

Your local account of adult social care services

April 2012 - March 2013



Foreword

Councillor James Walsh, Commissioner for Health and Wellbeing

Since our last Local Account we have seen the publication of the Health and Social Care Act and the Care and Support Bill, which has received a huge amount of media coverage over the past 12 months.

Both documents complement the direction of travel that this Council and partners have been following for some time. I am pleased to see that this, our second Local Account, very much reflects the aims of both the new Act and the yet to be approved Bill. Over this last year, I have been impressed with how committed our staff are in developing joined up ways of working with health to deliver high quality, safe services to the most vulnerable in our local communities. People's experience of their care and support will continue to be at the heart of our assessment of how we perform as a council.

Following last years publication of our Local Account I remain committed to this approach of reporting back to our residents about our aspirations and the achievements we have made. This second Local Account describes how well we delivered adult social care services in 2012-2013 and what our priorities and challenges will be in 2013-2014.

Achievements we can celebrate and I am particularly proud of this last year are:

- Extensive consultation with our residents, services users, carers and partners in the development of our Older Peoples, Carer's and Autism Strategies. Our residents were involved a variety of ways, through meetings, focus groups, interviews and town centre events.
- The implementation of a county wide Berkshire community equipment service commissioned jointly with our health colleagues and the 5 other unitary authorities. Enabling Slough residents to have equipment in their home supporting their independence.
- Further developing with health, integrated enhanced intermediate care and reablement

services to prevent hospital admissions and help people return home when they have been in hospital.

- Improvements in quality managing providers resulting in Safeguarding Adults.
- Slough residents continuing to experience hardly any delayed discharges from hospital
- The work with our housing and property services in developing housing opportunities, promoting residents' independence in where they live and how they spend their days.



In 2013-14 we will continue to deliver quality services that help improve the lives of our residents, while ensuring services are delivered as efficiently as possible. The financial times have not changed and as such we continue to develop services according to identified needs and within limited budgets. The focus for 2013/14 and onwards is on achieving value for money and driving up quality of services to our residents who need services most.

I see the role of the voluntary sector as being very important, to the delivery of services in Slough as they and our local communities, along with the council, help to support the most vulnerable in our community. Our enterprising local voluntary groups can help us deliver services in a very different way. This year I am particularly looking forward to working with our voluntary sector and community groups in re-shaping services and developing new initiatives for Slough.

To ensure we continue delivering the services that matter to residents, we welcome any responses and suggestions on how we can continue improving adult social care.

Jane Wood, Strategic Director of Wellbeing

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 Care Quality Commission (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.

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 in 2013-14

About us - Adult Social Care Service in Slough

Social care staff in Slough, provide and arrange adult social care in partnership with other agencies, such as the NHS, the voluntary sector, and the private sector. We offer a range of information, advice and care services to help people aged 18 years and over. This includes carers, older people, and people with mental health needs, people with physical, sensory and learning disabilities and people with substance misuse problems.

We are committed to protecting the most vulnerable people in Slough, and we provide services to meet critical and substantial needs.

Where people are not eligible for council services, we help them find other methods of support.

Over the past year we have given much more choice and control to people. We have created a new person centred

system with a single contact number to offer quick and accurate advice on what you can expect from the council and from other services. More people have control of how their needs are assessed, and have a personal budget which enables them to make choices about care.

We are developing more services to promote independence. We offer people a reablement service to help them be more independent. Then we arrange longer term services such as personal assistants, telecare and specialist equipment to keep people safe at home, and community initiatives that include working with volunteers, involvement of faith and community groups and promoting good neighbour schemes.

Adult social care services in Slough help people to:

- live at home and be active in their family and community
- keep safe from abuse and harm
- choose and control their own care
- be treated with compassion, dignity and respect
- be supported if they are carers
- peoples views are heard and help improve services.



Key achievements in 2012-13

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.

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 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 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.
A framework of approved providers for Supported Living for people with Learning Disabilities.	6 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.

Achievement made	What difference did it make?
<p>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.</p>	<p>100% of people over 65 years of age receiving this service are still at home 91 days after receiving the service.</p>
<p>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, Carers and services for people with Autism.</p>	<p>Over 20 events were held with over 200 people having their say as to how services should be developed.</p>
<p>We developed a quality management framework to measure the quality of services. The tools involve the views of Carer's and Service users.</p>	<p>Quality management tools applied to 100% of providers.</p>
<p>We further developed our Safeguarding work to ensure people are protected from abuse and harm.</p>	<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>

Reporting our progress in 2012-13 and our plans for 2013-14

The Department of Health have introduced the Adult Social Care Outcomes Framework (ASCOF) to help social services measure how well they are doing. These are statements about how people feel about services and what they can expect.

