2016/17

Quality Improvement Team

The council is establishing a Quality Improvement Team to co-ordinate provider monitoring and to support improvement. The team focus on using qualitative information from a range of partners and sources to identify gaps in the market and improve services.

Development of multi agency policies and procedures

During 2016/17 the Safeguarding Adults Board will be developing and signing off multi agency safeguarding policies and procedures.

Assessments and Reviews



Actions Taken During 2015/16

During 2015/16 we fully reviewed care and support planning procedures and processes in line with implementation of the Care Act. We have clear performance metrics relating to the revised processes, including monitoring of outcomes and planned and unplanned reviews.

Plans for 2016/17

We will continue to monitor and audit the outcomes of care and support plans for individuals. We will strive to improve the range of support options available through our work with care providers and the voluntary sector.

Better Care Fund Planning



Actions Taken During 2015/16

The Better Care Fund (BCF) is a programme spanning both the NHS and local government. The BCF provides money to protect adult social care services (in recognition of grant reductions) and money to invest in services to support the most vulnerable people in our society, placing them at the centre of their care and support, and providing them with fully integrated health and social care. This has resulted in an improved experience and better quality of life. In Peterborough plans have been developed jointly with Cambridgeshire County Council, due to the overlaps in health provision.

We continue to work towards delivering the key targets around reductions in emergency admissions to hospital and delayed transfers of care. However, these targets continue to be very challenging in the current health environment. This is a national challenge.

Plans for 2016/17

Work is in progress to fully meet the requirements of the Better Care Fund relating to Seven Day Working, Data Sharing and Joint Assessments in Health and Social Care.

Market Shaping and Sustainability of the Market



Actions Taken During 2015/16

The council successfully re-tendered the support to people living in six Extra Care housing schemes in the city.

Plans for 2016/17

Market Capacity

The council has concerns around market capacity and capability in a number of areas including general nursing care, specialist dementia care, advocacy and home care. Tender processes are being developed for advocacy and home care and options are being actively explored to expand the capacity for general nursing care and specialist dementia care across the city.

Hospital Activity Tracking

Alongside Health colleagues, we are implementing SHREWD (Single Health Resilience Early Warning Database), a real time activity tracking system that connects into the hospital's patient admin system and systems of other health providers to track patient flows and system pressures. The council now feeds in daily activities including numbers of patients referred for discharge planning, numbers undergoing assessment, numbers awaiting reablement, numbers awaiting home care and numbers awaiting residential care. This will help us to better manage hospital discharges and to monitor bed vacancy data supplied by care providers in the city.

Market Position Statement

The Market Position Statement is the first step towards developing a working relationship with the local provider marketplace to ensure better and more effective outcomes for the people of Peterborough. The Statement is a tool for providers of health and social care services in Peterborough to help them understand the current and future needs of service users and our local communities. It translates key local, regional and national strategic directives into needs to enable organisations to forward plan their services, giving focus to the areas of greater need and priority. The information shared will assist care and support service providers to effectively plan their provision and identify opportunities for business development in Peterborough based on predicted demand for services.

Partnerships (Health, Housing, Children, Public Health, Voluntary Sector)



Actions Taken During 2015/16

New joined-up Directorate

People with care and support needs often have other areas of their lives affected such as housing, concerns about safety and long term health conditions. A single People and Communities Directorate has been created in the council, bringing together Adult Social Care, Children's Social Care, Community Safety, Public Health Delivery and Housing. By working closer together we can make best use of the resources we have available and reduce the number of people that customers need to engage with to receive the services they need.

Registered Managers Network

Launched in April 2016 by Sharon Allen the CEO of Skills For Care, the network is a dedicated forum for CQC registered managers to network, hear keynote speeches from a range of professionals, identify best practice, innovation and training needs. The network is being facilitated by an independently funded organisation to support the development of the network over the coming year. Attendance is good and growing, and meetings held bi-monthly.

All information relating to the network can be found on the dedicated website <http://www.peterboroughregisteredmanagers.co.uk>

Children and Young Adults with Disabilities

The development of the 0 to 25 Service brought together the Children with Disabilities Team and the Transitions Team to identify and plan for the needs of young people moving into adulthood at the earliest opportunity. The service has worked with Carers Trust to adopt the Young Carers Needs Assessment to avoid duplication and to ensure early identification of support.

Plans for 2016/17

Hospital Discharge

It is recognised that social care discharge pathways are working well and health partners are looking to the council to lead on the development of integrated pathways to address some residual health based delays.

Co-production

We are working with the voluntary sector to support establishment of co-production networks and experts by experience. This includes development of five new partnership boards:

Peterborough Strategic Partnership Boards

There are five strategic partnership boards, the terms of reference and membership have recently been reviewed and refreshed. The boards are as follows:

- The Carers Strategic Partnership Board
- Older People Strategic Partnership Board
- Mental Health Strategic Partnership Board
- Learning Disability Strategic Partnership Board
- Autism Strategic Partnership Board

There are plans in development for a Disability and Impairment Strategic Partnership Board to be launched in the New Year.

The role of each of the boards is to enable service development and improvement, ensure that all stakeholders (including service users) are included in designing, developing and commissioning of service provision now and in the future. The voice of service users, their families and carers is paramount and only by working together can we ensure continuous improvement in service commissioning and delivery and service user experience.

Care Act Compliance



The Care Act 2014 modernised the law recognising the rights of people to make their own decisions about their care and support. It introduced new rights for carers, changes to safeguarding procedures and a statutory duty to provide information, advice and guidance.

