

**NORTH LINCOLNSHIRE COUNCIL**

**PEOPLE CABINET  
MEMBER**

**SERVICES FOR ADULTS LOCAL ACCOUNT 2013/14**

**1 OBJECT AND KEY POINTS IN THIS REPORT**

- 1.1. To ask the Cabinet Member to endorse the publication of the Services to Adults Local Account 2013/14.

**2. BACKGROUND INFORMATION**

- 2.1. The Local Account is an annual account that tells local citizens how well services are meeting outcomes and outline what Adult Services has been doing in the year and what they plan to do in the future.
- 2.2. These accounts are important because they help make the service accountable to the community that they serve, they use facts and figures about performance and expenditure to describe how the Council delivers care and support to vulnerable adults.
- 2.3. Local accounts are a very important way to strengthen accountability. It is also a tool for planning improvements, as a result of sharing information on performance with people who use services and engaging with them to get feedback on their experience.
- 2.4. This account explains what we did between April 2013 and March 2014 and what we plan to do this coming year.
- 2.5. The Key messages from this year's performance are:
- 10 out of 19 national outcome indicators are in the top quartile and a further 4 are above the English average.
  - 9,072 people made contact with NLC between April 2013 and March 2014, 39% of these people went on for further assessment, and the remaining 61% of people needs were met at or near the point of contact.
  - We supported 1,615 people to have control over their support, 1,095 of those people are now in receipt of a direct payment.

- We helped 15 people with a Learning Disability into paid employment.
- We enabled 265 people with a Learning Disability to live independently in the community.
- We helped 38 people who experience mental ill health into employment.
- We enabled 352 people with mental ill health to live independently in the community.
- We supported 752 people within our Rehab and Re-enablement Services.
- 90% of people discharged from hospital that were provided Rehab and Re-enablement services remained at home three months later.

### **3. OPTIONS FOR CONSIDERATION**

- 3.1. Option 1 - Endorse the publication of the Account.
- 3.2. Option 2 - Do not endorse the publication of the Account.

### **4. ANALYSIS OF OPTIONS**

- 4.1. Option 1 – Endorse publication - This option will raise the profile of the issues facing vulnerable people and highlight the work that the council and our partners are undertaking to ensure the further development of services to help people stay independent and improve their wellbeing.
- 4.2. Option 2 – Do not endorse the report - This will not raise awareness of the work undertaken by the council and our partners to ensure that vulnerable people receive services to help them stay independent and improve their wellbeing.

### **5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)**

- 5.1. No implications.

### **6. OUTCOMES OF INTEGRATED IMPACTASSESSMENT (IF APPLICABLE)**

- 6.1. Statutory Implications - Adult Services is responding to the Department of Health and the Promoting Excellence in Councils' Adult Social Care Programme Board proposal; that every council develops and publishes a 'local account' each year regarding adult social care services across their authority.
- 6.2. Environmental implications – None
- 6.3. Diversity implications – None

6.4. Section 17 – Crime and Disorder implications – None

6.5. Risk and other implications – None

## **7. OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED**

7.1. Service Users from North Lincolnshire have been involved in the development of this years' Local Account. Their comments and views have influenced the content and layout of this account.

7.2. We have asked local people what their views are in relation to services and support needs through the 'Let's Talk' exercise and through surveys, reviews and service questionnaire to support this year's priorities.

## **8. RECOMMENDATIONS**

8.1. Option 1 - The Cabinet Member endorses the publication of the Adult Services Local Account 2013/14.

### **DIRECTOR OF PEOPLE**

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Date: 8 January 2015

**Background Papers used in the preparation of this report:** None

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# Services to Adults Local Account 2013-14

Safe Supported Transformed

## Foreword

Here in North Lincolnshire we are proud of our comprehensive services that help people retain their independence and control their own lives.

Our Local Account sets out how services to support adults have performed during 2013/14, showing how we support local people with a range of universal, targeted and specialist services designed to make best use of the strengths of individuals, families and our local communities. Last year we built on our commitment to ensure that the vulnerable and those in need of care and support remained safe, were properly supported and their lives transformed.

Our staff, family carers, local care providers, the local health services and our local voluntary and community sector have all continued to work together to build strong partnerships that improve the lives of many in our community. We pay tribute to all involved – it is people helping other people with skill, compassion and commitment that really make a difference.

We recognise that we are on a journey of improvement. The new Care Act introduces major changes to the funding of adult social care; raises the profile of support to carers and continues the drive to integrated health and social care services. Our commitment is to work with local partners and local communities.

Your views and opinions of our services are important to us as they help to shape the service that we deliver. Page 21 contains details of how to contact us. We look forward to hearing from you.

**Cllr. Rob Waltham**  
**Cabinet Member for People**

**Denise Hyde**  
**Director for People**



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## Introduction

North Lincolnshire Council has produced this Local Account to tell the people of North Lincolnshire how services to Adults have performed against the priorities they set out in last year's Local Account, and what priorities they have set for the coming year of 2014/15.

We have spoken to groups of service users, citizens and carers about it as we were writing it and asked them what they thought and what they wanted to know.