We have looked at our progress under the statements:

1. enhancing the quality of life for people with care and support needs
2. promoting independence, delaying and reducing the need for care and support
3. ensuring that people have a positive experience of care and support
4. safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm.

1. Enhancing quality of life for people with care and support needs

What we said we would do in 2012-13	What we achieved in 2012-13
Review the ways in which people pay for respite, short breaks and for telecare service.	Work commenced in 2012/13 and will now be part of a wider council review of charges in 2013/14.
Increase the numbers of people taking more control of their lives through self directed support to 1817.	During 2012/13 more people were supported to take control of their care. The target has not been achieved. This will be a priority for 2013/14.
Work with GPs and District Nurses to improve services for people with long term health conditions.	A system has been established where Adult Social Care, GPs and community based health staff meet regularly to identify people who require co-ordinated care to meet and manage their needs and health conditions. Individual multi-disciplinary plans are then put in place to support people.
To make sure that all service users are given a copy of their support plan setting out how their needs will be met.	All people in receipt of Community based services and supported living are provided with a copy of their support plan which shows how their needs will be met.
Work with the NHS to develop the intermediate care and reablement service so that it reaches more people with complex needs, and helps more people that have stayed in hospital get home again.	Adult social care teams including the acute discharge, hospital social work, intermediate care and reablement teams work closely with NHS colleagues to support discharges from hospital. There is similar multi-agency work to identify people with complex needs who can benefit from these services.

What we said we would do in 2012-13

What we achieved in 2012-13

<p>Increase direct payment to 300.</p>	<p>During 2012/13, 103 clients elected to take up Direct Payments. This was below the target and we will be working to improve this in 2013/14.</p>
<p>Develop our employment service to create better linkages with the Department of Work and Pensions and employers based in Slough. Help 29 new people to get a job and over 70 others to get work experience and do voluntary work.</p>	<p>During 2012-13 Slough Employability has worked with 78 individuals of whom 15 - Progressed to unsupported work 51 - are still being supporting in a number of different roles (paid or voluntary work or job searching)</p>
<p>Work with Richmond Fellowship to increase the number of people supported by the service.</p>	<p>Richmond Fellowship took over running of Mental health day care services in April 2012 and have developed a range of activity groups in various settings across Slough to meet the needs of a wider range of service users. 79 people have benefited from the service during the year.</p>
<p>Help 32 people with mental health problems in their jobs and others to gain new skills.</p>	<p>33 service users were supported in paid employment, with 14 others supported in voluntary placements. 3 service users have progressed on to higher education at university and 1 other to college; 107 people have been supported to learn new skills this included 16 through a Women's Only Group and 15 people from ethnic minority groups who have learnt new skills throughout the year.</p>
<p>Support 230 people with learning disabilities to live in supported living or at home.</p>	<p>230 people with Learning Disabilities are supported to live in the community either with their own tenancies or with their families. During the last year, 5 people have been supported to move from shared accommodation to their own flats, 2 have been supported to move from their family home to holding their own tenancies and a number of others have been assisted to move from residential to community based settings.</p>
<p>Support 352 people with mental health problems to maintain settled accommodation.</p>	<p>There are 360 people with mental health problems in settled accommodation. This represents 86% of service users.</p>



GB had been in hospital with a chest infection which resulted in him having a fall, he was not able to do much for himself, his wife was assisting him and she was becoming exhausted trying to manage.

GB's goals were to become less dependent on his wife or on a care package and be able to do more for himself.

The Reablement assistants encouraged him and gave him the extra time that he needed and more confidence to do things for himself.

If GB had not received the service from the team he would have lost the ability to do things for himself and would have relied on carers and his wife to assist him with everyday living skills.

GB felt he was always given plenty of time to achieve his goals. He feels much safer inside and outside of the home because of equipment and rails that have been fitted at the property which have helped so much. GB and his wife said that they could not praise the team enough and found it difficult to express how much impact this had on their everyday lives, they said they found all the staff to be very well trained, knowledgeable, motivated and very pleasant nothing was ever too much trouble, they always remained totally professional and always put GB and his wife at ease.

2. Promoting independence by delaying and reducing the need for care and support

The council and its partners have developed a range of services to ensure that people can maintain their independence and do not become dependent on intensive services.

