

Adult Social Care Services

Council Name: Peterborough

This report is a summary of the performance of how the council promotes adult social care outcomes for people in the council area.

The overall grade for performance is combined from the grades given for the individual outcomes.

There is a brief description below – see Grading for Adult Social Care Outcomes 2008/09 in the Performance Assessment Guide web address below, for more detail.

Poorly performing – not delivering the minimum requirements for people

Performing adequately – only delivering the minimum requirements for people

Performing well – consistently delivering above the minimum requirements for people

Performing excellently - overall delivering well above the minimum requirements for people

We also make a written assessment about

Leadership and Commissioning and use of resources

Information on these additional areas can be found in the outcomes framework

To see the outcomes framework please go to our web site: [Outcomes framework](#)

You will also find an explanation of terms used in the report in the glossary on the web site.

**Delivering Outcomes Assessment
Overall Peterborough City Council is
performing:**

Adequately

Outcome 1:

[Improved health and well-being](#)

The council is performing: **Well**

Outcome 2:

[Improved quality of life](#)

The council is performing: **Well**

Outcome 3:

[Making a positive contribution](#)

The council is performing: **Well**

Outcome 4:

[Increased choice and control](#)

The council is performing: **Adequately**

Outcome 5:

[Freedom from discrimination and harassment](#)

The council is performing: **Well**

Outcome 6:
[Economic well-being](#)

The council is performing: **Well**

Outcome 7:
[Maintaining personal dignity and respect](#)

The council is performing: **Poor**

Click on titles above to view a text summary of the outcome.

Assessment of Leadership and Commissioning and use of resources

Leadership

The council and primary care trust have an established agreement in respect of the delivery of adult social care and in this annual performance assessment report will be referred to as the 'Partnership'.

The Partnership's vision for adult social care is promoted and shared with partners and the workforce. There is a focus within workforce development to ensure delivery of improved outcomes and the transformation of social care. The Partnership needs to develop a multi agency workforce strategy to support the deliver of service objectives and improved outcomes.

Plans are linked with partners in the local area agreement and most indicators in respect of adult social care are on track and due to be met by the end of the year. Plans have been informed by the joint strategic needs assessment.

Senior managers provide leadership and a commitment to achieve improvement, which is reflected in the engagement with communities and groups of people who use services. The Partnership are committed to supporting the development of management succession planning to cover critical roles.

Performance management has been strengthened, with regular reporting back to senior managers.

Councillors have benefited from the development of increased understanding of the work of adult social care and have commenced planning their own development to enable them to support the transformation of adult social care.

The Commission for Social Care Inspection carried out an inspection in January 2009, looking at Independence Well-Being and Choice, which focussed on three themes: safeguarding of adults, delivering personalised services, and working in partnership. Safeguarding of adults was judged to be poor and four comprehensive recommendations were made that were deemed necessary to improve safeguarding of vulnerable adults in Peterborough. The report of the inspection acknowledged that all of the issues around safeguarding were identified by the Partnership during 2008 and action had commenced to address the issues. Delivery of personalised services was judged to be adequate with recognition given to the then new disability forum supported by funding which provided an opportunity for improved engagement with people who use services. Partnership working was judged to be good not only between the council and the primary care trust but with the police providing clear opportunities for cohesive working, noting that most frontline services worked well together.

Commissioning and use of resources

People who use services and carers have, via direct payments, opportunities to commission care services meeting their own support needs. The programme to introduce individual budgets will, as it is implemented through 2009, enable an increased number of people to exercise this choice and control.

People who use services and carers are involved in contributing to shaping service developments and commissioning priorities. Partnership agreements exist, targeting specific needs or groups and make use of shared resources to improve outcomes for people who use services.

The joint strategic needs assessment is being used to inform commissioning priorities and decisions and to identify gaps in provision. The senior managers in the Partnership demonstrate an understanding of their local social care needs and use this knowledge to reduce inequalities and target resources – prioritising as necessary, they demonstrated their intention to have a positive impact on outcomes. Contract compliance is well managed and prompt action is taken to improve poor services and the Partnership has taken an active role in reducing the number of services which were rated as poor. The Partnership need to ensure that market development and contract management are aligned to provide services that will be inline with the demands from the personalisation agenda.

