

# Peterborough City Council Adult Social Care

## Local Account 2019 - 2021

8 November 2021



# 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 during 2019-21. It also looks at how Adult Social Care has managed through the COVID-19 pandemic.

It includes feedback that we have received through surveys carried out by both the council and local voluntary and community sector agencies.

# Welcome!

Welcome to the 2019-21 Local Account for Peterborough City Council Adults and Safeguarding.

I think we will all agree that 2020-21 has been an incredibly challenging year for everyone, and particularly for health and social care services.

I am especially proud of the hard work that the department has undertaken, with our frontline staff going that extra mile to ensure that care is still delivered, despite the COVID-19 pandemic.

I hope that you find the Local Account interesting and informative.

**Councillor Irene Walsh, Cabinet Member for Integrated Adult Social Care, Health and Public Health at Peterborough City Council**



# Activity Overview for 2019-20 and 2020-21

Below is an overview of activity in 2019-20 and how different it was last year with the impact of COVID-19.

- **3419** – The number of contacts from people who needed some support or information and advice. There were slightly fewer requests last year, **3068**.
- **1358** – The number of people we provided with technology or equipment. There were slightly more people last year, **1877**.
- **693** – The number of people to whom we provided a short period of support to recover from illness or a stay in hospital. There were slightly fewer people last year, **656**.
- **2840** – The number of people to whom we provided some longer term care and support. There were slightly more people last year, **2953**.

# How we spent our budget in 2020-21

Adult Social Care spend during 2020/2021 came to £50m net. COVID-19 impact was £4.5m.

We received £22.8m income from NHS and client contributions.

Main areas of spend were:

- Care packages - £54.8m
- Contracts - £9.1m
- Staffing - £9.0m



What were the top achievements and challenges during 2019-21?



# Top three achievements for 2019–2021

## Working Together

Peterborough shares management of some services, where there are clear benefits, with Cambridgeshire County Council.

Working across the two councils means that we have the same boundaries as many of our other partners.

This has increased our ability to respond more effectively and sustainably to community need and we have become more efficient.

## Response to COVID-19

Adult Social Care's response to COVID-19 has focused on promoting independence, Technology Enabled Care and supporting carers.

The council redeployed staff to establish a COVID-19 community hub, fill gaps in reablement staffing, provide public information about COVID-19 and support shielded residents.

[Find out more here.](#)

## Supporting care providers

We have received positive comments and compliments from care providers about the support they have received from the council throughout the COVID-19 pandemic.

These focused on the flow of information, support with interpreting government guidance, vaccination responsiveness and financial support.

## Feedback from care providers

We have received a lot of positive comments and compliments from commissioned providers in relation to the support they have received from the council throughout the past year. Key themes were:

- Information and knowledge sharing in relation to changing government guidance, etc.
- Quick response and swift management of vaccination programmes
- Investment in the market where possible in recognition of the current pressures and challenges and the need to sustain capacity
- General provision of support and guidance



*"Just wanted to send our appreciation. You have given us great guidance over the last nine months, informative and knowledgeable and when we don't have the answers very quick to investigate and respond. In a year where we have had conversations about something we never thought we would experience, it has been a great support to myself and my team."*



# Top three risks and challenges during 2019-21

## Supporting people in their own homes

COVID-19 and lockdowns has created high levels of need in the community. We are seeing more complex cases, increased levels of frailty, reduced confidence and mobility and increased strain on carers.

Some of this is linked to reduced access to NHS services and changing in how people are discharged home after a stay in hospital.

## People who work in social care

The social care workforce has been under an unprecedented amount of pressure during the last year with potential longer-term impacts on health and wellbeing.

Indications are that older, more experienced workers might choose to retire sooner.

## Financial situation

The challenging financial position of the local NHS, and the growing costs of care, has increased pressure in the system.

This is not helped by the temporary nature of some current national funding streams including those for hospital discharge and infection control.

## Partnerships with other organisations



# Partnerships – Health

## Working with GPs

We have worked with Primary Care Networks and other parts of the NHS to support more joined up local care, that puts the needs of people first.



## COVID-19

The system has responded in a co-ordinated way to support care providers with infection prevention and control, outbreak management and access to testing and vaccinations.

