

# YOUR LIFE YOUR CARE YOUR CHOICE

Local Account Doncaster Adult Social Care 2012 – 2013

Find out what people have said about Adult Social Care over the last 12 months, what improvements we have made so far, and what we are going to do next.



**Doncaster**  
Metropolitan Borough Council

[www.doncaster.gov.uk](http://www.doncaster.gov.uk)

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## Foreword

Welcome to our third Local Account, the annual report of Doncaster's Adult Social Care services. In last year's Local Account, we said what we would do in the year to come. In this document, we will review our progress over the last year and set our priorities for the next 12 months to deliver further improvement in Adult Care Services in Doncaster.



*I would like to thank all those individuals that have provided comments and feedback this year. Our performance measures and your feedback shows that we have made progress in the last year but still have improvements to make. This document will outline the work we will do over the next year to improve our Adult Care Services to ensure that users of our services have the right care and support to help them to live an independent and fulfilling life.*

*I hope you find this year's Local Account interesting and informative. If you would like any further information, there is more available online in a series of fact sheets.*

**Joan Beck**

**Director of Adults and Communities**



*As the Portfolio holder for Health and Adult Social Care and chair of Doncaster's Health and Wellbeing Board, it is with great personal interest I introduce this year's Local Account. I believe that we have made positive progress in Doncaster over the last year towards improving Adult Social Care and welcome the future improvements that this document outlines.*

*An example of our progress is seen in the work we have done around dementia. We are one of the first places in the country to make a public commitment towards becoming a dementia-friendly community – one that enables people with the condition to feel safe and supported and live as normal a life as possible. This is a great example of Doncaster leading the way. Through successful partnership working we are building towards our vision of making all communities dementia friendly.*

**Councillor Pat Knight**

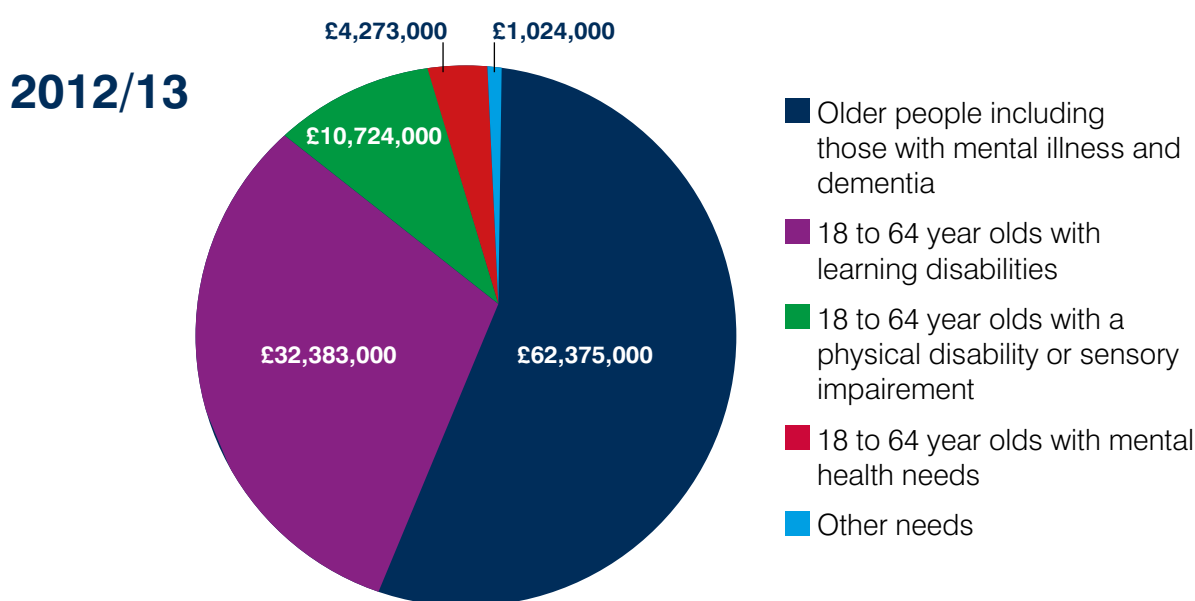
## Future changes

We are changing social care in Doncaster to make it fairer and more personalised to you. This is part of a major improvement programme, which will take account of national changes arising from the Care Bill 2013-14. The Bill, which is currently going through parliament, will place new duties and responsibilities on councils for promoting independence and wellbeing, and will change the way social care is funded in future. We will talk to you about the effects of these changes over the coming months.