## The main messages

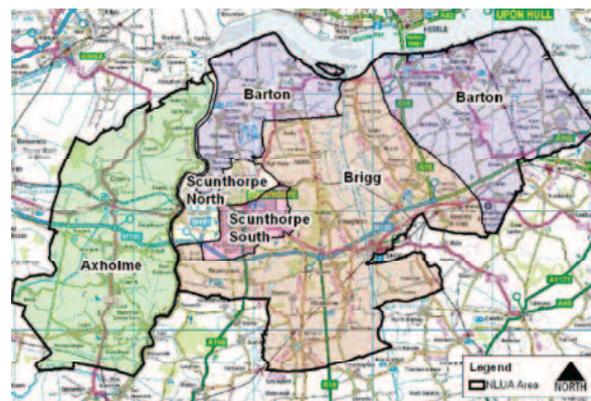
North Lincolnshire is a good performing authority with a clear strategy for meeting local needs services to adults, includes adult social care, housing related, well being and prevention. We delivered against our priorities from last year. We saw more people at an early point and more people accessed targeted Reablement Services and we increased the number of people back to independence. We did with this and an increase in our older population. We delivered improvements and continued to transform our services. Our approach to service redesign has created investments in well being and reablement Service.

The service is structured around levels of need and with an increased investment in well being we are well placed to deliver the new duties of the care act. We work closely with the NHS and are involved and committed to the principles of Better Care.

We recognise there is more to do and we set ourselves challenging targets to further develop services, improve our management of our resources and to increase customer satisfaction.

## Our area

North Lincolnshire covers an area of approximately 85,000 hectares on the southern side of the Humber estuary. The authority is primarily a rural area with a large agricultural area that encompasses small market towns and villages as well as a substantial urban area that includes the town of Scunthorpe.



# Our People

## Profile of North Lincolnshire's Adult Population



168,700 people live in North Lincolnshire



137,000 are over 16



31,500 are over 65

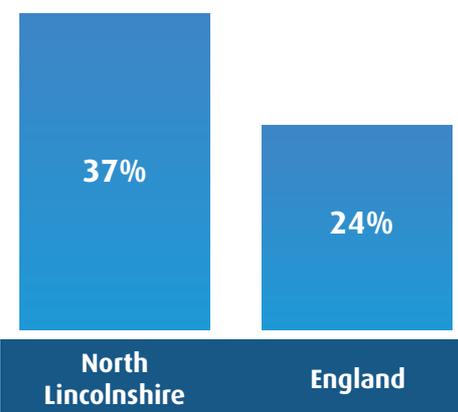


4,300 are over 85



37% growth in number of people aged over 85 since 2002

**Figure 1:** % growth in 85+ population since 2002-2013



Source: ONS mid year population estimates, 2013

### Ethnicity

92.3% of the local population describe themselves as White British and 3.7% as White other. This latter group has grown significantly in the last few years. We work with local communities and representative groups such as South Humber Racial Equality Council, the Multi-Faith Partnership, Communities Advice Centre and VCEWS (Voluntary Council Empowering Women in Scunthorpe) to identify the needs of people from ethnic communities. We recognise that we need more information on the specific needs of these and other minority groups and further work is to be carried out in 2014/15.

## What we do

We provide a wide range of care and support and services to the people of North Lincolnshire. We do this by talking to people about their needs and aspirations by offering advice about local services for people to arrange themselves, by commissioning services through the private sector and voluntary organisations and we provide some services, such as assessment, Reablement and rehabilitation services ourselves

**Our outcomes are: safe children and vulnerable adults, supported families and carers, transformed lives.**

**We organise our services by levels of need:** **Universal services** are those that provide information advice and guidance, preventative services that support people to remain independent and include identifying risk and are open to anyone without an a assessment.

**Targeted services** provide a rapid response to enable people to regain lost skills and/or confidence and recover from illness or incident. These services are short term and accessed by an initial assessment.

Then we have **Specialist services**, the focus of which is designed to promote independence by encouraging people to be in control of their lives by offering structured professional support and a personal budget to meet any unmet needs. Specialist Services are accessed via a full Social work assessment.

Our priority is to **safeguard vulnerable people**. Our access and adult protection team offers help and advice in responding to any concerns. To do this we work closely with partners such as health and the police through the Safeguarding Adults Board.

Our services support people from all sorts of backgrounds aged 18 and above, including older frail people, people with learning disabilities, people with other forms of disability and sensory impairment and those with mental health needs.

We also provide support to those people who care for people with complex needs and their families. We employ 493 full and part-time staff, across the range of posts that support vulnerable people to maintain or regain their independence.

We employ over 400 full and part-time staff, across the range of posts that support vulnerable people to maintain or regain their independence. In addition we contract with 176 different organisations within North Lincolnshire

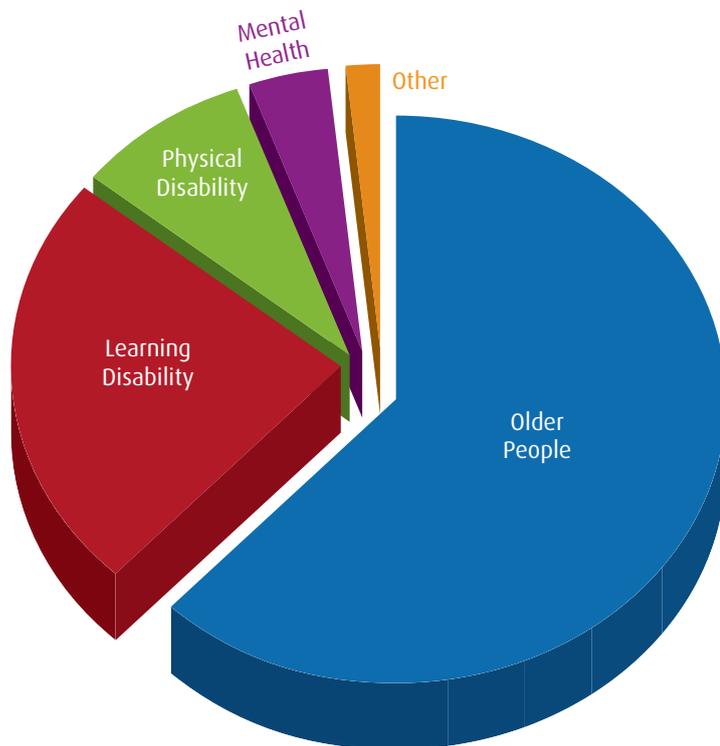
- 31 Home support providers (these provide personal care into people's homes)
- 34 Housing support providers (these help people to live independently in the community through helping people learn to budget, plan shopping, prompt people with self-caring).
- 51 other services (advocacy, stroke advice supported employment etc.)
- 63 Care Homes.