Summary of Performance

The council and primary care trust have an established agreement in respect of the delivery of adult social care and the adult social care duties and responsibilities are undertaken by the primary care trust.

The Partnership is aware of the many challenges it faces and has a clear vision, shared by councillors, about the transformation agenda and delivery of personalised services. The contribution and involvement from people who use services is highly valued in shaping developments and determining priorities. There are some health inequalities and the partnership have been active in targeting work with specific communities to address these inequalities.

Support for carers of people who use services was increased in 2008/09 and has contributed to ensuring that carers are not isolated and have access to support and practical assistance. The range of support provided to carers has greatly increased with carers actively involved in shaping and developing carers support services. Whilst the number of carers receiving support or services has increased the partnership is aware of the need to further promote carers support.

People are supported to live as independently as possible, good use has been made of findings from a pilot scheme where assistive technology was used to support people after hospital discharge. Assistive technology is now routinely offered as part of care support planning. Admissions into hospital have been reduced as have permanent admissions to residential care further supporting people to remain independent.

People who use services and their carers are supported in exercising choice and control about how their care needs are met, increasing their independence. A range of advocacy services are available and the partnership has increased spending on advocacy in line with supporting more people to have increased choice and control.

Some people who use services have benefited from being involved in social enterprise schemes and an increased number of people who use services have been supported to obtain or remain in employment. Support and information is provided to help people to obtain benefits and maximise their income.

Following the CSCI inspection in January 2009, the partnership has produced an action plan to address the identified issues.

Areas of improvement identified from the assessment of performance in 2007/08 have been monitored throughout the year and progress has been maintained on these areas as well the safeguarding action plan and priorities and developments that the Partnership had identified itself.

Outcome 1: Improved health and well-being

The council is performing: Well

People in the area receive helpful information and support to improve their physical health and well being with information available and provided in a range of formats as well as in person through support groups. There is targeted work to ensure that specific health related issues are addressed with clear evidence of the Partnership working not only with individuals and groups of people who use services but with community groups and providers of residential or nursing care.

The Partnership ensure that support is provided to help people maintain their independence with a range of intermediate care services made available, and the community matrons are engaged in helping people to avoid readmission to hospital.

There are fewer admissions into residential care and the Partnership has supported some people to move from residential care into extra care accommodation supporting their independence and improving their well- being.

Support provided by the Partnership ensures that people do not experience delayed discharge from acute hospitals. The Partnership advised that some people in mental health hospitals do experience delayed discharge and have commenced action to address this.

The service inspection in January 2009 identified that the Partnership should work in partnership with people who use services to improve availability and access to multi media information about social care, leisure and well being opportunities.

What the council does well.

- There has been targeted work to address health inequalities with specific community groups and groups of people who use services.
- There have been fewer people admitted into permanent residential care.
- There has been focused work to prevent poor nutrition and risks of dehydration amongst vulnerable people who are in receipt of care.
- The Partnership are achieving a high level of independence for older people through rehabilitation / intermediate care.
- There are no learning-disabled adults who remain in NHS hospitals or in campus accommodation.

What the council needs to improve.

- Address with the mental health service providers the problem of delayed discharge for people from mental health facilities.
- Continue to drive forward improvements to meet local area agreement (LAA) targets, capitalising on improvements already made.
- Improve availability and access to multi media information about social care, leisure and well being.

Outcome 2: Improved quality of life

The council is performing: Well

Support is given to help people to stay independent and to carers to enable them to continue in their caring roles. The range of support available to carers has increased and knowledge about

carers support is becoming more widespread across the borough. The Partnership need to increase knowledge about carers services particularly amongst other professions to ensure that more carers are aware of emergency planning and their rights to assessments aimed at identifying support that is needed.