## Finances

In addition to national and local policy changes, all public services are facing reductions in the amount they have to spend. For some years, the Council has protected Adult Social Care from budget reductions. We now have to work with you as users of our services, carers and providers to make sure we continue to provide good quality social care in the future whilst using less resources.

We currently spend most of our budget on older people. The reason for this is the highest proportion of people who use Social Care services are older and these people have the greatest needs. The next highest spend is on younger adults who have learning disabilities, some of whom have very complex needs. You can see from the chart how that fits in with other categories and reflects the demand for services.



Some packages of care can cost more and some can cost less depending on how complex people's needs are. To see what kind of costs we have, the table below gives you an idea of how much we spend on average for the services described in 2012-13. (Pounds per person per week).

	Residential and nursing care and intensive home care	Home care	Direct payments	Day care
Doncaster	£551	£154	£189	£158
Yorkshire & Humberside	£560	£208	£203	£223
England	£616	£218	£221	£230

## How did we do?

We continually monitor our performance across our services, which we publish and send some of to the Government. This information helps us to compare ourselves against other similar councils and councils in the same region, and learn from those that are performing well.

Our performance information from the last 12 months shows that: -

*We are generally doing well at ...*

- **Making sure people who use services feel that they have control over their lives and enjoy a good quality of life**
- **Enabling people with mental health needs to live in stable and appropriate accommodation**
- **Helping people who use social care services to feel safe**
- **Involving carers in discussions about people they care for**

*We need to work on...*

- **Support for older people to help them live at home after they have been in hospital**
- **Increasing the number of people who have personal budgets and direct payments<sup>2</sup>.**

## What we said we would do

Last year we said we would do a number of things to improve your experience of social care in Doncaster. We have broken these into four areas, Prevention, Personalisation, Productivity and Protection. The following pages outline the future aims in each area.





## Prevention

Helping you to stay active and independent or to become active and independent again following a particular life event.

**Set up a range of schemes to help people to volunteer for community work, improve access to transport, help with housing problems and befriend people who feel isolated.**

We have set up a befriending service with Sue Ryder Care for people with dementia and people who are at risk of social isolation. Please visit [www.sueryder.org](http://www.sueryder.org) and click on the links to the befriending service for more information. Throughout 2012/2013, there were 47 new referrals and between 38 and 41 people received support at any one time.

### Mrs B's Story

*Mrs B has been a widow for the past 12 months and has mobility problems following a fall, which has had a negative effect on her confidence. She started receiving visits from a volunteer befriender in November 2012 who has helped improve her social activities and her confidence is now growing. Mrs B appears to be a lot happier and is currently looking forward to planning more outings with her befriender.*

You have told us we need to do more to help maintain your independence, such as support the development of locally organised peer support networks and local groups, which you find helpful<sup>3</sup>. Our Community Teams do a lot of work to help connect people to their community. During 2012 - 2013, they helped 63 new community groups to form bringing the overall total number of groups that the council has supported to set up to nearly 2,000. We have also recruited or supported 327 volunteers.

<sup>3</sup> 'Making it Real' Conversations



The council's Wellbeing Officers have worked with 450 people with lower level needs, connecting many of them to local groups and activities. This relatively small activity makes a big difference in helping people to get out of their homes and reduces the risk of social isolation. The officers have also referred a number of people on to have a community care assessment; ensuring people receive appropriate support before reaching crisis point.

#### **Help elderly people avoid the risk of falling or tripping**

Over 1,000 older people are admitted to hospital in Doncaster every year because of a trip or fall. To help reduce the number of falls, our 'Minor Adaptations Without Delay' (MAWD) team provide adaptations and access to appropriate equipment that helps people move around their home safely. Your feedback shows that after equipment is fitted, 87% of you feel your risk of falling has been reduced.