What we said we would do in 2012/13	What we achieved in 2012-13
We will increase the number of people with social care needs able to live in supported housing.	Mental health services have supported 37 more clients into supported living placements. This includes 7 clients with substance misuse problems being placed in supportive residential rehabilitation; 4 of which successfully relocated to a new area.
We will work to make sure no residents are delayed in hospital, and we will continue working with the NHS to improve the way we help people get home from hospital.	Hospital based social workers are allocated to wards and work with the hospital discharge and intermediate care teams plan and support discharges from hospital. There are very low numbers of people delayed in hospital and this situation continues to improve.
We will open up the Careline service to another 250 people. This will increase the number of people using telecare to support them at home and we will provide more people with assisted technology to support them to live at home	During the past year, Careline have provided (Telecare) personal alarm monitoring equipment and services to 110 new clients. Where appropriate, these clients have also had a smoke detector and a Key Safe installed. During the past 12 months, Careline have introduced the "Careline Grab Bag" which can be used to install Telecare into a client's home by the Reablement team 24 hours a day. This has been used on 17 occasions to ensure out of hours hospital discharges can be made. Careline have provided Learning Aids equipment to the Community Mental Health Team (Elderly) to support their work with early onset dementia clients.
We will work with care homes to improve services for the most frail	A programme of regular monitoring of residential and nursing care is in place with improvement action plans put in place and monitored where required. Provider agencies have access to training on Safeguarding and a range of other issues and are also engaged in regular provider forum meetings
We aim to reduce placements in long term care to 90 people	Whilst this number has reduced we have not achieved the target, mainly due to increasing demand, and will be revisiting this target for 2013/14.



MM had been admitted to hospital with a left sided stroke and was in hospital for a month, when she went back home she fell and fractured her hip, prior to this she was leading an independent life and going out on her own.

MM wanted to get back to being able to go out, living independently and driving her car.

The Service helped by visiting four times a day to practice washing and dressing and meal preparation, equipment was provided and a physiotherapy program put in place, as MM progressed the calls were reduced.

MM felt that she would not have managed without the support of the team and would not have reached her goals so quickly if at all, she had a lot of encouragement along the way which boosted her confidence and made her progress quicker.

MM feels a lot safer and more confident at home now and has taken on a small rescue dog for company, she has also returned to going swimming and other things she likes doing. MM found everyone helpful and cannot believe how much help and support she had, MM currently attends the falls clinic for further input.

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

What we said we would do in 2012/13	What we achieved in 2012-13
<p>Distribute information on how to recognise good care homes to help people make choices</p> <p>Do a mystery shopping exercise with the first contact and assessment service to get feedback about how good we are.</p> <p>Introduce a quality assurance system to improve the way we meet people's needs.</p> <p>We aim to increase the numbers of people who feel that services make them feel better about themselves.</p>	<p>The 'What Good Looks Like' leaflet for residential and nursing care has been widely distributed across information services.</p> <p>Carers UK carried out a mystery shopper survey which highlighted the excellent initial contact advice and information provided through our contact centre.</p> <p>A quality assurance system has been developed and will be fully implemented in 2013/14.</p>
<p>Develop more advice services for people who fund their own services</p>	<p>Advice services are available to all people irrespective of who funds their care.</p> <p>A new advocacy service which is accessible by people who fund their own care has been commissioned and will be implemented in June 2013.</p>
<p>Continue to train people across all services (external providers)</p>	<p>89 courses were offered, with 1335 places available. Courses included:</p> <ul style="list-style-type: none"> Safeguarding Adults Administration of Medication Safe Moving of Clients Infection Control Fire Safety Emergency Treatment Epilepsy Awareness Providers and the Mental Capacity Act Deprivation of Liberty Safeguards. <p>eLearning completions from organisations increased by 70% during the year.</p> <p>A total of 40 generic and bespoke Safeguarding courses were offered, with 501 people attending training.</p>

In 2012 through the Slough Carers UK branch, a Carers Questionnaire was developed by Carers, based on CQC Mystery Shopping questions, although not as lengthy. The exercise took place during the second week of March and 15 people took part. All the participants were given training and support to set up a scenario to complete the exercise. Of the 15, 3 were ex Carers and the rest are currently caring for someone. All but 2 live in Slough, and the 2 that did not, had cared for someone in Slough until they died.

The feedback was excellent and this included the following:

- 14 people reported that the staff were quick to response, using their name and title
- 14 people reported that staff were kind, understanding and listened
- 14 people reported that staff were knowledgeable about Carers and their role and able to offer good sound advice
- 14 people reported that staff sign- posted them to other services, predominately the Carers Gateway Service
- 14 people reported that staff offered to complete a Carers Assessment

The overwhelming challenge that they all had faced was trying to get to through via My Council. All reported that it was very difficult. The council have recognised this issue and as part of the Adult Social Care service re-design this has now been addressed through a training programme for MY Council staff.

In summary, the Carers UK Slough & District Branch are delighted that Slough Borough Council Adult Services Staff are Carer focussed, showing genuine concern and understanding to often very distressed, ill-informed Carers. Staff demonstrated that they have the insight and knowledge to support Carers with high quality advice and where appropriate services. We are pleased that SBC are fulfilling their duty to offer a Carers Assessment at the first point of contact.