Actions Taken During 2015/16

Safeguarding

Safeguarding procedures have been reviewed and a Multi agency Safeguarding Hub (MASH) has been implemented. The MASH includes staff from the Police, Health, Adult Social Care, Children's Social Care and domestic abuse workers working together. This is a joint arrangement with Cambridgeshire Local Authority.

Information, Advice and Guidance

The range and accessibility of public facing social care information has been much enhanced including a suite of 40 Adult Social Care [Factsheets](#).

Social Care in Peterborough Prison

There is a newly developed assessment and care and support planning service into the prison, which has received positive feedback from the prison.

Plans for 2016/17

Information, Advice and Guidance

Information, advice and guidance for the public continues to be a key focus in the council's wider customer experience programme.

The need to develop universal and preventative services is recognised and there are pilot community and third sector projects under way to look at tackling loneliness and isolation, in older people and carers.

Finance/Use of Resources



Actions Taken During 2015/16

Budget reductions and efficiencies over the past few years have proved very challenging, but have also supported innovation and transformation. Adult Social Care remained within budget during 2015/16, despite challenging savings targets. There are financial challenges around the council's ability to pay the required level of fees to care homes, particularly in light of recent changes to the National Living Wage. In addition the demand for complex support packages for the over 85s has increased and is putting pressure on the budget and available support services.

Plans for 2016/17

To protect the quality and availability of services over the coming years there is a need for further innovation and integration of services. We have been very successful in driving down costs and transforming the way we deliver services; however as is the case nationally we are now experiencing diminishing returns and to remain within budget will be a challenge.

Staff Training/Workforce



Actions Taken During 2015/16

The Workforce Development Team have been successful in an application to be endorsed as a centre of excellence through Skills for Care. The team already hold Recognised Provider status with Skills for Care, which demonstrates that they deliver good quality learning and development, had a positive impact on learners and those using social care services, and have good processes and practices in place.

Building on this a provider with Centre of Excellence status demonstrates exemplary learning and development provision with innovation and continual development.

Plans for 2016/17

Recruitment and retention in the independent sector remains a significant concern. The council is working in collaboration with care providers to support quality improvement and address issues around recruitment, particularly in relation to the role of Registered Managers.

<http://www.peterboroughregisteredmanagers.co.uk>

Culture and Challenge



Actions Taken During 2015/16

Focus Groups

Thematic focus groups have been held with councillors around Systems Transformation, Falls Prevention and Dementia. This has helped us to consider how we share key messages with ward members and people in the city who they represent.

Parish Councils/Community Groups

We continue to promote wellbeing and develop our preventative services and have worked closely with Parish Councils and local community groups to understand the issues and ensure availability of appropriate services.

Plans for 2016/17

The Armed Forces Covenant

Health Scrutiny Committee and Cabinet have received reports on social care charging following changes brought in by the Care Act 2014 and The Armed Forces Covenant. The Armed Forces Covenant is a promise from the nation that those who serve or have served, and their families, are treated fairly.

Customer Feedback

To ensure that customer feedback is systematically collected, reported on and used to inform commissioning and service development and delivery, a new role of Customer Feedback Manager is planned for 2016/17.

Co-production

Building on the experience of co-production with parent carers in the development of the Local Offer, co-production will be further enhanced within Adult Social Care services during 2106/17.

Local Government Association Peer Review

A Peer Review of Adult Safeguarding is planned for 2016/17 focussing on:

- Delivery of impact and outcomes from frontline staff
- The quality of strategic leadership and governance
- The robustness and effectiveness of commissioning and quality assurance/improvement mechanisms

Key Performance Metrics – Adult Social Care Outcomes Framework (ASCOF)

The Adult Social Care Outcomes Framework (ASCOF) includes a range of performance measures. Shown below are the year on year results and the national and regional averages for 2015/16. These are also shown graphically.

No	Indicator Description	2013/14	2014/15	2015/16	England 2015/16	Eastern Region 2015/16
1A	Social care related quality of life score	18.9	19	19.1	19.1	19
1B	Proportion of people who use services who have control over their daily life	76	78.4	76.5	76.6	77.4
1C1	Proportion of service users accessing long-term support at year end who were receiving self directed support	53.2	98.6	98.6	84.9	87.9
1C2	Proportion of service users accessing long-term support at year end who were receiving direct payments	12.4	25.4	25.4	28.1	29.3
1E	Proportion of adults with a learning disability in paid employment	8.4	8.5	10	6.2	7.5
1F	Proportion of working age adults receiving secondary mental health services who are recorded as being employed	4.3	6.2	6.2	5.5	4.7
1G	Proportion of working age adults with a learning who are living on their own or with their family	72.3	81.1	84.2	75.4	74
1H	Proportion of working age adults receiving secondary mental health services living independently (with or without support)	16.7	32.4	52.1	58.6	44.1
1I1	Proportion of service users, who had as much social contact as they would like	42.4	42	41.8	45.4	44.8
2A1	Permanent admissions into residential and nursing care, per 100,000 population (18-64)	18.1	20.7	4.2	13.3	15.8