During 2012/2013, the Home Alarm Service received 2,312 calls requesting assistance because of a client falling in their home. An ambulance needed calling in only 259 (11%) cases. Of the remaining cases, 1,807 were resolved by a visit from the Home Emergency Alarm Response Team responders who assisted the client using lifting equipment. Emergency Care Practitioners visited in 92 cases and the remaining 154 cases required no further action. This coming year, we aim to make sure more people who have had a fall but are not injured are referred for a falls assessment to prevent further falls from happening.

#### **Get more equipment and adaptations out to more people**

The Council's Housing Adaptations team have completed work to help around 1,400 people during the year. Our contract with Medequip meant that over 7,000 more people received equipment in the last year to help them in their daily lives to remain independent at home. It brings the number of households in Doncaster that have had equipment from Medequip to over 12,000.

### Get more Telecare equipment out to more people

This year, we issued an additional 800 pendant alarms and over 600 pieces of Telecare equipment. This means that 8,500 people now benefit from a 'round the clock' monitoring service and are guaranteed a response through friends, family or the Home Emergency Alarm Response Team.

### Put re-ablement services where people can access them and where they will be of most use

We have improved upon last year's performance regarding the effectiveness of our re-ablement services, with a higher number of older people remaining at home 91 days after discharge from Hospital <sup>4</sup>.

Our Short Term Enablement Program team continues to help people to regain their independence at home and retain their ability to carry out daily living. If you cannot return to your home immediately, we have set up re-ablement assessment units in partnership with the NHS to make sure you benefit from rehabilitation in the most appropriate setting.

We recognise there is further improvement needed and will continue to work closely with the local NHS to make sure re-ablement services are supporting the right people at the right time and in the right place.

4 Adult Social Care Outcomes Framework

*"My Mother rented a pendant alarm and Telecare equipment. We found when we needed the service, all staff involved were kind and helpful."*



*"It is with pleasure I am able to commend the rehabilitation facility at Rose House (re-ablement unit). From the outset, staff were professional, knowledgeable and caring....It is as close to a domestic home environment that I could imagine and has enabled my mother to successfully make the transition from institution to home. I applaud the dedication and tenacity of staff... I shall remain convinced that this type of facility should be promoted throughout the borough."*





## Lyndsey's Story

*Lyndsey has suffered with sight problems from birth including painful, distressing and disorientating visual migraines. These sight problems have affected her ability to move around and access printed information and other aspects of daily living such as cooking. Despite this, she lives and works independently, and would like this to continue. Our Sensory team worked with Lyndsey to coordinate rehabilitation sessions in daily living skills around her work and other commitments. Over two years she set personal targets that meant she could progress at her own rate. Lyndsey is now a competent long cane user, able to navigate around the town centre and access bus routes. These techniques have also led to a reduction in visual migraines. She is now eagerly awaiting a Guide Dog for the Blind and is becoming a competent Brailist and cook!*

*"The Braille and Day Living Skills have been wonderful in supporting me to become more confident, but the mobility work has been life changing".*

*"On behalf of my mum, sisters and brothers I just want to give an enormous thank you to the STEPS team and others who have been supporting my mum and I. The confidence they instilled in us in knowing that they were doing their absolute best for mum was so comforting. Their maturity, understanding, caring and obvious good training shone through. Thank you so much a hundred times over. Well done Social Services."*

### Improve support for people being discharged from hospital

We have introduced a new Integrated Hospital Discharge team with NHS partners where clinical and social care employees work together. This team will make sure that hospital discharges are timely and appropriate. As a result, there was less than half the number of delayed discharges this year when compared to last year <sup>5</sup>. The number of discharges that are delayed due to social care not being in place has also reduced by a third from last year. We will continue to work with partners and learn from best performing councils in the region to ensure that improvement continues <sup>6</sup>.

Preventing people from going into hospital in the first place is also important. Working with Accident and Emergency staff at Doncaster Royal Infirmary, our Rapid Assessment Project Team have arranged care for around 90% of the people they see, preventing the need for unnecessary admissions.

<sup>5</sup> Adult Social Care Outcomes Framework  
<sup>6</sup> Sector Led Improvements



# Personalisation

Taking control of your own care and money used to pay for your care.