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

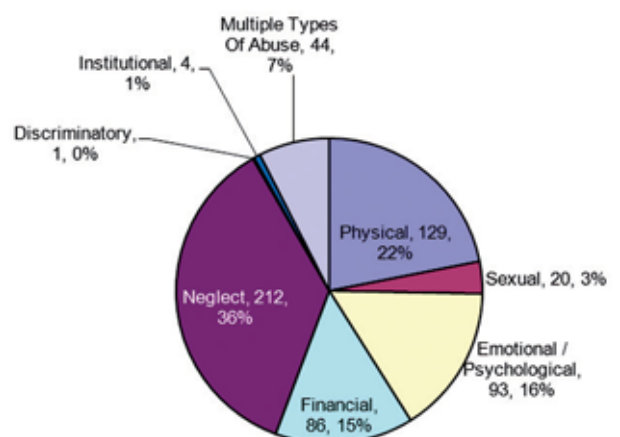
All agencies work together to prevent abuse and protect people from harm. Slough Borough Council hosts the Slough Safeguarding Adults Partnership Board. The board leads the work of the council and partner agencies in relation to safeguarding adults. As a result of its work in raising awareness of abuse, more vulnerable people are being identified and more measures are being put in place to address concerns. These include:

- increasing the number of staff in local services trained to identify and report safeguarding concerns;
- improving working arrangements between safeguarding services and community safety teams; and
- strengthening responses to poor care practices.

Did you know?

There are several types of abuse:

In 2012-13 we received 499 referrals.



What we said we would do in 2012/13

What we achieved in 2012-13

<p>Set up a system to ensure people are satisfied with the support they get from social workers when going through safeguarding</p>	<p>At the end of each safeguarding case the person concerned and their carers are asked to comment on their experiences of the safeguarding processes, how informed they were and whether they felt safer as a result of the safeguarding intervention.</p> <p>Initial feedback indicates that this year that 71.4% of people accepted their safeguarding protection plan and felt safer as a result. (17.6% of people lacked capacity to accept their protection plan).</p> <p>Work has also started on implementation of a post-safeguarding questionnaire to gauge a wider range of opinion about the safeguarding process from the persons' perspective. Future work will also identify more accurate outcomes for the person at the start of the safeguarding process, allowing for a more personalised process in addressing concerns.</p>
<p>The Safe Place scheme will be extended to Slough Town Centre</p>	<p>By March 2013 there were 48 businesses signed up across Slough to this initiative including Colnbrook, Langley, Chalvey, Farnham and the town centre.</p>
<p>Safeguarding awareness training will continue for staff across all agencies</p>	<p>A total of 40 generic and bespoke Safeguarding courses were offered, with 501 people attending training.</p> <p>A range of services attended training during the year. Bespoke training was provided to a wide range of agencies, including:</p> <ul style="list-style-type: none"> • Environmental Health Services • Care Homes • Voluntary Groups • Elected Members • Commissioning and Contracts Teams • GP Forum • Thames Valley Police domestic abuse Units

What we said we would do in 2012/13	What we achieved in 2012-13
<p>Undertake a peer review and audit of the work of Slough Adult Safeguarding Board. This will look at how we work together and also review how well we are meeting people's needs.</p>	<p>A peer review was undertaken in August 2012. The aim was to assess current achievements and identifying areas for improvement.</p> <p>This exercise acknowledged that safeguarding processes in Slough are basically sound but did identify several areas for improvement which have been incorporated into an Action Plan that is monitored quarterly by the Board.</p> <p>The resulting recommendations from the Peer Review have been developed into the Safeguarding Adults Strategy 2013-16 with an accompanying multi-agency Strategic Business Plan which will support the work of the Board.</p>
<p>Introduce a new system for monitoring quality in care settings.</p>	<p>A quality and performance management framework which places service users and cares at the fore front was developed in conjunction with providers and is being implemented. Quarterly monitoring work books have been agreed with providers and an annual quality assessment is in the process of being rolled out including quality of life measures for service users.</p>
<p>Making sure that people feel safer as a result of our help and testing this throughout the year.</p>	<p>A balanced scorecard has been developed which provides information from Thames Valley Police, health agencies as well as local authorities in East Berkshire which enables us to compare information and target resources more effectively.</p>
<p>We will create a new set of performance indicators to tell the safeguarding board and the public how well all partners are doing in protecting vulnerable people.</p>	<p>Information collected includes: source of referral, number of people detained under the mental Health Act. Number of people subject to Deprivation of liberty safeguards. Referral rates to the independent mental capacity advocate and the independent mental health advocate services. Prosecution rates under s44 Mental Capacity Act. Percentage of people who felt safer following a safeguarding intervention.</p>

How the safeguarding process can help:

"During a financial assessment for Mr G it became clear that he was not receiving the correct level of benefits. Further checks revealed that someone known to him had claimed additional monies on his behalf, without his knowledge. He was not receiving this money.

