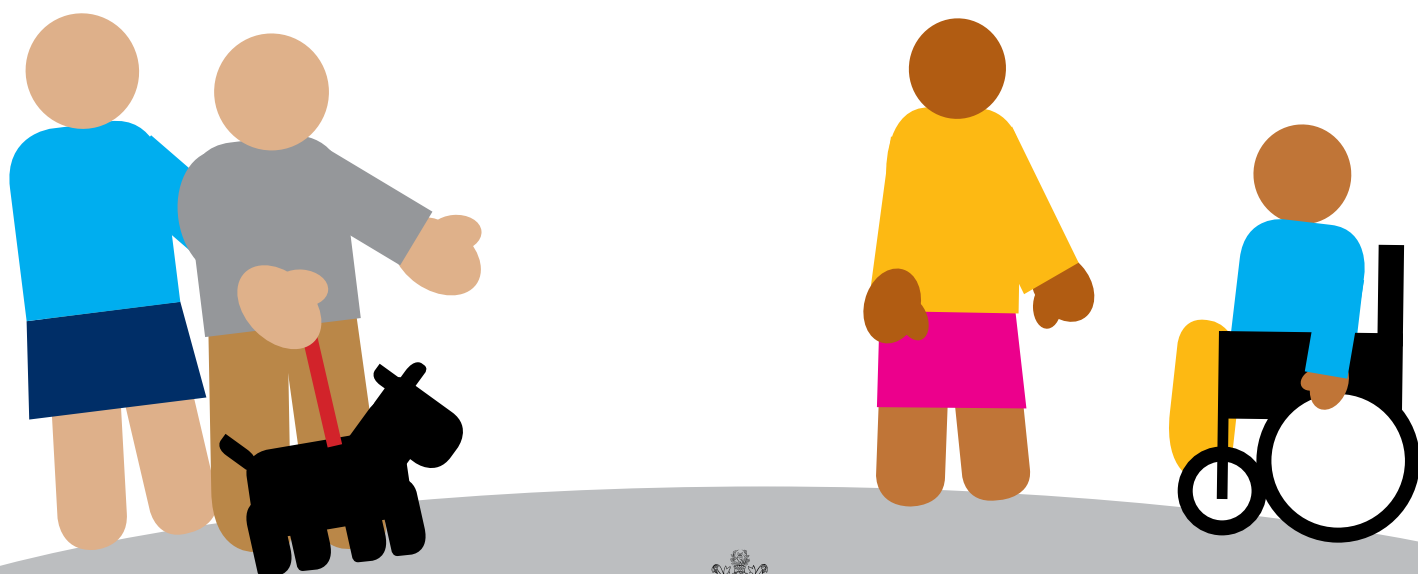




Doncaster Local Account of Adult Social Care 2014



Doncaster
Metropolitan Borough Council

Introduction

This is our Local Account of Adult Social Care – we want to let you know how Adult Social Care and Communities services in Doncaster are performing and what we are doing to improve.

We want to be very clear about our achievements, our challenges and our proposals for the future. We know what the challenges are ahead and are confident that, with our many partners, we can transform what we do to provide the right amount of care and support for the residents of Doncaster who need it.

This year, we invited a Peer Challenge organised by the Local Government Association (LGA). This is where other Local authorities and health organisations look at what we are doing to give an independent view on how well we are performing. We will tell you more about this later on.

Just looking to the future, we know we will have less money to spend and therefore we must focus the resources we have on services that will enable people and communities to support themselves wherever possible. This means we will need to work with all of our partners across the Borough to maximise the collective resources that we have to achieve the most positive impact we can on how people choose to live their lives.



Councillor Pat Knight
Portfolio Holder for Health and Social Care



Dave Hamilton
Director of Adults, Health and Wellbeing

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Where are we now?

We are changing what we offer in Adult Social Care to make sure there is more choice for people who need care and support. Our strategy for modernising and transforming Adult Social Care and Support in Doncaster, **Building the Road to Independence**, sets out how we intend to do this. We are working closely with the health service and other organisations to work better together and to develop activities and services which people can easily access. More effort and resources are being put into helping people stay healthy and to access the support they need to stay independent. Where people need more help, they are assessed and get the help that is appropriate for their needs.

Across the council we are looking carefully at how we spend money. We have to save £109 million over the next three years and we will do this by changing how we do things. Adult Social Care is part of this, and we have made a number of changes to improve care and support in Doncaster and to ensure we use public money as wisely and ethically as possible. We know this is not easy and that some people will be concerned about the changes, therefore we will involve people in this as much as we can. We have consulted with local people on where they thought the savings could be best made. Following this, some more specific proposals were made for Adult Social Care. The LGA peer challenge recognised that the council was addressing some difficult issues, with the cabinet starting to make decisions on the following;

- Modernising and reducing council day centres for older people and people with a learning disability
- Closing seven council run care homes
- Changing the level at which people qualify for care and support to match the national 'eligibility criteria'
- Removing some of the subsidies to care and transport costs.