## Offer a personal budget to more people

Some people that require ongoing social care and support can choose to access a personal budget. This is an amount of money paid directly to the individual, carer or third party. The benefits of personal budgets are that it gives people increased choice and control over how the money for their care and support is used. Personal budgets are not fixed forever and can change if needs change.

During the Local Account year, 341 more people received a personal budget, and of those, 73 took the budget as a Direct Payment. In total, 2,670 service users and 594 carers have a personal budget in Doncaster, which is about 48% of people who receive community-based services <sup>7</sup>. Doncaster Council took part in a national survey about Personal Budgets and what difference they made to people's lives. The results echoed what people who have a personal budget locally tell us - they make a real difference to quality of life <sup>8</sup>.

We know there is still work to do as the number of people who choose a personal budget in Doncaster is low compared to other areas; only 8.5% of people who receive social care currently receive a Direct Payment <sup>9</sup>. We are committed to increasing this number in the coming year.

## Direct Payments in Action

A young adult wanted to go to university but his physical disabilities made this very difficult. He was able to access a direct payment and used this to employ a Personal Assistant. This support enabled him to live away from home and his confidence, quality of life and social inclusion improved as a result. He has recently graduated with a sports degree.



## Reduce paperwork and simplify the process of applying for a personal budget

You have told us that the process of applying for a personal budget is too long and complicated <sup>10</sup> so some of you have been working with us to revise our processes and paperwork. As a result, the new paperwork will be shorter and easier to use and the new assessment process will focus more on what a person can do. There will also be more flexibility in how the budget can be used. We hope to start testing the new process in late 2013.

We know there is still work to do as the number of people who choose a personal budget in Doncaster is low compared to other areas; only 8.5% of people who receive social care currently receive a Direct Payment. We are committed to increasing this number in the coming year.

## Help local community groups to understand personalisation

Several local groups have worked with us to develop a better understanding of personal budgets and how social care and support should be based around the individual. In future, we will continue to involve more groups and individuals in co-producing the approach to personalisation as part of the system wide changes that are taking place.

## Have more ways for people to manage as much or as little of their personal budget as they feel comfortable with

Nearly half of people we talked to as part of the 'making it real' conversations said we should give you more choice in how you receive money to help with social care. We have worked with individuals and groups to understand the types of support that will help you to manage your budget and how that support could be delivered. This knowledge is being used to inform our plans for delivering improved support over the coming months.

<sup>7</sup> Adult Social Care Outcomes Framework

<sup>8</sup> Personal Outcomes Evaluation Tool

<sup>9</sup> Adult Social Care Outcomes Framework and Sector Led Improvement

<sup>10</sup> 'Making it Real' Conversations

## Productivity

Improving services and information about services

### We aim to improve the way we record, measure and use information about how satisfied you are with the services you use.

We continue to use complaints to improve the way services are delivered. In 2012-13, 99 complaints were made about Adult Social Care of which 58 were either withdrawn or not upheld, leaving 41 that helped us to improve services.

A complaint about the length of time taken to complete an assessment resulted in changes to the way work was allocated and managed. We also now have a better monitoring system for assessments. Another complaint about a person being sent home early from a respite unit, led to work being carried out around improving the knowledge of policies and procedures for staff <sup>11</sup>.

We have done more this year to analyse the results of surveys and use the results to inform service development. For example, results from the carers survey are being used to inform the Carers Strategy. We have also used the opportunity to encourage people who took part in the survey to help with the design and delivery of services so that the views we capture are more representative.

### Improve access to and quality of information

Last year you told us you needed to find out about help and advice available more easily.

This year, 76% of people who responded to the user survey said they thought it was easy to find information about the support services available <sup>12</sup>. Although this is an improvement and compares well to other councils, it still means that some of you struggle to find the information you need. This is why access to and quality of information remains a priority for us this year.

We will continue to promote the 'Connect to support' website ([www.connecttosupport.org](http://www.connecttosupport.org)), the eBay equivalent of care services, and develop other options to help people access information more easily. We will also promote our new Healthwatch Doncaster website, where you can go to read the latest news and to have your say on health and Adult Social Care issues in Doncaster - [www.healthwatchdoncaster.org.uk](http://www.healthwatchdoncaster.org.uk).