No	Indicator Description	2013/14	2014/15	2015/16	England 2015/16	Eastern Region 2015/16
2A2	Permanent admissions into residential/nursing care, per 100,000 population (65+)	578	484.2	394.4	628.2	570.3
2B1	Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	73.8	70.8	88.3	82.7	82.6
2B2	Proportion of older people (65 and over) discharged from hospital with a clear intention that they will move on/back to their own home	1.7	1.7	2.1	2.9	2.6
2C1	Average number of delayed transfers of care per 100,000 population	13.6	14	10.1	12.1	11.6
2C2	Average number of delayed transfers of care that are attributable to adult social care, per 100,000 population	2.8	1	0.7	4.7	3.5
2D	Outcomes from reablement for new and existing clients	65	72.2	74.9	75.8	81.5
3A	Percentage of adults using services who are satisfied with the care and support they receive	65	59.2	64.4	64.4	64.5
3D1	Proportion of people find it "very easy" or "fairly easy" to find information about services	74.9	74.2	72.8	73.5	72.7
4A	Proportion of people who use services who feel safe	63.9	64.5	65	69.2	68.7
4B	Proportion of people who use services who say that the services they receive have made them feel safe and secure	83.6	89.1	88.3	85.4	82.4

ASCOF Social Care Related Quality of Life Score

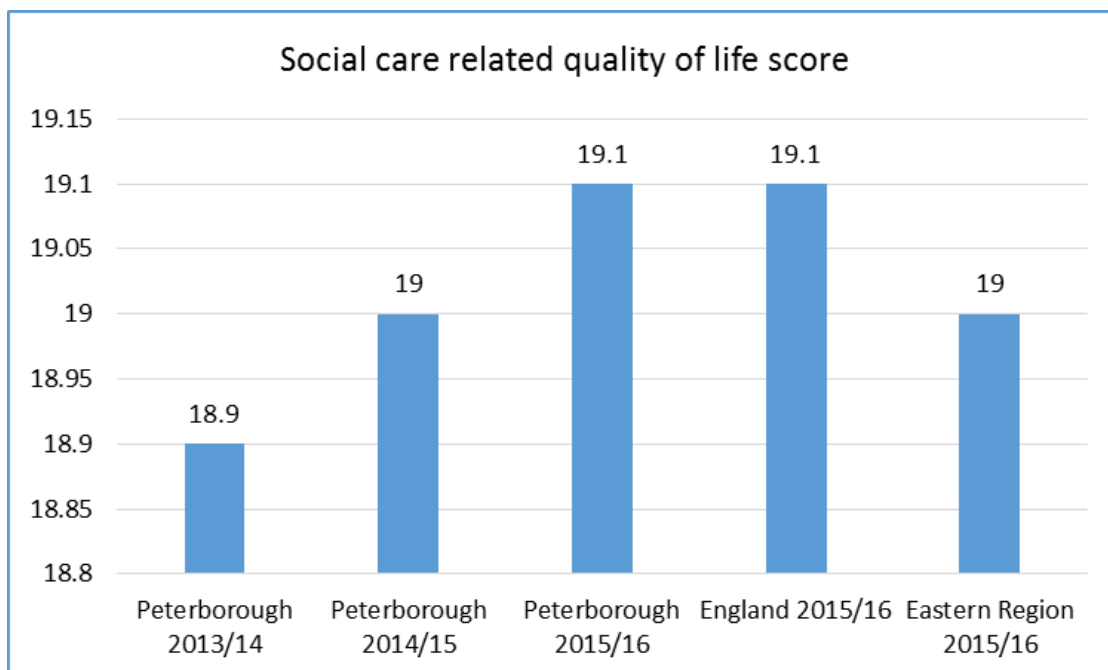
The ASCOF quality of life score for PCC in 2015/16 was **19.1**. Our score is the same as the England average and higher than the Eastern Region average of 19.0.

This indicator looks at a combination of different aspects of people’s lives from the Adult Social Care User Survey and calculates an overall score.

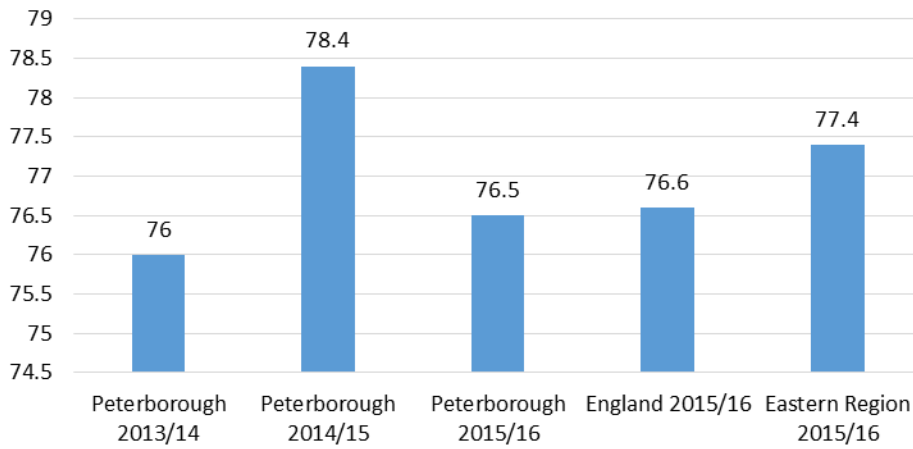
It includes nutrition, personal care, safety, social contact, how people are helped, control over daily life and whether people can spend time doing what they want to do

ASCOF Social Care Related Quality of Life Indicator		
Year	Peterborough	England
2015/16	19.1	19.1
2014/15	19.0	19.1
2013/14	18.9	19.0
2012/13	19.0	18.8
2011/12	18.8	18.7