These providers employ over 3,000 people between them and we have a close working relationship to offer support in a range of ways, including training and quality assurance to meet regulatory standards. Our closest partner is Health, and in line with the Government's intentions we have continued to work together towards the integrated planning and delivery of services at every opportunity. We are now successfully working together in all 5 locality teams, social workers, district nurses and therapists, with plans in place for help the GP's Health services join us.

*The introduction of the Better Care Fund in 2015-16 strengthens the move towards integrated working between health and social care.*

## The Money facts

During 2013/14 Adult Services managed within budget and also delivered cost improvements during the year. Throughout 2013-14, we spent a total of around £59 million on Adult Services (equating to a net figure of £38 million). Over £31 million was spent purchasing care from independent providers, the voluntary sector and providing cash budgets for people.



Older People	19,490,000
Learning Disability	7,441,000
Physical Disability	2,710,000
Mental Health	1,267,000
Other	458,000
<b>Total</b>	<b>31,366,000</b>

Through delivery of more effective prevention and wellbeing services, it is anticipated that over the medium to long-term this will support the reduction of the need for longer term services. When services are identified, we will ensure that they're of sufficiently high quality, and available locally through the development of the local market.

Alternative community based services and activities need to be developed further to focus on developing homes for people with more complex needs. This will also need to be combined with reviewing the needs of existing service users to make sure they are receiving the appropriate levels of care and support through personal budgets.

The changing demographics suggest we can expect an increased number of service users within Adult Services. It is expected that there will be demographic growth of about 17% compared to national growth of about 10%, which will lead to an increased demand for statutory assessments. The current numbers of older people identified as requiring long term services does not reflect this growth; this suggests that people are being supported effectively within their communities. Some of the cost improvements were made by working as part of a wider People Directorate, therefore delivering efficiencies. We have renegotiated some contracts with service providers to get better value for the tax payer. We have reduced travel time and cost by working in the five localities. We have reviewed our practice and are clear that the local authority is here to meet unmet need, and we are improving the way we support people to use the local community alongside friends and family.

## How did we do in 2013/14?

### Our performance

We are a good performing authority with 10 of the 19 outcome indicators in the top 25% of England. An additional 4 are above the English average.

Admissions of older adults within residential and nursing care are higher than the England average although our age of admission is going up and the length of stay is decreasing, suggesting that people are enabled to remain at home for longer. As we invest in preventative services our performance on Self-Directed Support reduced but our focus on providing a direct payment to people is high.

*9,072 people made contact with NLC between April 2013 and March 2014 39% of these people went on for further assessment, the remaining 61% of people's needs were met at or near the point of contact.*

*We supported 1,615 people to have control over their support, 1,095 of those people are now in receipt of a direct payment.*

*We helped 15 people with a Learning Disability into paid employment.*

*We enabled 265 people with a Learning Disability to live independently in the community.*

*We helped 38 people who experience mental ill health into employment.*

*We enabled 352 people with mental ill health to live independently in the community.*

*We supported 752 people within our Rehab and Re-enablement Services.*

Areas of improvement for next year include; Increasing the number of people who have full control over their care and support.

Increase the number of adults with a Learning Disability in paid employment and increase the total number of adults with a learning disability to live independently in the community.

Increase the number of people enabled to live at home independently.

Increase the number of people who remain in their own home post discharge from the hospital following receipt of Rehab and Re-enablement services.

### During 2014

We helped more people. For example, the number of people contacting us to enquire about our services increased from 7,836 to 9,072 – an increase of 16%. The number of people whose social care needs we assessed increased from 2,101 to 2,288 – an increase of 9%. More older people were admitted to residential and nursing care than in the previous year – up from 650 to 707 per 100,000 of population, this is not a trend we wish to see continue so we will be looking at how we can focus further on supporting people to remain at home over the next year.

When people do enter a home, they tend to have complex needs and increasingly have dementia type illnesses. Family carers are managing with more complex situations as they themselves and the cared for people get older. We are pleased to say that during 2013/14 the percentage of carers receiving an assessment or a review and a service, increased significantly from 34% to 44%.

### Improved partnership working

The creation of the People Directorate has created opportunities for improved partnership working across the different age-related services. In particular the process of transition for young people with support needs to adult services has become smoother and more efficient. Similarly, schools are increasingly becoming important partners in the Community Wellbeing Hubs.