The local authority has worked in collaboration with health colleagues to implement and embed the new 'discharge to assess' requirements which have had a positive impact on the speed of hospital discharges.

## People with learning disabilities and families

In Peterborough the learning disability Multi Disciplinary Teams (MDT) (health and social care) are co-located and work together to ensure the needs of the individuals are met, including targeted reviews to avoid crisis. The MDT teams are supported by the Cambridgeshire and Peterborough NHS Foundation Trust Intensive Support Team to reduce the number of hospital admissions and ensure timely discharge, for people with learning disabilities.

# Partnerships – Public Health

## Professional support for Adult Social Care

A Public Health Consultant has been appointed to work specifically with Adult Social Care.

They will focus on the wider health and wellbeing of people with care and support needs.

## Campaigns

There have been a range of Public Health programmes which protect and promote health and wellbeing of our communities:

- Stay Well this Winter
- #50000 Reasons (tackling loneliness and social isolation)
- Stay Stronger for Longer (falls prevention)
- Campaigns related to COVID-19



# Good practice example – Public Health

**Stay Well this Winter** multi-agency group which works across the local health and social care system.

This group works to mitigate the risks associated with cold weather to the health and wellbeing of the most vulnerable members of the community, who live in cold homes due to fuel poverty.

[Find out more here.](#)



# Partnerships – Mental Health

## Health and social care working together

A Section 75 Agreement delegates the responsibility for Mental Health Social Work to Cambridgeshire and Peterborough NHS Foundation Trust (CPFT).

This enables a close working relationship between the council and the trust and for health and social care needs to be considered jointly.

A trust lead for social work is in place to ensure that social care is a high priority. The trust has developed an Annual Work Plan for Mental Health which is reported against regularly.

## The Good Life Service

There is strong engagement with the mental health voluntary and community sector.

Services are jointly commissioned with the Clinical Commissioning Group (CCG) where appropriate.

The Good Life service is commissioned by Peterborough City Council, Cambridgeshire County Council and the CCG and provides a recovery and community inclusion service for people with mental health needs.

[Find out more here.](#)

# Partnerships – Childrens Services

## 0-25 Service

The 0 to 25 Service has been embedded in the Adult Social Care Directorate since 2014.

There is a clear commitment to ensuring that Transitioning to Adult Social Care services should be planned early, recognising that eligibility criteria for adults accessing social care services is different to children's social care services.



# Partnerships – Housing



## Housing Related Support Strategy

A Housing Related Support Strategy has been produced and was consulted on across a wide range of stakeholders.

Peterborough City Council contributed to the research consultation issued by Cambridgeshire County Council to understand and develop recommendations for current and future demands on housing and support needs.

Adult Social Care implications of homelessness and domestic violence, including new legislative requirements, have been considered within the Strategy.



# Partnerships – voluntary and community groups

## Working together

A countywide community resilience group of 40+ voluntary and community sector services and community groups, plus all public sector partners (including Adult Social Care) has been established.

## Shared Priorities

The council has an active strategy for developing community resilience. Currently there are two shared delivery plans – one for carers and one for Technology Enabled Care/digital resilience.

## How are You

### Peterborough?(HAY)

Peterborough is also the site for a Mental Health pilot called '[HAY Peterborough](#)' furthering the links into mental health support within the voluntary and community sector.

# Community Engagement



# Community Engagement – Healthwatch

Healthwatch Cambridgeshire and Peterborough, who are commissioned by the council, bring together individuals and local partners through groups such as the five Adult Social Care Partnership Boards and their four place-based Health and Care Forums.

These groups support the continuous improvement of health and social care.

The Partnership Boards met virtually during 2020-21.

[Find out more here.](#)

Also, the council worked with Healthwatch on surveys relating to COVID-19, such as:

- Telephone interviews with a sample of patients discharged from hospital under the new 'discharge to assess' pathways. [Find out more here.](#)

We have also benefited from the learning shared from other work carried out by Healthwatch, such as:

- Their three month survey asking how changes to health and care services, due to COVID-19, had impacted on people's lives. [Find out more here.](#)

# Performance



# Adult Social Care Outcomes Framework

## Measures from the Adult Social Care Outcomes Framework, England - 2020-21

Official statistics

Publication Date: 21 Oct 2021  
Geographic Coverage: England  
Geographical Granularity: Country, Regions, Councils with Adult Social Services Responsibilities (CASSRs), Local Authorities  
Date Range: 01 Apr 2020 to 31 Mar 2021

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 latest published figures are for 2020-21. [Find out more here.](#)

## Adult Social Care Outcomes Framework – Social Care Related Quality of Life

The Social Care Related Quality of Life score is made up 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 regional score was 19.25.

