

SLOUGH BOROUGH COUNCIL

REPORT TO: Health Scrutiny Panel **DATE:** 17th September 2013
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PORTFOLIO: Health & Wellbeing – Cllr Walsh

FOR COMMENT & CONSIDERATION

SLOUGHS ADULT SOCIAL CARE LOCAL ACCOUNT 2012 – 2013 AND PRIORITIES FOR 2013-14

1 Purpose of Report

- 1.1 To provide the Health Scrutiny Panel with the opportunity to review and comment on the draft Adult Social Care Local Account 2012- 2013 and priorities for 2013-14.

2 Recommendation/Proposed Action

- 2.1 That the Health Scrutiny Panel comment on and approve the Local Account for wider publication.

3 Slough Wellbeing Strategy Priorities

- 3.1 The Local Account for 2012/13 reports on the progress Adult Social Care Operations, Commissioning and Contracts have achieved during 2012/13. The priorities reflect those of the Council set out in Slough's Wellbeing Strategy:

Health and Wellbeing

- Enables people to make positive informed choices about their care and support
- Intervene early to aid recovery and promote healthier lifestyles and choices
- Maintain a person centred approach to service provision
- Provide effective and tailored services for adults to allow them to live independent, socially inclusive lives

Safer Communities

- Improve public information and help people have an active role
- Focus on ensuring personal safety and high quality service provision

Housing

- Increase the amount of affordable housing for rent and sale to support regeneration and promote tenure diversity
- Develop a mix of housing in terms of tenure and size to meet the needs of the current and future population (in particular the assessed needs of older people)

- 3.2 The Local Account also contributes to the cross-cutting theme:

Civic Responsibility (Community Cohesion)

- Promotes and enables involvement in community activities
- Reduces inequalities and promotes fair access to high quality services

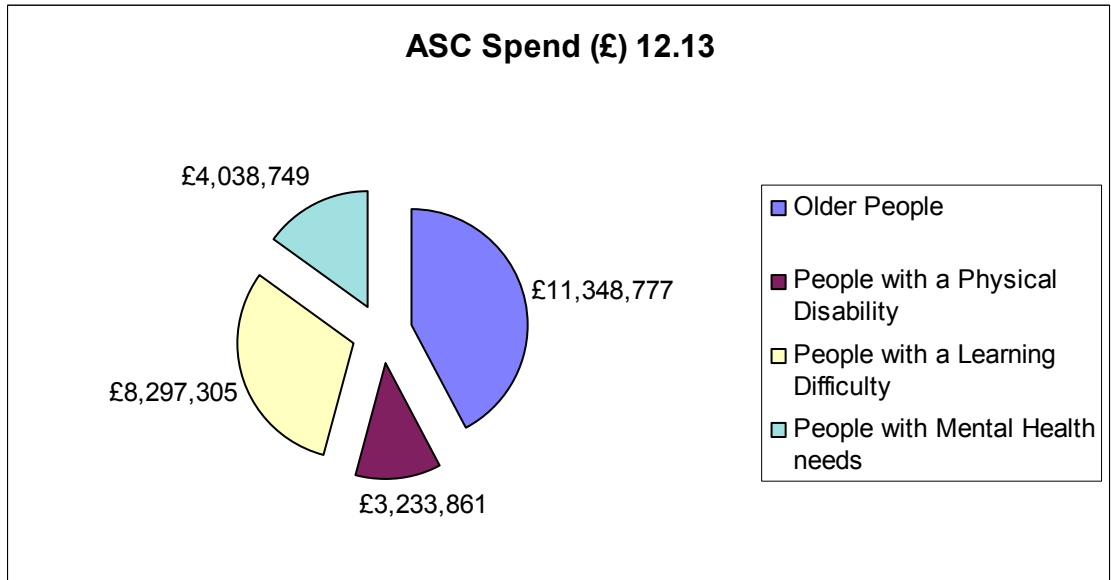
4 National and Local strategies

- 4.1 A number of both national and local policies which impact on vulnerable people, their families and carers have been produced. These documents have provided a backdrop for the development of adult social care priorities on an ongoing basis.
- 4.2 A key driver has been the new *Health and Social Care Act 2012*, which introduces several major changes and focuses on improved partnership working across health and social care services.
- 4.3 The JSNA is one of the main drivers in developing adult social care priorities. In terms of future planning of health and social care services, the following key themes are identified in the Joint Strategic Needs Assessment (JSNA) 2012.
- The general health of many local people is poor and many people in Slough experience more years of ill health and disability than average.
 - There are high rates of new coronary heart disease cases and pulmonary disease (chest and lungs).
 - Diabetes rates are above the national average.
 - Lung cancer incidences equal that of the national average.
 - There are a higher than average number of people who are HIV positive or have AIDS and there has been a rise in the rate of TB.
 - There are high numbers of people with mental health problems and people with problems of misuse and addiction to drugs or alcohol.
 - There are high rates of childhood obesity and people who smoke, factors which impact on health and disability.
- 4.4 The JSNA highlights that 66% of people with chronic heart failure have four or more long term conditions, and as a result, 20% of the resources of the local Clinical Commissioning Group are used to support those with four or more long term conditions. In addition, some patients consistently use accident and emergency (A&E) rather than elective care. Slough therefore has a high level of non-elective admissions which puts considerable pressure on accident and emergency. A&E attendances indicate a range from zero to 20 times a year per person.
- 4.5 Many of the above factors affect people under 65 and continue to impact into old age. They present significant challenges that require considerable service planning and partnership working. Recent joint health and social care funding announced by NHS England is designed to address these issues.
- 4.6 The Local Account reports our progress on delivering a range of activities which focus on diversion from A&E and increasing community based support services. These services improve health and wellbeing outcomes for people in Slough. The services address key priorities listed above in the JSNA through addressing cross cutting themes such as prevention, early intervention and management of conditions which limit inclusion.