In February 2014 we held our first Annual Provider day 'Going Forward Together' where 60 attendees from registered Care Homes and Home Care providers heard presentations on the forthcoming Care Act and CQC regulatory changes. The providers developed a safeguarding pledge and promises which all services will now sign up to, with the aim of ensuring that vulnerable people in North Lincolnshire are safeguarded in the Community and safeguarded in Placement.

Older People's Case Management Teams are now all integrated with health staff providing social work, district nursing and therapy services together to improve the outcomes for older people. The closer working relationship with housing related support and preventative services has resulted in more people remaining in their communities.

Mental Health services are provided in partnership with Rotherham Doncaster and South Humber NHS Foundation Trust. Mental health services covering health and social care are integrated and are intended to ensure that we offer person centred care and interventions. We will work with the Trust to fully review the partnership during 2014/15 and to improve outcomes for people with Mental Health needs.

We continue to support the Cross Sector Provider Partnership as a forum for the private, statutory, voluntary and community sector, supporting on-going learning and the development of services. This is a supportive and constructive group of almost 200 providers. The Partnership held four events during 2013/14. Feedback from the events was very positive and the result has been improved working relationships between the Local Authority and a wider range of partners.

### **Involving Service Users**

Experts by Experience, who are people who have used services, have been involved in a range of activities including interviewing staff, influencing the development of Healthwatch and the Volunteer Engagement Policy. We also have a group of people who are tutors on the Expert Patient programme who have experienced health and social care services and help others to look at how they can self-manage their long term conditions.

We will be holding another Let's Talk conversation with Service Users and Carers in 2014. Let's Talk is when we send out questionnaires (and put them in places such as GP surgeries and Local Links), hold focus groups and talk to citizen groups. These ask questions such as:

Can you say that;

"I am supported to maintain my independence as long as possible" or that;

"We treated you respectfully and explained things clearly".

This is how we will measure the impact of what we do in the future.

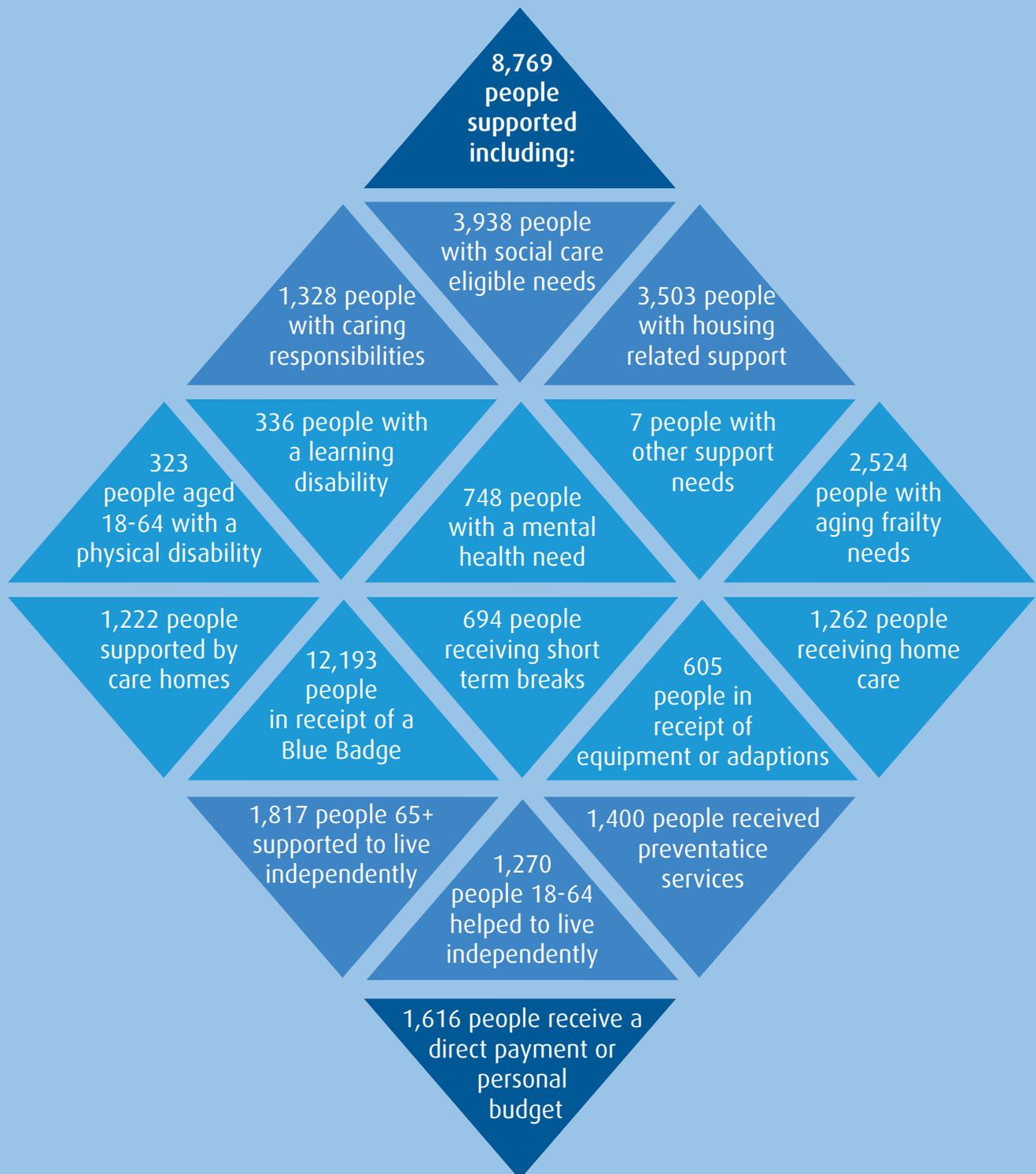
We are also planning to run focus groups and more in-depth conversations with key groups so that they can help us with our planning and shaping of services.