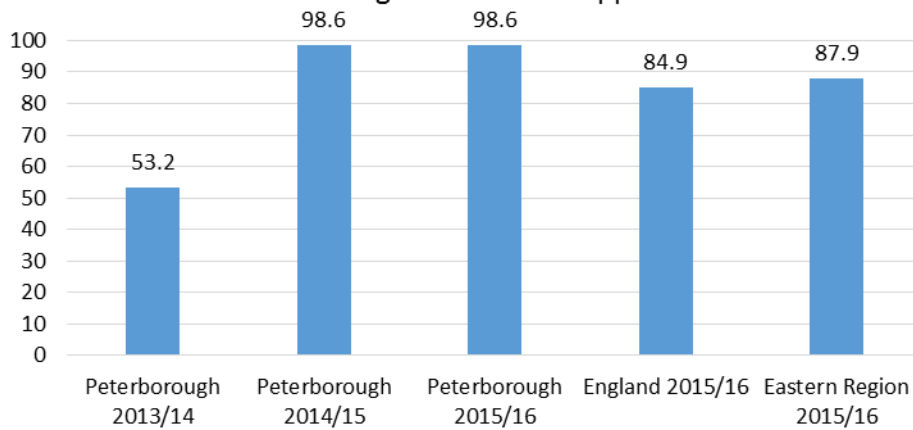
Our highest score to date!



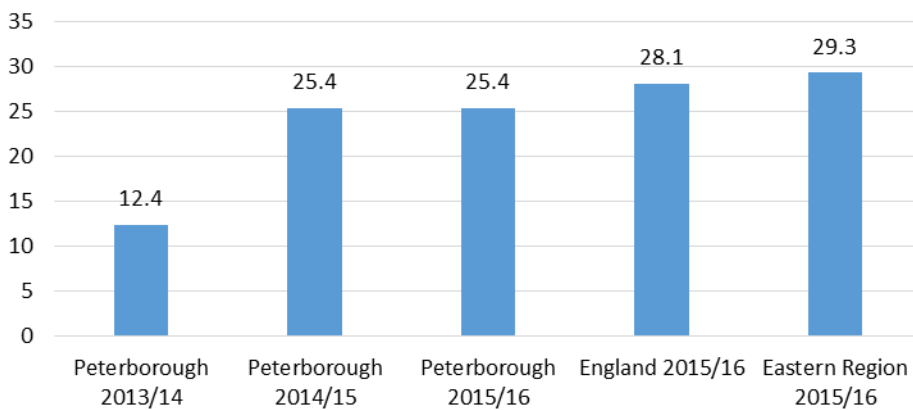
Proportion of respondents who felt they had control over their daily life

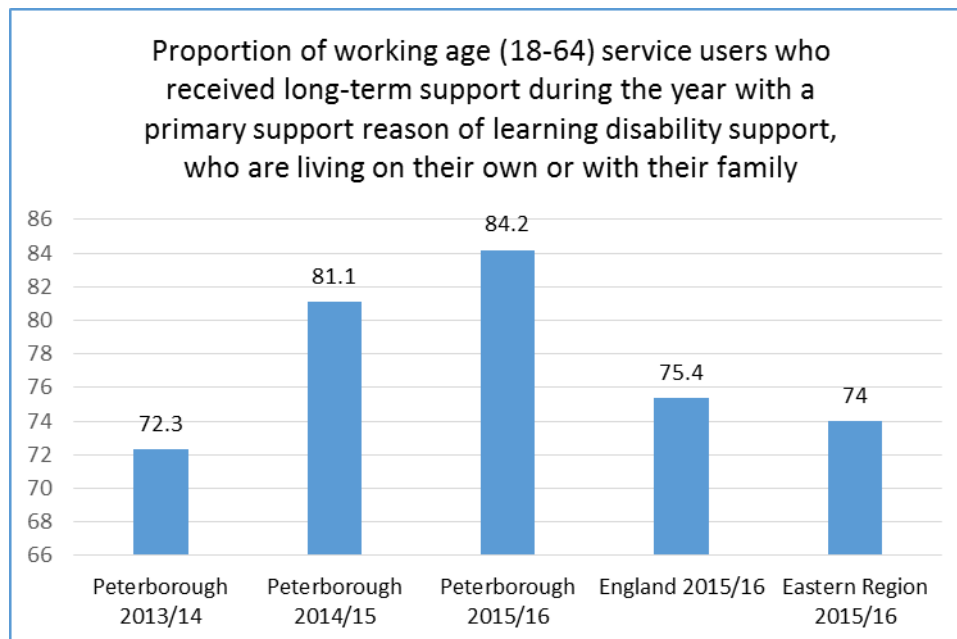
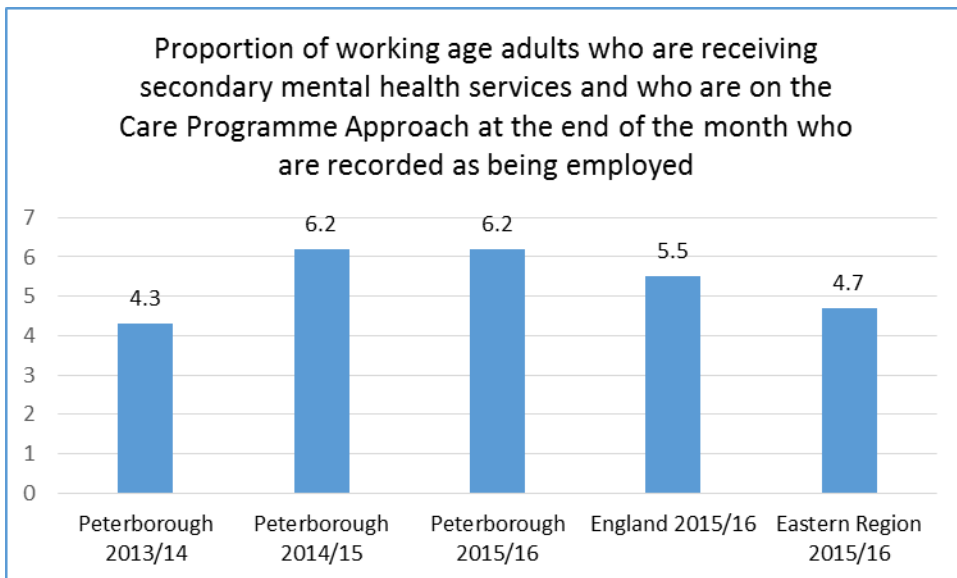
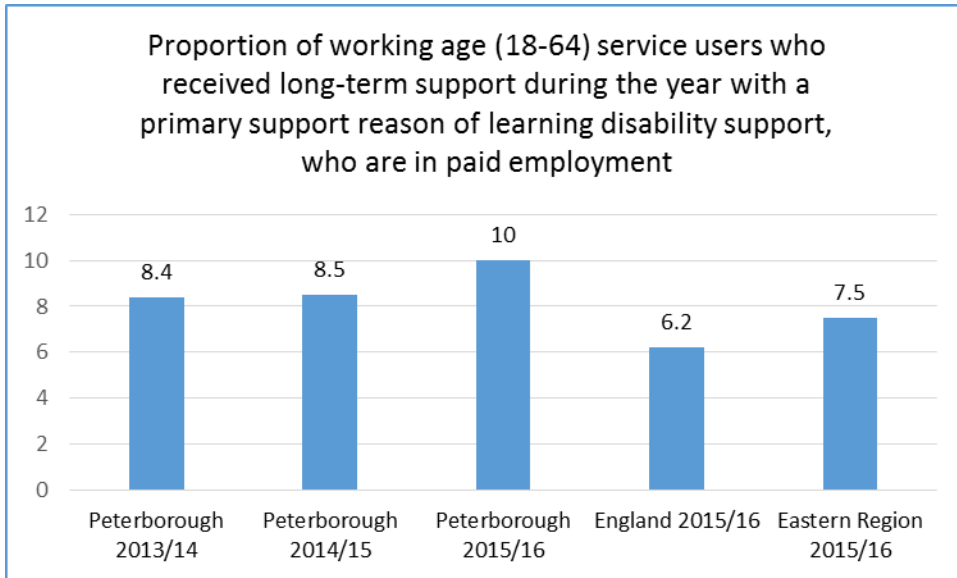