An increased number of extra care places have been provided and the Partnership has plans to further expand the provision supporting more people to remain independent in 2009/10 which had already been achieved by August 2009. The range of preventative services available is broad and information about them is made available by the Partnership.

Aids, equipment and adaptations continue to be provided by the Partnership to support people and waiting times have been reduced particularly for major adaptations with people in the borough receiving this type of support quicker than in the past.

Some people who use services commented on social activities they participate in, and commented that they enjoy access to leisure activities in districts local to their homes.

What the council does well.

- Increased the number of carers receiving a service, assessment or review.
- Expanded the support available for carers and young carers.
- Increased provision of extra care housing.

What the council needs to improve.

- Ensure that details about the numbers of carers in receipt of services are recorded.
- Increase uptake of assistive technology to support people to maintain independence and prevent them needing higher levels of support.
- Increase knowledge amongst carers of the range of support that is available, further promoting emergency planning for carers.
- Increase co-ordination of commissioned services to ensure that gaps in service provision are addressed.

Outcome 3: Making a positive contribution

The council is performing: **Well**

People who use services and carers are supported and encouraged to become actively involved alongside voluntary organisations in shaping and developing services, with their views and experiences sought in range of ways. Volunteering is well established in Peterborough and volunteers are engaged with the Partnership and provide support to people generally and to several specific committees.

Through partnership boards, carers and people who use services have opportunities to meet and consult with staff from statutory agencies as well as voluntary organisations – influencing and shaping service development, and undertake some specific work to promote support needs of carers.

The Partnership is engaged with voluntary organisations and has determined a need to fully capture details about the profile of people who are supported, helped or involved to assist in identifying gaps in provision and support.

What the council does well.

- Social enterprise schemes are providing employment opportunities for people who use services.
- Partnership boards are actively engaged in planning and developing services.

What the council needs to improve.

- Proceed with plan to obtain feedback from people who use services through providers.
- Evidence the contribution made by people who use drug and alcohol services to further shape and develop services.
- Continue with plan to capture information about profile and needs of people involved via voluntary organisations.

Outcome 4: Increased choice and control

The council is performing: Adequately

People who are unable to make their own decisions have access to support of advocates and the Partnership have been active promoting the use of advocacy to support individuals, with access to specific advocacy for people from minority communities. Advice and information about the range of support available and costs involved is available to ensure that people are enabled to take control of their support needs and maintain independence.

Individual budgets commenced in 2009 and will be available to all people who use services by April 2010. Some evidence has been provided about how budgets have helped people to exercise more choice and control.

Information and advice is readily available about support and preventative services through a variety of media and sources. The service inspection in January 2009 noted that services with a preventative focus needed to be fully developed including providing services at evenings and weekends.

Information is also available about how to complain but the numbers of complaints received indicate that the process is not used by people in Peterborough. The number of complaints received last year had decreased and performance in this area is not in line with comparator councils.

Training has commenced for staff on outcome based care planning and the Partnership has focussed on improving the time taken to complete assessments. Performance is below that of comparators councils with more people having to wait for an assessment to be completed.

Carers of people who use services have emergency care plans in place.

What the council does well.

- Carers emergency plans are in place.
- Significant increased spending on advocacy for people who use services.
- Waiting times for adaptations are good.
- The Partnership has provided more social care clients receiving self directed support than comparators and England averages.

What the council needs to improve.

- Continue to focus on and further improve the time taken to complete assessments.

- Utilise outcome from current review of complaints processes and mechanisms.
- Continue with plan to fully introduce individual budgets.
- Ensure that services with a preventative focus are fully developed including providing services at evenings and weekends.

Outcome 5: Freedom from discrimination and harassment

The council is performing: Well

The Partnership has ensured that people who use services and carers from minority communities are informed about available support and about the range of services that are available through a range of media and contacts. The Partnership is aware of and plans to address the need to capture information about access and take up of services amongst people not eligible for care services. People whose needs fall outside the eligibility criteria are signposted to other services. Whilst the criteria for access to services are applied universally information about eligibility is not easily accessible and signposting needs to be improved so that people have clear information about entitlement to social care. Access to continuing care support is readily available and provided promptly and there are no disputes between health and social care due to the integrated working of the Council and PCT.