### **Preparing for the Care Act**

During the year it became clear that reform of social care funding would be an integral part of the forthcoming Care Act, and that reform would have an impact on the local area and the situation for people who arranged and paid for their own care.

We believe that the way we are organised, the investment in wellbeing and a more focused Social Care Service puts us in a good position to integrate the principles of the Care Act and our normal business.

### In 2013-14, we supported:



\* Please note some people may be counted in more than one category

## How did we do against last year's promises?

### Integration

We said we would ensure all five teams were co-located during this past year, we have three more integrated teams supporting the Isle, Scunthorpe North and Scunthorpe South areas. Now we are co-located, we will develop new ways of working that supports the customer to "tell their story once" ensuring a seamless response from a nurse, therapist or social care worker.

### Intermediate Care

We said we would extend our intermediate care services and we have gone from 16 to 30 places with plans well on the way to complete the new build by Feb 2015, which will mean £3.8 mil investment in services to vulnerable adults by the council.

### Housing Related Support

We said that we would change the access to a range of services that support people maintain their tenancies and get decent appropriate homes. Access is now through a council managed First Stop service:

- Low Level Floating Support Delivered in the Community for those who need a very low level of support such as befriending, telephone contact or interaction with community run activity groups
- Floating Support Delivered in the Community for people who require a very low level of support through to people who need significant support over a prolonged period with multiple areas of need
- Accommodation-Based Support provided within a number of accommodation-based schemes

### Direct Payments in Residential Care

This two year pilot is going well although slower than we predicated and we are now offering people who are about to access residential care the option to top slice the costs, and control an element of the service they receive. We have done this by talking to people and providers to see how best to make choice and control a real option for people in care homes. We now know that this must be

mainstreamed for all people by April 2015. We will ensure everyone entering care will have full awareness of the costs and the options to purchase this directly and control how they live in the homes.

### People's Voice

We have secured a representative on the Health and Well-being Board from the seniors forum, and over the coming months all service user groups will be represented at the Adult Partnership and our principles for engagement, 'Nothing about you without you' will be well embedded. The experts by experience programme is embarking on an ambition to create expert 'inspectors' to enable us to add value to the quality assurance of all local care services into the future.

### Designing services around you

During this past year we have been talking to people who are using day support services to work out what best to do. Numbers continue to decline and there are too many buildings which are not fit for purpose. During this process we have completely redesigned services, moved into buildings more appropriate to our needs, and created a new well-being service that reaches right across the area enabling direct access to many more people. We will ensure that the few remaining people with complex needs that continue to need these services are mixing and enjoying a vast range of different and stimulating activities.

### Over 75's Well-being Checks

Last year we commenced a project to provide a well-being check for people over 75. This includes home safety, social isolation and information and advice on low level preventative services. We now speak to people within community groups, social activities and at places where over 75's visit – e.g. pharmacies and supermarkets. We also visit people in their own homes. The checks are to ensure that people are connected to the right service, get appropriate advice and linked into their local community and are part of the well-being services.

## Key Partnerships & Joint Working Arrangements

**LOCAL SAFEGUARDING ADULTS BOARD (LSAB)** – is a partnership of professionals from key agencies who work together to ensure that systems and services are effective in protecting vulnerable people from abuse. The Board is responsible for publishing priorities, writing a business plan and monitoring effective services. The board supports a range of groups to deliver its priorities

**HEALTH AND WELL BEING BOARD (statutory)** – is a partnership of professionals who are responsible for improving the health and wellbeing of the people of North Lincolnshire across all life stages. The Health and Well Being Board works within agreed governance and accountability partnership framework and it is responsible for the development of the Joint Strategic Needs Assessment (JSNA) and implementation of the Joint Health and Wellbeing Strategy (JHWS). The board encourages a joint commissioning approach (as appropriate) and promotion of integrated working. The Health and Wellbeing Board came in to force in April 2013, the Health and Wellbeing Strategy sets out priority work streams that complement our work. This has enabled progress on the priorities we set for integrated services for the frail and elderly. The frail and elderly priority has been progressed through the development of the Better Care Fund plans.

**ADULT PARTNERSHIP** – The Adults Partnership is a stakeholder/reference group which brings together representative partners from all adults workforce sectors as well as adult representatives. The partnership is responsible for developing, monitoring and reviewing the Vulnerable Adults Strategy and ensures that adults and parents/carers are at the centre of all that we do.



## How we Support;

***“I am supported to maintain my independence for as long as possible”***

People should enjoy good health and well-being that prevents, or delays, people needing on-going care and support. When people do start to need care and support they should have access to the most appropriate.

### **Supporting people with work**

We know from consultation with users groups that the majority of people would value the opportunity to move into paid employment. People with disabilities can often find this avenue restricted to them. We work with training, education and employers to create opportunities to support people back into the workplace. During 2013/14 we helped a total of 16 people with learning disabilities and a total of 38 people with mental ill health into paid employment.