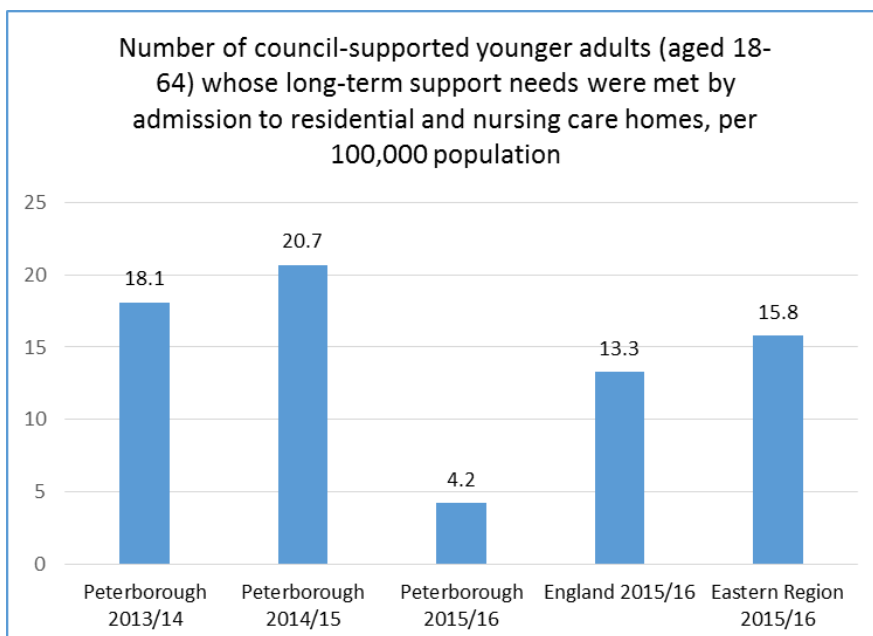
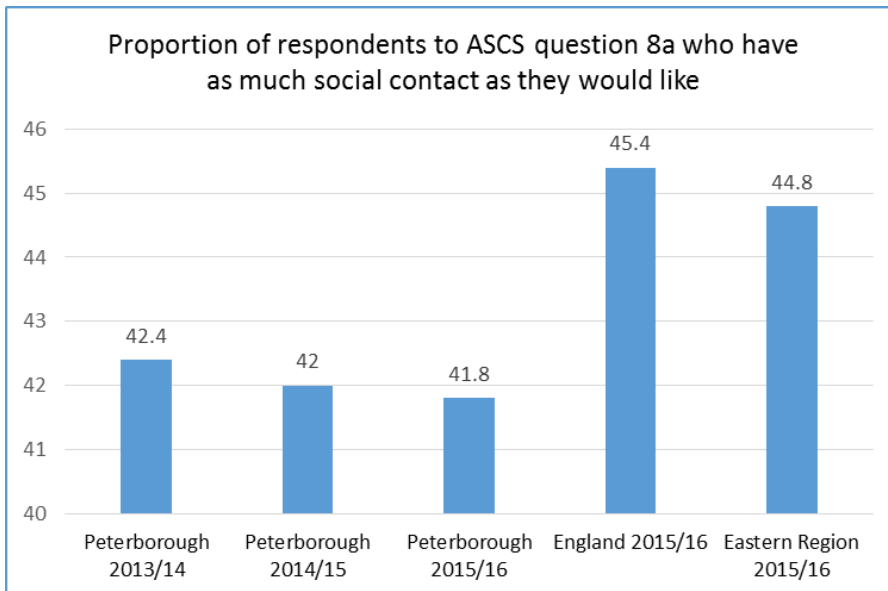
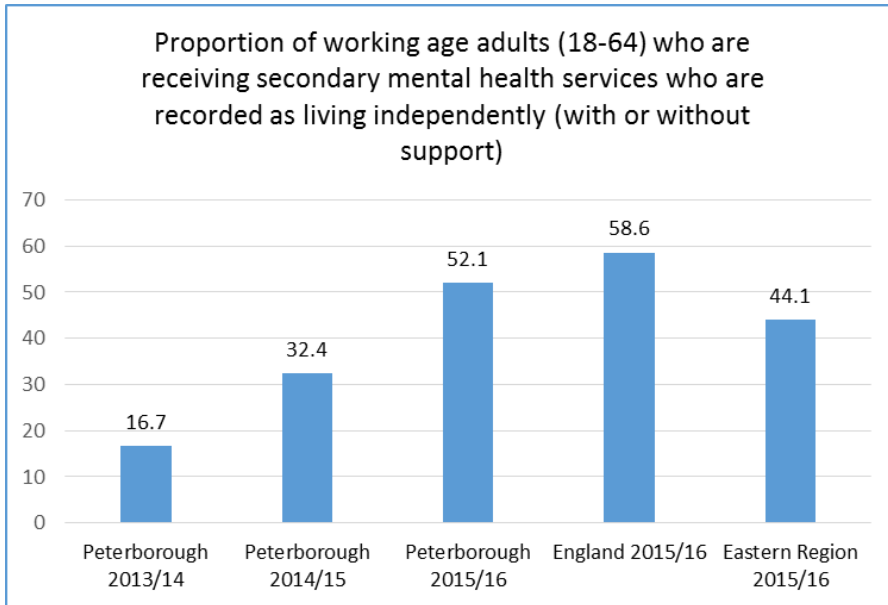
Proportion of service users accessing long-term community support at year-end 31 March who were receiving self-directed support