Peterborough's result was better at **19.4**.



## Adult Social Care Outcomes Framework – indicators where Peterborough did better than the regional average

- More people said they find it easy to get information and advice
- More people with as much social contact as they want
- More people receiving self-directed support
- More people who use services who feel safe
- More people accessing long term support receiving Direct Payments
- More adults with learning disabilities living in their own home or with family
- Fewer permanent admissions to care homes
- Fewer delayed transfers of care
- More people still living in their own homes 91 days after receiving some short-term support following a stay in hospital
- More people successfully completing reablement, needing no further care or support

## Adult Social Care Outcomes Framework – indicators where Peterborough did worse than the regional average

- Lower satisfaction with care and support
- Fewer people with control over their daily life
- Fewer adults with learning disabilities in employment
- Fewer people receiving a period of short term (reablement support) after a stay in hospital.
- Fewer people who say the services they use make them feel safe and secure

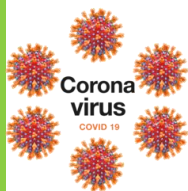


# Impact of COVID-19



The impact of COVID-19 on the council and on social care has been unprecedented. Adult Social Care has been given high priority, with additional resources and dedicated public health support.

The system-wide response to COVID-19, including voluntary and community sector colleagues, has provided an opportunity to build sustained relationships, levels of trust and mutual understanding.



# Key changes due to COVID-19

## Leaving hospital

During the pandemic the NHS funded short-term care for people being discharged from hospital.

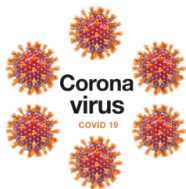
This was called 'Discharge to Assess' (D2A) and meant that people being discharged from hospital were able to access NHS funding whilst decisions were taken on their future care needs.

Although the NHS funding is expected to stop Discharge To Assess may continue to allow decisions about long term care to be made at the right time.

## Family carers

Family carers have been particularly impacted by COVID-19. This has led to increasing demand on teams, but also to a focus on proactive contacts and emergency 'What If?' contingency plans being developed in partnership with Caring Together.

Staff redeployed from frontline roles due to shielding status, have been making contact to carers throughout the period of the pandemic to offer support and link carers into wider COVID-19 support such as access to shopping, prescription delivery, etc.

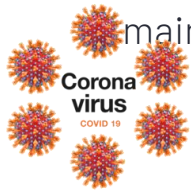


# Key changes due to COVID-19 (2)

## Working with providers

Continued working with providers has been central to the development and delivery of our local plans. This included ensuring that where we have discretion about use of infection control funding, we have consulted providers to understand what will achieve the greatest benefit.

Also, providers were given access to PPE and COVID-19 testing to support them in maintaining the safety of their services.



## Working with the local community

We have mobilised the community sector, to support low level prevention and early intervention provision.

There was a particular drive to support carers with various voluntary and community sector groups and the community hubs providing proactive support and outreach.

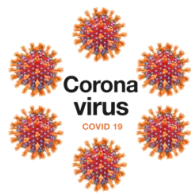
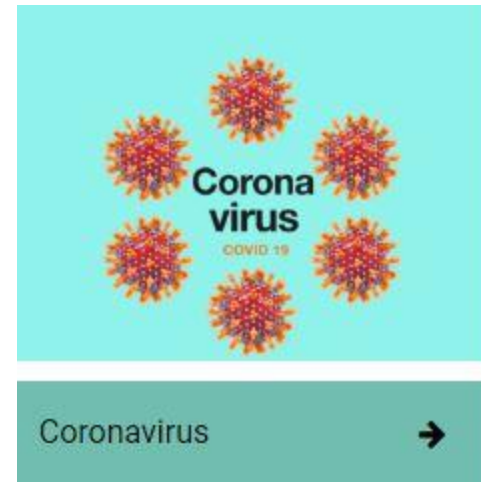
# Information and messaging about COVID-19

New web pages were created on the Peterborough City Council website and Peterborough Information Network to deliver messaging about COVID-19.