The Expert Patient programme is designed for people living with long-term conditions to cope better a better understanding of their condition. People with physical or mental health-related long-term conditions attend a course and are tutored in basic self-management skills by two trained volunteers who also have similar conditions. 9 courses were delivered in the year and 73 people attended. The People who attended courses described Expert Patient Programme through how they feel part of the community again, their self-confidence has grown, they feel they are not on their own, that they are able to set themselves realistic goals, and as a whole become a better self-manager and gained understanding about themselves. They are telling us that this means they are not visiting their GP as frequently.

### **Case Study 1**

A woman who had fallen and been taken to A & E during the night, was very shaken up and her mobility confidence were reduced. It was identified by the health staff that she required support to return home. The Community Support Team discussed this with her and provided support for her return home and called on her during the night to check she was alright. They referred her to the Access team for an assessment the next day. The assessment was completed and it was identified that she would benefit from a short reablement service to help her regain her independence and CST continued to assist her with returning to the level of mobility and independence she had before her fall.

*We introduced the wellbeing check for people aged over 75 years. This is a structured conversation to address the outcomes people wish to achieve. This provides an opportunity for advice and guidance to residents of North Lincolnshire. It also provides an opportunity to identify areas of need which may require a further intervention and prevent a crisis. Any individuals requiring further support can obtain this via the Community Wellbeing Hubs.*

### Telehealthcare systems

We have increased independence, empowerment and improved the quality of life for people, and given carers greater freedom, through the installation of telehealthcare systems.

Telehealthcare systems enable people to retain their own home for longer, support safe hospital discharges and reduce the number of unplanned, acute hospital admissions. We support a number of people with call alarms and other technologies.

This year we have strengthened our night service, which provides our Out of Hours response; this is located within Scunthorpe General Hospital. Being based in the hospital allows us to assess the support a person requires and enables us to send staff to meet them at home where they prefer to be.

### Supporting people to live independently

For many vulnerable adults, the first time they come into contact with Adult Services is at a time of illness, following a fall or an admission to hospital. Working closely with our health colleagues, with the aim of keeping people at home and returning them there if they have had to go into hospital, the rehabilitation and reablement service at The Lilacs and in the community work with individuals and their families to help them regain their independence.

***“I understand how care and support works and what my entitlements are”***

People who need care and support in North Lincolnshire are in control of their own lives and how they are supported. They have the information they need to make real choices to allow them to have and maintain a family and community life.

### Advocacy

Good use is made of the Commissioned independent advocacy to ensure that people have their voices heard across all client groups.

### Personalisation

Our commitment to the people we serve is to enable them to have choice and control over their lives. As part of that we aim to ensure that people who are eligible for a personal budget have one.

There are several ways in which a person can manage the money that is allocated to them to meet their assessed needs; this can be by a managed budget by the Council, a direct payment to themselves or through an Individual Service Fund to a third Party.

**In this past year we have supported 1,328 family carers to continue to care and 375 have received personal budgets to help them with this. We intend this coming year to ensure these personal budgets are easy to manage.**

### Case Study 2

Miss A has a learning disability, health and behavioural problems. She weighed 19 stone 7lbs and her weight, was causing mobility problems. Staff within the Integrated Learning Disability Service used positive behaviour techniques to help her and her parents to increase Miss A's physical activity. Over the next 3 months Miss A lost 1 stone 6lbs which boosted her self-confidence. Her mobility improved and she began to participate in physical activities such as swimming.

***“I am in control of my care and support”***

We support a number of people with a direct payment (a cash personal budget) which we believe gives them the most control over their lives.

The friends and family of a person with some form of disability are crucial in providing the support they need and also in maintaining quality of life. The pressures that this role can create, and its valuable contribution, can often be underestimated.

We have been pleased that we have seen some real evidence during the year of personal budgets enabling people to have real control over their lives. This has particularly been evidenced when we have been able to support people in longer term care settings move back successfully into the community or to prevent people having to move into residential care.

**Case Study 3**

Mr. D, who had health and social problems following alcohol misuse, went into residential care in 2012. He did not want to give up his home but at that time was not well enough to live independently. By September 2013, Mr D said that he wanted to return to living in the community. His health had improved and he was more able to look after his personal care. Recognising that he still needed support, Mr D worked with health and social care staff to move into sheltered housing. He has been supported to return to his local community, access activities and support and ongoing advice and guidance. He has a personal budget with which he is able to have control over the services he wants to buy. Due to his alcohol problems he doesn't manage the money himself, this is managed by an agency for him. Mr D feels things are going well.

**Extra Care Housing**

The Ashby Meadows extra care housing is designed for individuals with varying levels of care and support needs. It bridges the gap between sheltered accommodation and a care home. As such, it enables a person to retain their independence for longer.

Personal budgets have also been used to give the customer greater flexibility in managing their support needs, for example in the choice of day-time community activities.

To enable people to exercise greater choice and control, we have been working to increase the number of providers and the range of services offered to people requiring support services.

***“I am happy with the quality of my care and support”***

People who receive care and support from adult services should receive a service that meets their needs and expectations whilst being delivered in a safe and sustainable way. We want them to feel like respected partners in their care, aware of the choices available to them and with their voices listened to and their views considered.

### Quality Assurance

Our internal services Community Support and the Rehabilitation and Reablement Units are regulated by the Care Quality Commission (CQC) and receive an annual inspection. Our services achieved the highest standard of fully compliant against the essential standards we were inspected against.

People who were supported by the Community Support Team told CQC that staff involved them in decisions, they were considerate, and encouraged them to be independent and ensured their wishes were respected. They felt they were well trained.