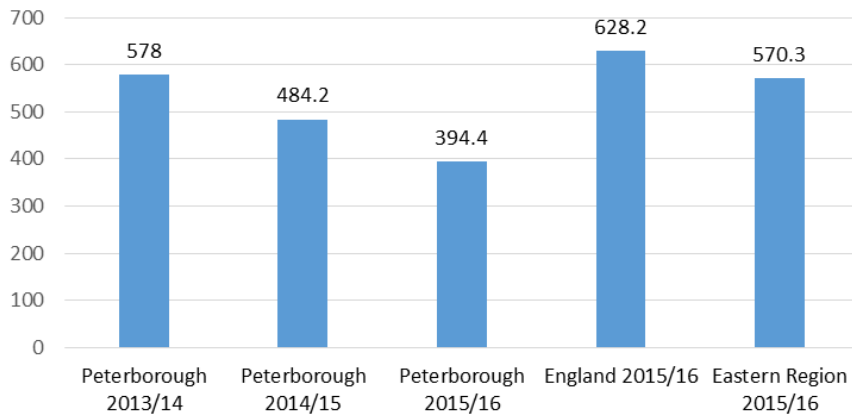
Proportion of service users accessing long-term support at the year-end 31 March who were receiving direct payments



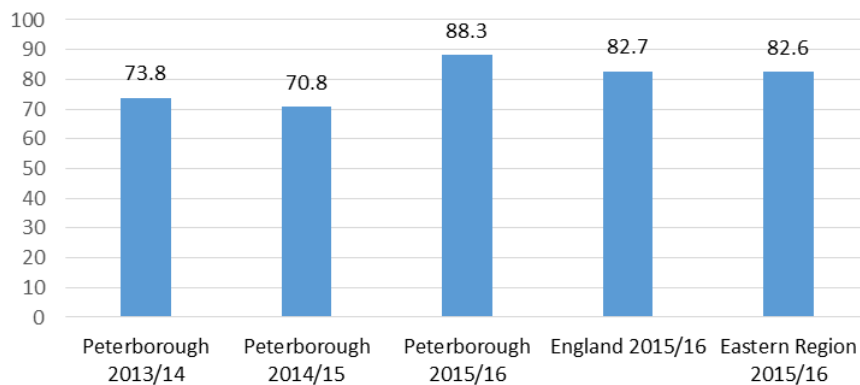




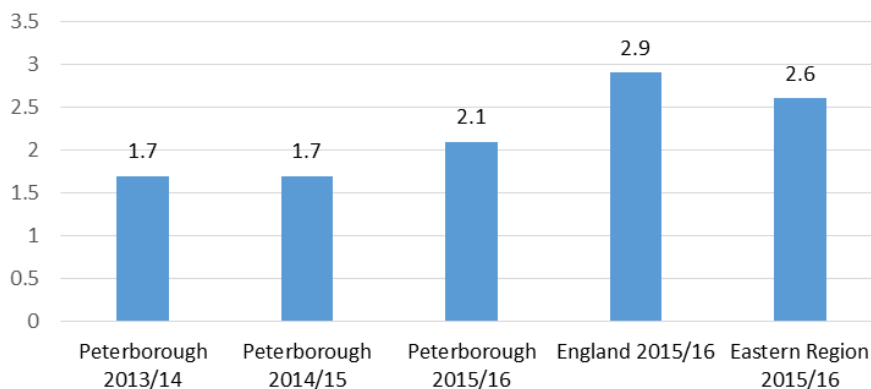
Number of council-supported older adults (aged 65 and over) whose long-term support needs were met by admission to residential and nursing care homes, per 100,000 population