Through the safeguarding process this was investigated by police and Department of work and pensions Fraud Department. Mr G was supported to access the correct level of benefits, and to make legal arrangements to ensure that his existing money was managed properly in the future."

Getting people Involved:

Involving people in developing information using their perspectives was a main driver in the development of our What Good Looks Like Carer's Information leaflet. A group of Carers joined our staff to develop the leaflet. The time spent sharing experiences and views of what a good service looks like resulted in a very useful leaflet as Mrs N. who helped our staff said:

"The document is very good, with loads of information, written in an "easy to understand" style. If only this document had been around when I started caring, it is so useful - a really comprehensive reference book

I have made some very small changes to make reading a little smoother, and I have marked them in RED. I have not added any more information because I can't think of anything. You have done a very good job in putting the info together so quickly - well done!"

Safe Place Scheme

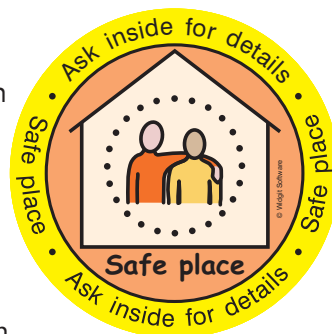
Safe Place Schemes are initiatives developed to provide support to people who are feeling vulnerable when they are out in local communities.

All the schemes work with the support and commitment of local businesses, who are encouraged to 'sign up' to the scheme. These services display a Safe Place sticker in a visible place, usually in a window identifying them as a place where a vulnerable person can, in the case of an emergency, receive immediate short-term help and contact can be made on their behalf to the police or a carer as required.

"The Safer Places scheme makes me feel better when I am going out alone or at night. If this scheme was in every town, it would really benefit the country as a whole and make people feel better when going outside"

The Slough scheme has expanded to the Town Centre and the Slough Safeguarding Partnership Board are now looking at ways to extend the scheme to include shops and businesses to the west of the Town in Fareham Road and Cippenham areas.

- Over 50 people with learning disabilities were consulted when the scheme was being developed, to capture their views
- Further consultation sessions were held with older residents and people with mental illness
- Peer advocacy and support was provided by United Voices to support the involvement of service users in the project
- The anti social behaviour team, Community Safety Wardens ,Trading Standards and Food and Safety officers from the council have all played an important role in the schemes development
- Links were also made with the Local 'Pub Watch' scheme





Our plans for improving services next year 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 assessable 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 re-designed.
- 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.

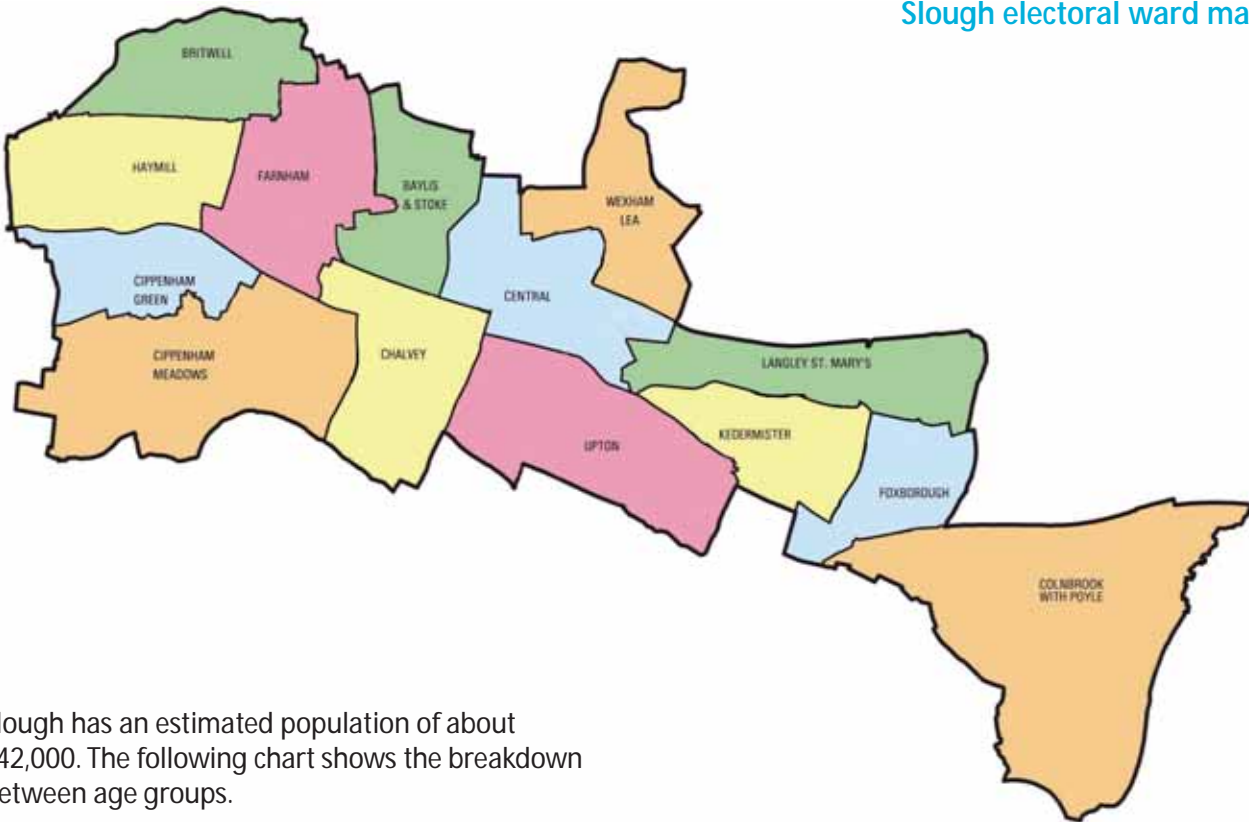
Our additional targets:

During 2013/14 we will also focus on three overarching 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.

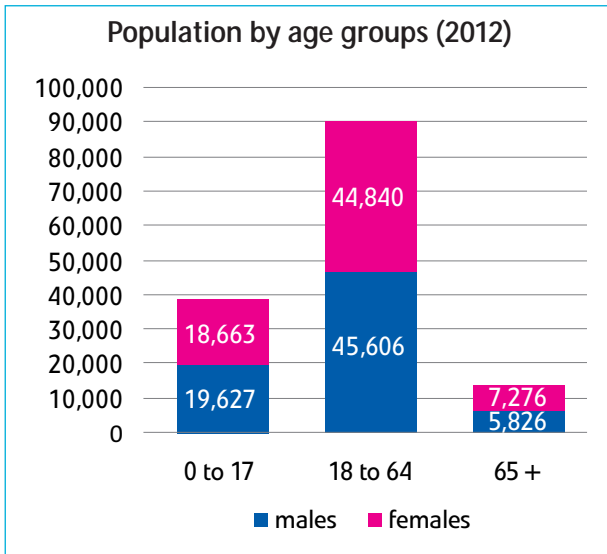
Slough's profile

Slough electoral ward map



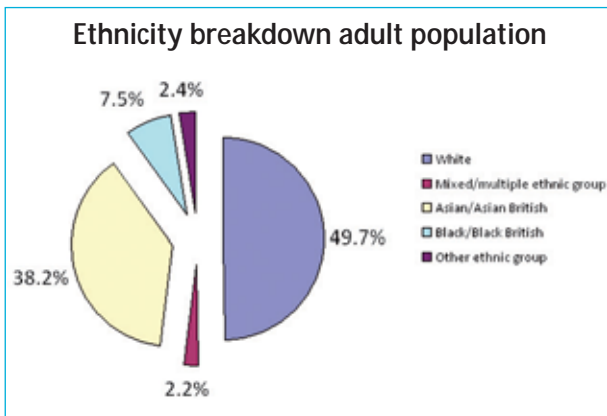
Slough has an estimated population of about 142,000. The following chart shows the breakdown between age groups.





Slough is a multicultural town with just over 50% of its adult residents from a black or minority-ethnic background.

About two in every five people living in Slough were born outside the UK and about 20 per cent are of non British nationality. The town also has the highest proportion of Sikh residents in the country, and the highest percentage of Muslim and Hindu residents in the south east region. There are also high levels of new arrivals and asylum seekers, many of whom are vulnerable and in need of key services.