A newsletter was created called 'Highlights from the Hub' which included lots of useful information about support available locally and nationally during the pandemic.

Also, it highlighted local good news stories.

[Find out more here.](#)



# What our service users and communities said

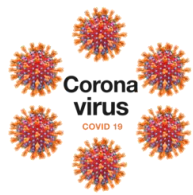
## Leaving hospital during COVID-19 survey

Healthwatch Cambridgeshire and Peterborough undertook a survey with people who left hospital between June and August 2020 (during the COVID-19 pandemic). Key issues from the report were:

- Three in four people said they definitely felt prepared to leave hospital or felt prepared to leave to some extent.
- Nearly three in four people discussed where they were being discharged to and went to the place they wanted to go to and most people were positive about the care put in place.



You can read the full report on [Healthwatch's website](#).

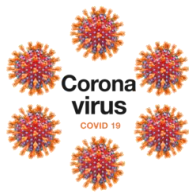


## What our service users and communities said (2)

### Leaving hospital during COVID-19 survey

However .....

- A significant number of people reported lack of communication during discharge meaning that they did not know what support they should expect when they got home, and they did not have information on who to contact if they needed help. Only one in five people were given information about the voluntary sector and the support they could offer.
- Just over one in three people waited over 24 hours to go home; there were lots of reasons for the wait but the main one was transport.
- Some patients reported not having the equipment they needed, or not knowing how to use it.



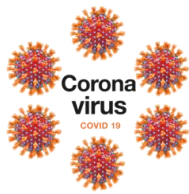
## What our service users and communities said (3)

### Leaving hospital during COVID-19 survey – what the council has done

- The council has started to work with the Adult Social Care Forum to look at access to information and advice more widely. The forum membership includes the Clinical Commissioning Group.
- A new information sheet specifically covering hospital discharge has been created and promoted for staff to use in the hospitals and social care. This can be found on the link below:

[What happens when you leave hospital?](#)

A review of hospital discharges is currently underway and learning from this survey will feed into that.



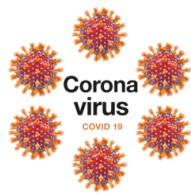
## What our service users and communities said (4)

### COVID-19 experiences survey

During August to September 2020 the council undertook a snapshot survey with independent members/carers from the Adult Social Care Partnership Boards/expert by experience groups.

The aim of the survey was to gather feedback on people's experiences of the COVID-19 pandemic and use the learning to help shape frontline services and future commissioning, providing suggestions for service changes that the council should keep doing once the COVID-19 pandemic crisis has passed and highlighting the benefits of new ways of working.

People talked about the impact of the pandemic on their lives – good and bad – and gave suggestions for things that they would like the council to continue doing in the future.



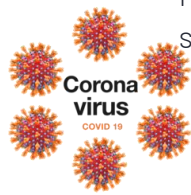


# What our service users and communities said (5)

## COVID-19 experiences survey – what happened next

The survey feedback was reviewed at the Cambridgeshire and Peterborough Adult Social Care Forum in October 2020 and used to help improve current and future services. The feedback included:

- How people had coped with the shift to online/telephone services rather than face-to-face support due to the pandemic.
- The disruption caused by some local health services stopping or being put on hold.
- How people had experienced increased anxiety and mental health issues – often linked to feelings of loneliness and isolation – due to shielding and lockdown measures.
- The pressure on those with a caring role due to the lack of respite opportunities during lockdowns.
- How people had appreciated regular welfare check calls from council service teams.
- How people would like to keep the option to have a mixture of online and in person meetings and services going forward.



## If you want to find out more .....

Here are some links that you might find useful:

[Peterborough Information Network](#)

[NHS Digital Measures from the ASCOF 2019-20](#)

[NHS Digital Personal Social Services Adult Social Care Survey 2019-20](#)

If you want to contact Adult Social Care you can find an online contact form and other methods of contacting us on the [Peterborough Information Network](#).