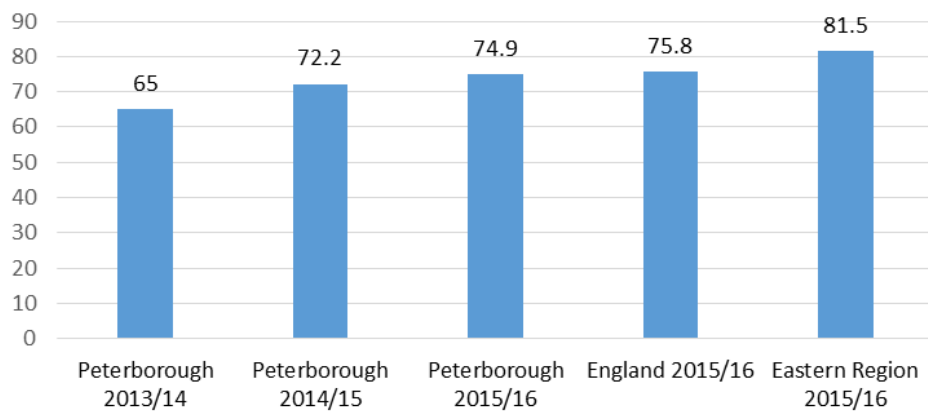
Proportion of older people (aged 65 and over) discharged from acute or community hospitals who are at home or in extra care housing or an adult placement scheme setting 91 days after the date of their discharge from hospital



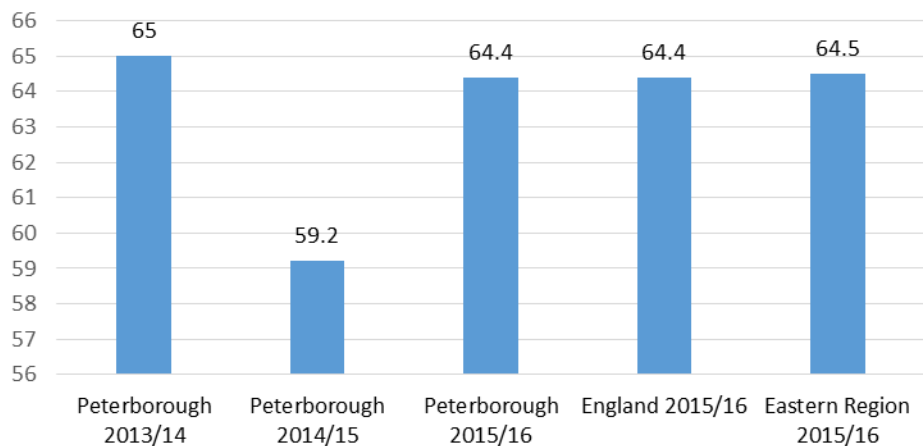
Proportion of older people (aged 65 and over) discharged from acute or community hospitals with a clear intention that they will move on/back to their own home



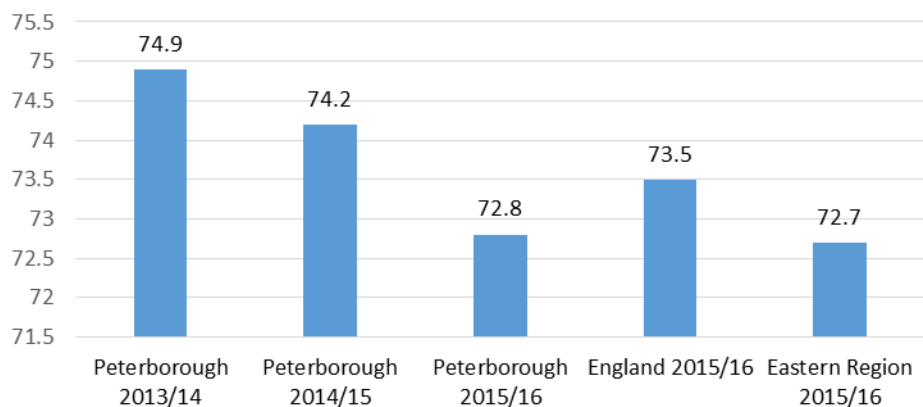
Proportion of new service users that received a short term service during the year where the sequel to service was either no ongoing support or support of a lower level