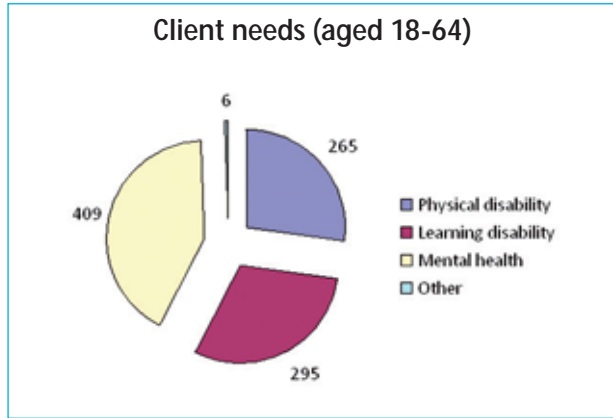
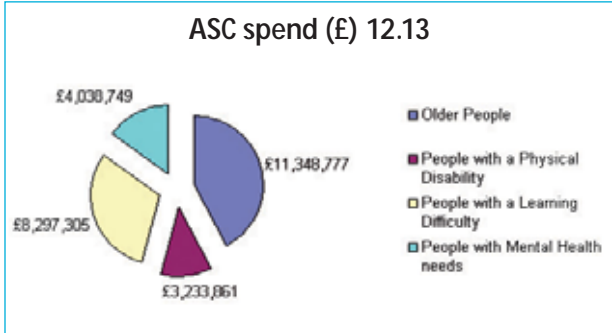
Health in Slough

People in Slough live as long as those in other parts of the UK. However, many people in Slough experience more years of ill health and disability than average. There are high rates of coronary heart disease, pulmonary disease (chest and lungs) diabetes and some cancers. In addition, 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.

The general health of many local people is poor. 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 obesity and people who smoke and these are factors which impact on health and disability.

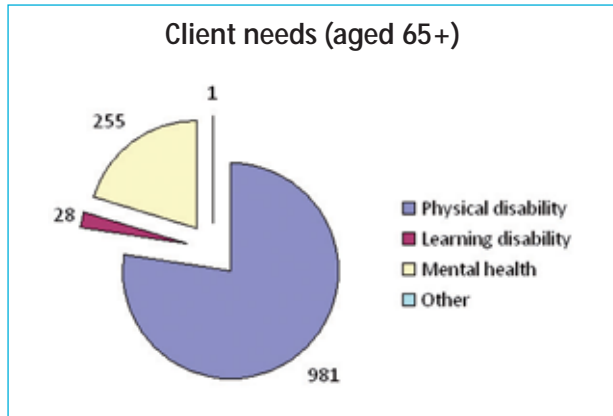
This means that social care services must be able to meet the needs of the growing number of people with complex needs. We can see that many people who use social care services also have health and housing needs and it is essential that we work in a joined up way within the council and with the NHS.

How we spend the money



At a glance people we support in Adult Services

- 523 people with a learning disability received a service.
- 409 people aged 18-64 received support for mental health problems
- 255 older people with mental health needs were helped
- 1,246 older people and people with a physical disability were supported



The types of services people received are set out in this table.

	Aged 18 to 64		Aged 65 and older	
	female	male	female	male
Community-based services such as home care, short breaks, equipment, day services, meals on wheels	436	459	665	348
Care in a residential home	72	145	119	63
Care in a nursing home	9	10	142	95
Total people receiving services	454	521	825	440

Total number of people who received services during 2012-13 by need, gender and age group

	Aged 18 to 64		Aged 65 and older	
	female	male	female	male
Physical disability	144	121	641	340
Mental health	181	228	173	82
Learning disability	126	169	11	17
Substance misuse	3	3	0	0
Other vulnerable people	0	0	0	1
Total people receiving services	454	521	825	440

How to contact us

If you would like to provide feedback on this report, please get in touch using the contact details for adult social services:

By email:

enquiries@slough.gov.uk

By online web form:

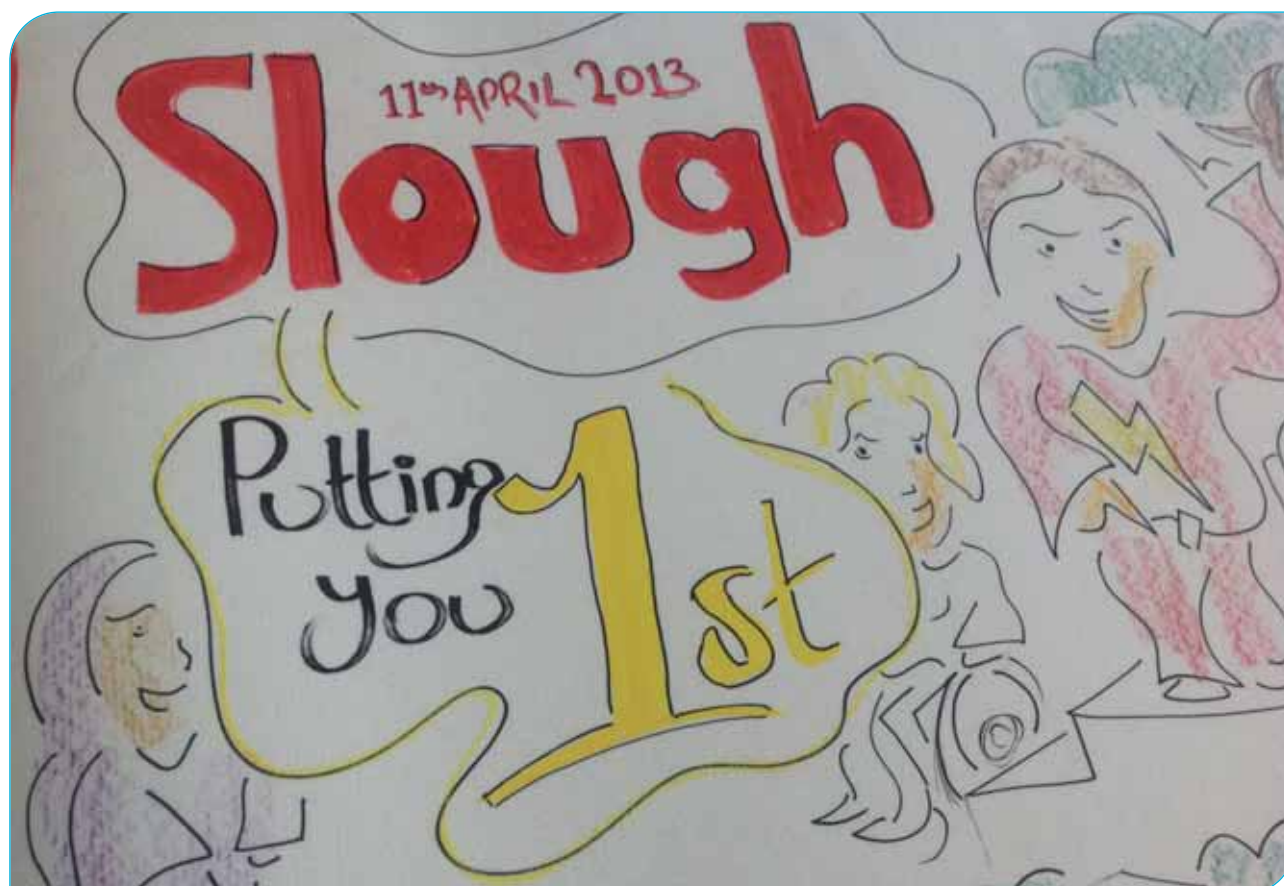
www.slough.gov.uk/services/2861.aspx

By telephone:

01753 690444

By post:

Slough Borough Council
Adult Social Services
St Martins Place
Bath Road
Slough
SL1 3UF



Your feedback is useful to us

We hope you have found this local account interesting. We encourage feedback on all our activity and services, positive or negative it helps us to address problems and shape the services for the future. With specific reference to this document we would like to know:

- Do you agree with the priorities we have set for ourselves for the coming year? What would you add or remove?
- Are there any other areas of adult social care you feel we should focus on as a priority?
- Have you found the Local Account easy to access and understand? What changes would you like to see in the future?

Please also feel free to comment on any aspect of adult social care in Slough.

Please make it clear whether you are a service user, a carer, a family member, or other interested party.

We will incorporate these views in our planning and preparation of next years local account, and where applicable notify our partners of these issues.

This document can be made available on audio tape, braille or in large print, and is also available on the website where it can easily be viewed in large print.

Your local account of adult social care services

If you would like assistance with the translation of the information in this document, please ask an English speaking person to request this by calling 01753 690444.

यदि आप इस दस्तावेज़ में दी गई जानकारी के अनुवाद कए जाने की सहायता चाहते हैं तो कृपया किसी अंग्रेजी भाषी व्यक्ति से यह अनुरोध करने के लिये 01753 690444 पर बात करके कहें.

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿਚਲੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਕਰਨ ਲਈ ਸਹਾਇਤਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਵਿਅਕਤੀ ਨੂੰ 01753 690444 ਉੱਤੇ ਕਾਲ ਕਰਕੇ ਇਸ ਬਾਰੇ ਬੇਨਤੀ ਕਰਨ ਲਈ ਕਹੋ।

Aby uzyskać pomoc odnośnie tłumaczenia instrukcji zawartych w niniejszym dokumencie, należy zwrócić się do osoby mówiącej po angielsku, aby zadzwoniła w tej sprawie pod numer 01753 690444.

Haddii aad doonayso caawinaad ah in lagu turjibaano warbixinta dukumeentigaan ku qoran, fadlan weydiiso in qof ku hadla Inriis uu ku Waco 01753 690444 si uu kugu codsado.

اگر آپ کو اس دستاویز میں دی گئی معلومات کے ترجمے کے سلسلے میں مدد چاہئے تو، براہ کرم ایک انگریزی بولنے والے شخص سے 01753 690444 پر کال کر کے اس کی درخواست کرنے کے لئے کہیں۔