<sup>11</sup> Complaints Annual Report  
<sup>12</sup> User Survey



## Give more people a say in how we provide services

In addition to involving you in the development of personal budgets, we are now involving more service users, carers and members of the public in the development of our services and the decision making in the awarding of contracts. Examples this year include the contracts for the local Healthwatch, Dementia Carers Support and Supported Housing. This approach is now part of our commissioning process and helps to get the right services. There is a lot of commitment involved in this work and we would like to take this opportunity to thank all those who have given their time and experience.



## Have better advocacy support for people who need it

Many national and local voluntary and charity groups support specific client groups and campaign for improvements in support. In Doncaster, we have groups that can provide advocacy and peer support for people with a range of specific needs. Information about who can offer support in Doncaster can be found on the 'Connect to support' website. During 2012/2013, we asked you what you thought the advocacy service should look like. The information you provided will help us to set up a new service that is appropriate to your needs.



## Improve carer's services

Results from a Carers Survey undertaken in September 2012 indicate that over 84% of carers who received support in the 12 months prior to the survey being carried out were satisfied with the support services they received. Over a quarter said they were 'extremely satisfied'<sup>13</sup>. Whilst this is a positive result, we recognise there is room for improvement and are committed to working with carers to make that improvement. To support this, a number of carers who took part in the survey have agreed to work with us on future developments. Our work to encourage more carers to come forward continues, for example through our carers' campaign, which ran between May and June, and included awareness raising activities and events. By the end of the campaign, there was a 400% increase in hits on the Council carer's web page (1172 hits by 875 different individuals).

Further improvements include establishing a new contract with Age UK to provide advocacy and a more flexible voucher system for carers.

13 User Survey



## Protection

### Help people who use services to feel safer

Results from the user survey indicate 71% of you said you feel safe and 84% said the social care you receive makes you feel safer<sup>14</sup>. This is an improvement from last year but it still means that some of you do not feel safe. We have looked into who is saying this and why. Most of the people who could not say they felt safe were the elderly and those with a disability.

Many people said that they do not go out alone because they are frightened of falling –some roads and streets are not well adapted for people who cannot move about as easily as others. We will do further work with staff in communities to address some of the issues that are contributing to people not feeling safe.

### Reduce Hate Crime

If a person believes they have been targeted because of their race, religion/belief, gender, gender identity, sexual orientation, disability or age; this will be treated as a potential Hate Crime. Reports of Hate Crime are always treated as a priority.

We have continued to work closely with partners including South Yorkshire Police and St Leger Homes of Doncaster to prevent Hate Crime happening including through education and training, with a commitment to deal firmly with any incident. Meeting the needs of the victim is central to the work we do, so we now contact individuals to discuss how well their case is being managed, and as a result, internal processes have been developed to improve the victim's experience.

We will ensure that we are accountable for our performance around Hate Crime and have therefore set ourselves a target with partners to deliver year on year reductions.

### Make sure people who abuse the vulnerable realise the harm they cause

Because of our safeguarding investigations into allegations of abuse, in the last year 19 people went to court, or had some other legal action taken against them. A further 67 people had other sanctions made against them. Some people who caused harm, received training or counselling because they may not have known what they were doing was wrong. Altogether, 258 people came to realise that their actions were causing harm and upset to other people.

<sup>14</sup> User and Carer Survey



# Working with our partners

Doncaster now has a Health and Wellbeing Board in place, which is made up of representatives from Doncaster Council, Healthwatch Doncaster, Bassetlaw Hospital NHS Foundation Trust, Rotherham, Doncaster and South Humber NHS Foundation Trust and South Yorkshire Police. The purpose of the Health and Wellbeing Board is to improve the health and wellbeing for the residents of Doncaster and to reduce inequalities in health outcomes. For more information about the Health and Wellbeing Board and to read the Health and Wellbeing Strategy, please visit the Social Care for Adults pages at [www.doncaster.gov.uk](http://www.doncaster.gov.uk).