5 Other implications

(a) Financial

Requirements to use budgets more efficiently and effectively necessitate different approaches and more innovative ways of working. The Local Account reports on our spend for 2012/13.



The new 'Reforming Care and Support' (2012) model emphasises on promoting wellbeing and independence at all stages to reduce the risk of people reaching a crisis point. In keeping with this, funding of £1.3M was provided through NHS England for 2012-2013 for specific services such as enhanced intermediate care and projects which help reduce the need for more intensive care and support.

(b) Risk Management

Risk	Mitigating action	Opportunities
Human Rights – Slough residents have the right to choose the services they access once deemed eligible. The risk is that the council develops services that are not inline with what service users want.	Full engagement of service users, carers and partners in the development and implementation of services and care plans. All stakeholder involved in providing service feed back.	Service user and carer feed back enables further development of services. Service users and carers are able to provide case studies for the Local account.
Equalities issues –It is possible that the priorities identified each year may exclude certain people living within Slough.	Equalities Impact Assessment completed on all activities delivered or commissioned with in adult social care.	This ensures where possible equal access to services within adult social care eligibility criteria for some services but not all.

Community Support – If key stakeholders are not involved in identifying priorities and work with the council to deliver the priorities people may not be supported to remain independent in the community.	Full engagement of key stakeholders throughout consultations. Feedback sessions with information updates provided.	Supporting more people in their own homes where appropriate and to promote integration in the community.
Communications – If the Local Account is not widely shared with Slough residents both the community and Councillors may not see the benefit of council investment in to adult social care services.	Local Account communication plan needs to be developed with corporate communications team so Local Account is widely published.	Keeping Slough residents service users, carers and older people updated and involved in our achievements and progress with service developments
Financial - Slough residents have the right to know how the council has spent public funds in Slough and what achievements have been made as a result.	Annual financial planning in line with service planning followed by monthly financial monitoring.	The Local Account evidences that we are securing better value for money through better alignment of commissioned services with projected need.
Timetable for delivery	The Local Account is produced annually.	The report is our chance to share with Slough residents the progress and achievements we have made every year against the priorities we set ourselves.

(c) Human Rights and other Legal Implications

The Government is committed to delivering equity of access to treatment, prevention and promotion interventions, as well as equality of experience and outcomes across all protected groups. The Department of Health's Equality and Human Rights Assurance Group (EHRAG) uses the Adults Social Care Outcomes Framework (ASCOF) outcomes measures and indicators to support the development of an action plan to deliver statutory equality objectives. Slough

Borough Council also uses the ASCOF as part of the contract monitoring process and the Local Account highlights our progress and our goals for next year.

The development of the Local Account involved gathering feed back from carers, service users and key stakeholders their feedback is directly included in the report.

(d) Equalities Impact assessment

An equalities impact assessment (EIA) has been completed.

This shows that the Local account needs to be publicised as widely as possible across the borough and there is an action to develop a communication plan.

(e) Workforce

The resources to develop and communicate the plan are with in existing arrangements.

6 Supporting Information

6.1 What is the Local Account?

6.1.1 The way that the council's Adult Social Care (ASC) services are judged has changed. The government has ended the assessment of the council's ASC services carried out by the CQC and has replaced this with a document to be produced by each council called a 'local account'. The Government introduced local accounts in 2011 to help residents see how well local adult social care services were being delivered and what needed to improve in their area.

6.1.2 The local account is aimed at everyone who is interested in the quality of ASC, including service users, carers, residents and people working in Slough. With the abolition of the Annual Performance Assessment by the CQC, it is important that councils find a meaningful way of reporting back to residents and service users about performance, and publishing an annual local account is one way of achieving this. This is Slough Borough Council's second Local Account.

This account tells residents:

- What we did during 2012-13
- Challenges we faced
- Plans for further improvements

7. Summary and Conclusion

7.1 Key achievements in 2012-13

7.1.1 The last year (2012/13) saw a number of significant developments and achievements in the way Adult Social Care services are delivered in Slough. A new and wider range of services were commissioned to enhance the range of choice available to people requiring support and to ensure the availability of high quality services.