CQC said that people who were supported at The Lilacs and their families were very positive about their time in the service. One individual said it had been a 'really positive experience' and people said that staff gave clear explanations of any care to be carried out and always asked permission before providing care.

We contract with 63 care homes and 34 home care providers and our provider performance team carry out annual reviews against these contracts, sometimes more frequently if needed. We have suspended placements with 3 providers during this last year; as we worked with these three providers to support the standards of care. Providers are generally happy to work with us and other partners to ensure that they are able to provide safe and high quality services.

### Service User Voice

The annual Personal Social Services survey is a national survey which asks people aged 18 and over who are receiving, care and support services that are paid for by North Lincolnshire Council adult services. They may be living in a care home, receiving a personal budget, equipment, or attending a day centre.

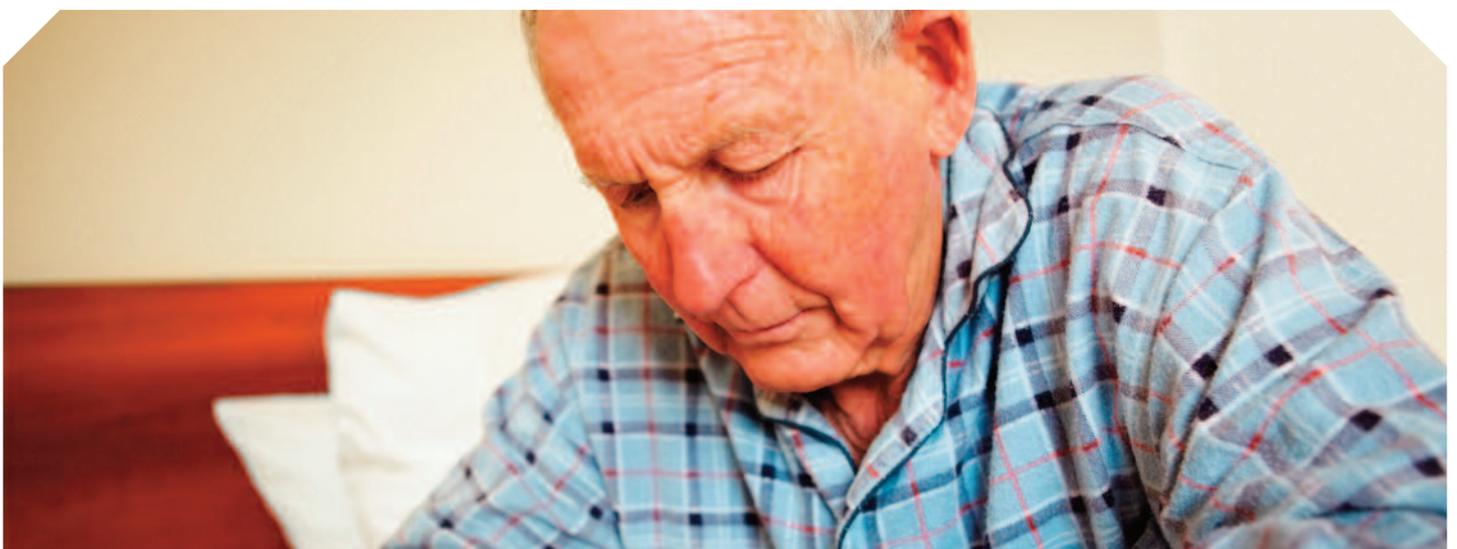
The results of the survey are used to identify how satisfied people are with the quality of their care and support services and assess their experiences of local services.

This year 89% of people receiving services in North Lincolnshire reported that they were quite satisfied, very satisfied or extremely satisfied with their care and support. This is an improvement on last year, above the English average and in the top 3 of Yorkshire and Humber Authorities.

In addition to the annual survey we carry out our own local, survey during the course of the year.

We asked nearly 3,000 people who receive care and support from adult services to tell us what is important to them and how they felt about their lives and their services.

Overall 72.1% of service users told us that they felt safe living in North Lincolnshire, 89.3% of people felt safe as a result of our services.



***“I know that the person giving me care and support will treat me with dignity and respect”***

In order to ensure that individuals are treated with dignity and respect we train our staff well ensuring they feel able to do their job and offer the right care and support. We support our partners to do the same and work together to safeguard the rights of vulnerable adults.

### **Staff Training & Awareness**

- ***Safeguarding***

As part of the mandatory training all staff complete safeguarding awareness training.

- ***Foundation Certificate in Rehabilitation and Reablement***

Working with our local NHS partners we continue to run our award winning programme that has enabled our Rehabilitation and Reablement Services to provide an effective, compliant and well thought of service.

- ***Diversity Training***

All council staff undertake a diversity awareness training course which reflects the Equality Act 2010.

- ***Dementia Training & Awareness***

Working with our partner agencies such as Alzheimer’s Society to increase the awareness of Dementia.

### **Dementia**

We currently commission the provision of appropriate high quality information and signposting services for people with dementia, their carers and family members including holding memory café sessions to maximise befriending for people with Dementia whilst sharing knowledge and holding dementia café session’s which provide information and support to carers and families, which is provided by Alzheimer’s Society.

The current prevalence of Dementia within North Lincolnshire is 2,253 with a diagnosis rate of 49.18% for people over 65. The predicted prevalence for 2015 is 2,303 people.