The Partnership has ensured that within the range of advocacy services there is specific support for people from minority communities. Specific initiatives have been taken to protect people who use services from harassment and discrimination. Surveys of people who use services have reported feeling safe in the community.

What the council does well.

- Dignity champions are active in the Partnership.
- People who use services report feeling safe.
- There is strong engagement with people from under-represented communities to ensure that they are informed about services and that support is available.

What the council needs to improve.

- Improve signposting to details about eligibility criteria on the website.
- Capture information about unmet needs and give consideration to the impact on services for different nationalities that are not revealed through ethnicity recording.
- Focus on provision of non care managed services using the reform grant.
- Proceed with plans to capture ethnicity profile of people receiving services from voluntary organisations.

Outcome 6: Economic well - being

The council is performing: Well

People who use services and carers are able to obtain advice and information about funding to meet support needs, and help has been provided to assist people to increase take up of benefits and maximise their income. People who use direct payments to arrange their support have access to a specific support service and general information for all about benefits is accessible through the call centre.

The social enterprise schemes have assisted in supporting people to move towards securing payments for work undertaken, and although not yet viable as stand alone businesses the Partnership do intend to ensure that all people engaged in social enterprises do benefit and share income that is generated.

Carers are supported to continue combining their caring role and employment, and the carers champion who is an employee of the Partnership with caring responsibilities provides practical support and advice. Part of the carers action plan markets flexible working practices to local employers which together with the employment and progression service supports and encourages employment of people who use services and carers

Standards in respect of financial interests of people who use residential services were met in the vast majority of registered services commissioned by the Partnership thereby safeguarding individuals' money. With the planned introduction of individual budgets to all people who have services, due to be complete by April 2010, the Partnership need to ensure that schemes are developed to provided widespread support.

What the council does well.

- Social enterprise schemes – helping people who use services to become involved in employment.
- Increased income generated through benefit advice.
- Support for carers in preparation for employment, including interview preparation.

What the council needs to improve.

- Extend carers services to enable more to maintain or seek employment or training.
- Ensure that widespread support schemes are developed as individual budgets are introduced.

Outcome 7: Maintaining personal dignity and respect

The council is performing: Poor

The Commission for Social Care Inspection carried out an inspection in January 2009, looking at Independence Well-Being and Choice, which focussed on three themes: safeguarding of adults, delivering personalised services, and working in partnership. Safeguarding was judged to be poor and four comprehensive recommendations were made that were deemed necessary to improve safeguarding of vulnerable adults in Peterborough.

Prior to the inspection commencing the Partnership had introduced new safeguarding procedures that were informed by and based on good practice and current guidance. The new policy and procedures were put in place after an internal audit in July 2008 had revealed problems with the existing procedures and practice. The report of the inspection acknowledged that all of the issues around safeguarding were identified by the Partnership during 2008 and action had commenced to address the issues.

The Partnership accepted the inspection findings as detailed in the report and have submitted an action plan detailing steps that have been or will be taken to address the recommendations. Progress to address the recommendations will be assessed by the Care Quality Commission.

What the council does well.

- New procedures introduced in January 2009 were deemed by the inspection team to have real merit and together with effective monitoring of compliance were thought likely to deliver improvements in safeguarding against poor treatment.
- Analysis from inspections of registered services indicates that the dignity and privacy of people who use services commissioned by the Partnership are upheld.

What the council needs to improve.

- Develop and implement robust governance, performance management and quality assurance arrangements.
- Provide and evaluate competency based training for staff who have key safeguarding roles.
- Ensure that annual safeguarding report provides activity data, and performance analysis together with details of work programme and objectives.
- Ensure that people who regard themselves at risk of harm have opportunities to contribute to developing and improving safeguarding arrangements.
- Increase safeguarding awareness.
- Address anomaly of low safeguarding referrals received from MAPP partners and people who self fund.
- Develop guidance on interpersonal relationships for people who use services.