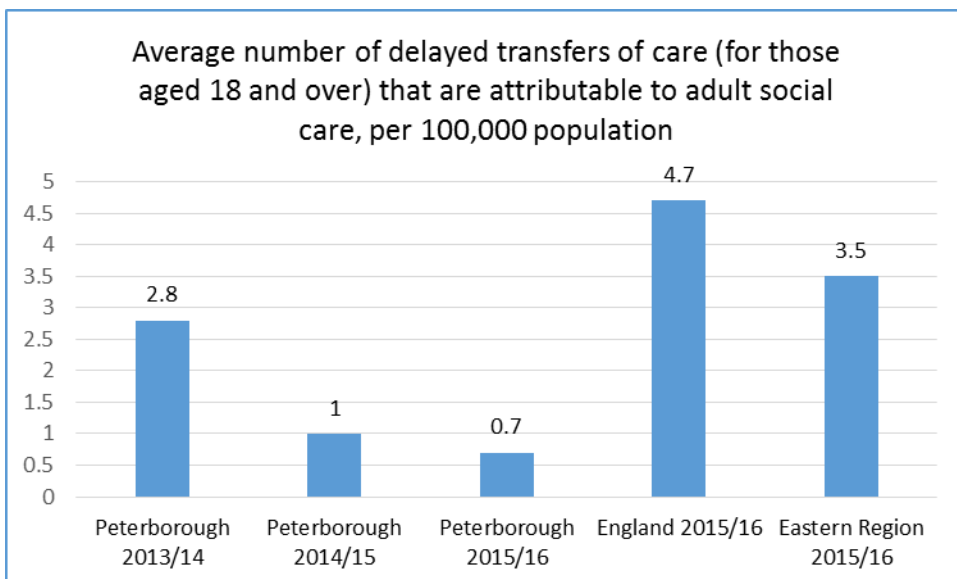
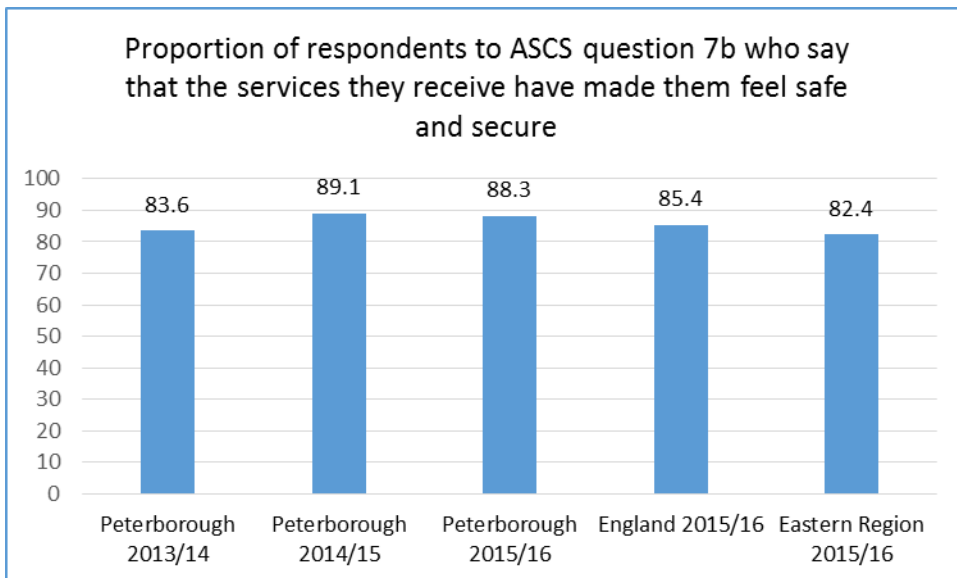
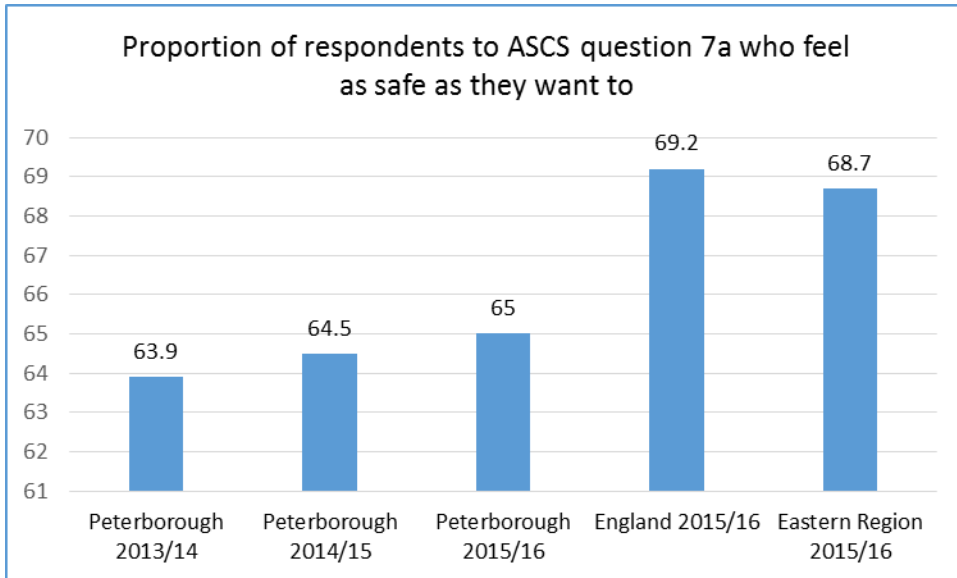


Proportion of respondents to ASCS question 1 who said they were satisfied with their care and support



Proportion of respondents who answered ASCS question 12 who find it "very easy" or "fairly easy" to find information about services





Tell us what you think

Adult Social Care is always keen to hear what local people think about the services we deliver.

If you have a comment or suggestion please do contact us.

Contact Details:

Freepost RTCH-TLLZ-JGEC
The Customer Feedback Manager
Adult Social Care
Peterborough Town Hall
Bridge Street
Peterborough
PE1 1HF

Telephone: 01733 747474
Email: ASCInfo@peterborough.gov.uk
Twitter @PeterboroughCC
Facebook Peterborough City Council

To make a complaint about Adult Social Care, you can either telephone the complaints team on 01733 296331 or write to the address below:

The Central Complaints Office
Customer Services Centre
Bayard Place
Broadway
Peterborough
PE1 1FZ
ASCcomplaints@peterborough.gov.uk

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