### **Autism**

We worked with our health partners, local providers, people with autism and their families to develop a local response to the National Autism strategy. We have established a local planning group with individuals and family representatives and professionals to help deliver our local strategy. **Supporting young people to adulthood.**

Coming together as a People Directorate has brought our transition planning closer together and staff are meeting to develop services that support young people in their move into adulthood. We expect to redesign some services with people with complex care needs over 2014/15



### Safeguarding Vulnerable Adults

As part of the service Vision to ensure that vulnerable people are safe to live the lives they choose, we work closely with other public bodies, professionals and the wider community as part of the Safeguarding Adult Board. The Access and Adult Protection Team co-ordinate all the alerts and concerns received. An alert is a signal that someone is concerned that a vulnerable person is being, or is at risk of being, abused.

We know that during 2012-13 a high number of alerts came to the service that could have been dealt with in another way. We have now introduced a national threshold tool to help identify concerns about the quality of care and concerns about the safety of a vulnerable adult. If abuse has occurred, we take positive action to ensure that the vulnerable person is made safe. Otherwise we agree a course of action with the vulnerable person and implemented it to ensure their on-going safety.

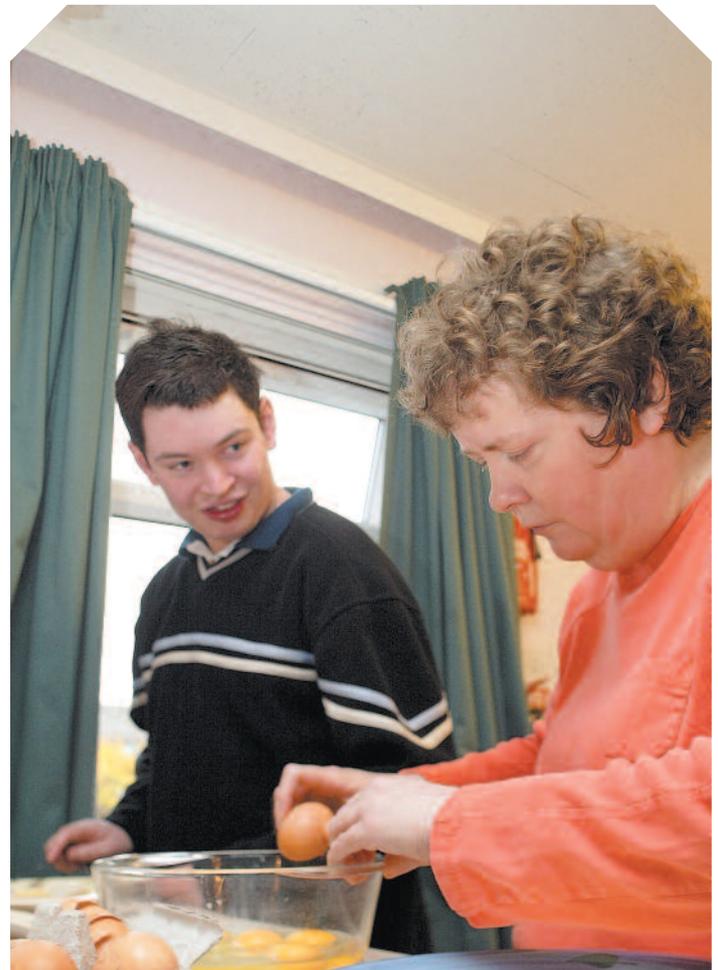
#### Case Study 4

Mr E, who had poorly managed diabetes, lived with his wife who had dementia and was her main carer. He felt it was his responsibility to care for his wife and declined all support to assist with this care. However, safeguarding concerns were raised about the care he was able to provide as on several occasions his diabetes caused him to be admitted to hospital. Mrs. E would be admitted to respite care at this time. In her best interest Mrs E was placed in permanent residential care.

Mr E struggled with not caring for his wife and at the same time continued to neglect himself. At first he rejected any support but after a lot of persistent work with Mr E to help him understand his own need for support at home and help with his medical needs he is currently receiving a care package to help monitor his health and reduce risk. He is also supported to visit his wife on a regular basis.

## Our plans for next year;

- Increase the number of vulnerable people who have real choice over their care and support they receive.
- Increase the range of housing options for all vulnerable people.
- Increase the number of vulnerable people helped to live and receive care in the community.
- Increase the number of vulnerable people with employment.



# Tell us what you think

We are always keen to know what you think and hear your ideas, either about how the service you receive is run or this Local Account.

If you would like to give us your views then you can get in touch in the following ways:

**By telephone:** 01724 298405

**By email:**  
servicedevelopmentteam@northlincs.gov.uk

**By post:**  
Service Development team, Adult Services, Hewson House, Station Road, Brigg, North Lincolnshire DN20 8XB

## Useful links:

[Connect to support](#) is a website that is an information hub and an 'online supermarket' for providers to promote their services and customers to window shop and buy.

The [Adult Services Market Position Statement](#) gives a wealth of information and advice to care providers who want to develop services for people in North Lincolnshire.

The [Safeguarding Adults Board](#) consists of representatives from agencies across North Lincolnshire who work together to prevent and tackle abuse to vulnerable adults in our area.

The [Adult Services Complaints](#) report is presented annual to Cabinet Member and published on North Lincolnshire Council's website.

[Annual Performance Assessments](#) for care and support services in North Lincolnshire are available on the North Lincolnshire website.

The [Care Quality Commission](#) regulates, inspects and reviews all adult social care services in the public, private and voluntary sector in England. You can use this link to access copies of [reports on services](#) in North Lincolnshire.