7.1.2 Among our key achievements were:

Achievement made	What difference did it make?
Residential and Nursing Services for Older People.	We re-designed the service mix to meet the needs of service users e.g. reduction in general residential care and increase in Dementia provision.
Domiciliary Care and personal assistant support.	12 providers to choose from providing both personal assistance and domiciliary care.
Respite break and community support services for Carers and the Cared for.	14 approved providers to choose from.
Mental Health Day Services to provide a range of opportunities in community based settings.	79 people have benefited from this service.
Framework of approved providers for Supported Living for people with Learning Disabilities.	6 approved providers to choose from.
Borough wide support services have supported more people with their housing support needs	906 people were supported to maintain their properties and retain their independence across a range of care groups.
Voluntary Sector services to promote health and wellbeing and community engagement	6 new services providing a range of community support initiatives such as health communities project and capacity building in the community and voluntary sector.
Berkshire Community Equipment Store to provide aids and equipment.	1008 people were provided with a service which enabled them to remain independent at home.
We reviewed and redesigned the ways in which people can contact the Council to make it easier and quicker to get information, advice and access to assessments to meet their needs.	Improved First Contact Assessments. 712 Calls were received monthly incoming and outbound-144 of these calls resulted in Contact Assessments which progressed to assessment.
Information available to the public was increased and improved, including "What Good Looks Like" leaflets on residential and nursing care services and support for carers to enable service users and carers to have an understanding of the quality of care they should expect to receive.	Information made available to wider number of people.
We continued to provide Reablement and Intermediate Care services which have had significant, positive impact on promoting and maintaining independence for people using services and preventing inappropriate admissions to hospital or residential care.	100% of people over 65 years of age receiving this service are still at home 91 days after receiving the service
We consulted with Older People, Carers, Service Users and Residents in a number of ways in order to gather peoples views. This has helped us to develop and organise our commissioning priorities for Older People,	Over 20 events were held with over 200 people having their say as to how services should be developed.

Carers and services for those with Autism.	
We developed a quality management framework to measure the quality of services. The tools involve the views of Carer's and Service users.	Quality management applied to 100% of providers
We further developed our Safeguarding work to ensure people are protected from abuse and harm.	<p>Developed a new three year Safeguarding Adults Strategy to prevent abuse, promote dignity and respect and protect people from harm.</p> <p>Provided training to a wide range of Council staff, voluntary agencies, providers of care services and other professionals – how many attended and how many sessions?</p> <p>Improving systems to collect feedback from people on the safeguarding process and their experiences of it</p> <p>Fully implementing the Safe Place Scheme to provide adults at risk with a place of safety in the community. To date 48 local businesses have signed up to the scheme</p>

7.2 Recommended Priorities for 2013/14

1. Delaying and reducing the need for care and support

Prevention: Helping people to stay independent in their own homes for longer through our “re-ablement and enhanced intermediate care services” and greater use of assistive technology.

Support is “joined-up” across services, so that people and carers do not experience delays in accessing support or “fall between the gaps”.

People with Dementia. Increasing diagnosis, providing advice and information and early support. Improving services for carers and people with dementia.

Our targets:

- Maintaining the effectiveness of our reablement service.
- Increase the number of people who use joint health and social care services.
- Increase the number of people diagnosed with dementia.

2. Enhancing Quality of life for people with Care and Support Needs

Carers: Ensure carers receive timely and accessible information and that they can access personalised services and direct payments

Improve access to services: Improving information, advice and guidance to make it easier for people to get the services they need

Contribution to reducing health inequalities: Working with partners to improve the sense of community and self care in Slough, particularly those groups of people who are most likely to have poorer health.

Our targets:

- Increase the numbers of carers supported.
- Increase the proportion of people who use services who find it easy to find information and advice about services or benefits.
- Increase the quality of life of people who use social care services.

3. Ensuring people have a positive experience of care and support

Personalisation: Re-design social care services to give people greater choice and control over their lives. Increasing the number of people using a “personal budget” or “direct payment” to access the care and support they want.

Involving service users and carers: Working with service users and carers in service design and commissioning, particularly engaging with groups whose voices may be seldom heard.

Support in Communities: Working with community and voluntary groups to develop preventative services in Slough.

Engaged Workforce: Develop a skilled and competent workforce that responds to the vision of adult social care and the aspirations of people using our services

Our targets:

- Increase the number of people receiving self directed support and direct payments.
- Service users and carers are involved in 100% of services that are commissioned or redesigned.
- Increase the proportion of people who feel they have as much social contact as they want.
- Increase the take up of social care training provided by Slough Borough Council for independent and voluntary sector providers.

4. Safeguarding Adults whose circumstances make them vulnerable and protecting from avoidable harm

Preventative work: to raise awareness of safeguarding issues amongst the public and people who use services

Responding effectively when safeguarding or adult protection concerns are raised.

Working in partnership (in particular with the Care Quality Commission and the local NHS) to monitor and establish good quality local services that prevent abuse and afford people dignity and respect.

Our targets:

- Increase the proportion of people who feel safe.
- Maintain our prompt response levels to safeguarding issues.
- 100% of social care contracts to be monitored during the year.

Our additional targets:

During 2013/14 we will also focus on three over arching targets:

- Increasing the proportion of people treated with dignity
- Increase the proportion of people supported at home.
- Increase the overall satisfaction of people who use social care services.

8. Appendices Attached

A - Draft Local Account August 2013