In 2012-13 we have made good progress in setting up 'One Team Working' to bring together the teams who arrange services. They hold weekly team meetings where they coordinate the services that people need and make referrals to specialist practitioners, including Physiotherapist, Occupational Therapists and Mental Health services. Over the last year, we have significantly reduced the number of people entering residential care and improved the help we offer to people when leaving hospital

***“I believe that ‘One Team Working’ works extremely well. I am able to contribute and enhance people care more effectively now it is up and running. I find it helpful and easier to undertake joint working with members of the multi-disciplinary team.”*** (East team practitioner)

Emergency response teams are also being brought together. During the year, we have combined different teams from the NHS and council into one building, creating a single point of access for crisis and re-ablement referrals.

Our Telecare team is now installing telehealth equipment for our NHS partners. An extra 46 patients had this equipment installed during the year, allowing remote monitoring of their health conditions while they remain in their homes.

We have worked for a number of years with NHS partners to ensure we meet the demand for health and social care services particularly during the winter months. We have now developed a single, year-round group. This group meets monthly throughout the year, weekly during the winter period and sometimes daily in times of very high demand. The approach of the group has directly led to less demand for hospital services – with 150 bed days saved in one month over the winter period in 2012/13.



# What we will do in 2013/14

We have set out what we intend to do this year to improve social care for adults in Doncaster; these are the aims in our directorate plan and our contribution to the Council's plan.

- **Produce and deliver a strategy to modernise Adult Social Care services**
- **Integrate and consult more in the planning, commissioning and delivery of services**
- **Make sure that Doncaster's social care workforce are able to deliver modernised services**
- **Expand early intervention and prevention work in neighbourhoods**
- **Improve community participation and volunteering in a wide range of local activities, including well-being, culture, community self-help and shaping and delivering local services**
- **Delay and reduce the need for long-term care and increase support through local prevention**
- **Provide accurate, timely information and advice to people who need it**
- **Give more people choice and control over their care**
- **Make sure all service users are treated with dignity and respect**
- **Make sure there are effective arrangements for safeguarding adults**
- **Ensure equality and fairness**

## More information

For more detailed information about Adult Social Care in Doncaster, please refer to our fact sheets which are available online at [www.doncaster.gov.uk/localaccount](http://www.doncaster.gov.uk/localaccount).

- **Performance**
- **Activity**
- **Finance**
- **Demographics**
- **Safeguarding**

# Acknowledgements

We have used a range of sources of information to develop the Local Account, including the following:

- **User and carer surveys** - every year, the government asks councils to survey people who require social care and their carers. The questions are the same each year so we can compare against our previous performance and with other councils. We also carry out other local surveys from time to time.
- **Independent Peer Assessment** - undertaken for the first time last year as part of the move towards councils becoming more responsible for their own improvement. This involved other councils and users of services reviewing Doncaster's services. It included a review of our last Local Account to see how easy it was to read and feedback from mystery shoppers about how easy it is to contact the council.
- The **Adult Social Care Outcomes Framework (ASCOF)** - performance measures set by the government and collected by all councils.
- **“Think Local, Act Personal”** - we have committed to using the national ‘Making it Real’ marking of progress in Doncaster, which sets out what people who use services and carers expect to see and experience if support services are truly personalised. Over the last year, we have talked to people through ‘Making it Real’ conversations to understand how we are doing and where we need to improve.
- **Feedback** - through the compliments and complaints we have received and from monitoring contracts with care providers.
- **Personal stories** - of people's experiences of receiving support to achieve independence
- **Our own records of progress on projects**





## Accessing Social Care

If you think that you, a member of your family or a friend need some assistance to stay independent, you can contact the Council using any of the details shown below.

You can also contact us if you have any concerns about adult abuse or suspect that abuse is happening to someone else.

Website: [www.doncaster.gov.uk](http://www.doncaster.gov.uk)

Phone: **01302 736000**

Minicom: **01302 736252**

Text: **71006**

**Address:**

Civic Office

Waterdale

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DN1 3BU

If you have any feedback on the Local Account, we would really like to hear from you, please email [localaccount@doncaster.gov.uk](mailto:localaccount@doncaster.gov.uk)



**Doncaster**  
Metropolitan Borough Council