"We have just approved a modernisation agenda in respect of our care homes and day centres, which will help to ensure we meet the care needs of some of our most vulnerable residents both now and in the future. We have listened to the concerns people have raised and we have amended the proposals to try and address those concerns."

Mayor Ros Jones

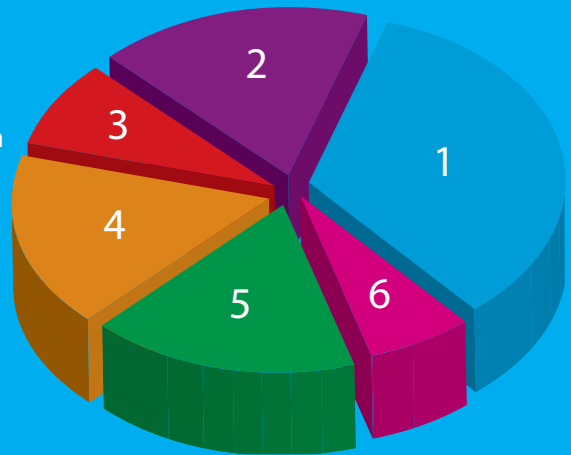
"The Council is clearly making important and difficult decisions for the future of adult social care".

LGA Review Team

Where do we spend our money?

The council has a budget of £388 million. Last year we split this money across the Council departments like this -

- 1** Adults & Communities £88.14m
- 2** Children & Young people (not including schools) £45.2m
- 3** Finance & Corporate Services £21.38m
- 4** Regeneration & Environment £44.21m
- 5** Council wide £43.74
- 6** Public Health £17.1m



For every £100 pounds we spend in Adults and Communities it is apportioned like this:-



Residential Care Placements
£34.57



Homecare
£14.37



Assessment & Care Management
£13.57



Community & Universal Services
£10.70



Day Care
£6.87



Supported Living
£5.85



Nursing Care Placements
£5.15



Direct Payments
£4.68



Equipment
£1.94



Counselling & Advice
£1.86



Management Costs
£0.22



Substance Misuse
£0.14

HIV

HIV
£0.05



Complaints
£0.03

How people get social care

Last year we were contacted
24,723 times



People may not get a service for a variety of reasons including:

- They do not want it
- They pay for it themselves
- Their needs change
- They move away

The council financially supports 1,085 people to live in a Nursing or Residential care home and 5,953 people to live in local communities.

The level of the challenge

As we said before, The Council needs to save £109 million over the next 3 years

But people's needs are likely to increase, we believe there will be;

15%

increase in people over 65 years of age by 2020

16.4%

increase in people living with dementia by 2020

550

new cases every year of people diagnosed with dementia

33,000

estimated number of carers by 2020

We know that in Doncaster

13%

more older people go into residential and nursing care than other similar council areas

50%

less people take a direct payment than in similar councils

What we do and how well we do it

We monitor our performance regularly and we share this information with the Government, Council leadership and make some information available publicly. The Adult Social Care Outcomes Framework (ASCOF) allows us to measure how well the care and support system in Doncaster is working, it also lets us compare how we are performing against other councils.

Using the latest performance measures from March 2014

we are doing well at



Employment rates and numbers of people living safely for people with a Learning Disability



We are the best performer (first) in the region for people with Mental Health issues living independently



Our Hospital discharge figures are better than the National average



Admissions to residential care for younger adults are better than the national average, meaning that more people are able to live independently

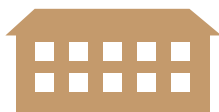
we need to work on



Satisfaction levels for people using our services – our user survey for 2013/14 shows lower than usual satisfaction with social care services



Direct Payments – we have increased the number of people who take their personal budget as a direct payment, but other councils have increased this at a faster rate



Admissions to Long term residential care for Older People are higher than similar councils



The number of older people still at home, 91 days after leaving hospital and having received a period of re-ablement is lower than similar councils

What do people say about us?

Service User Survey

Every year the government asks us to carry out a survey to see what people think about our adult social care services. This year (2014) we asked a random sample of 1175 people receiving care to complete the survey. 415 people responded:

56.8% were satisfied with the care and support they receive

75.9% said they had control over their life

72.9% found it easy to get information and advice

The information paints a different picture to last year's results which were more positive. This could reflect a number of things, including proposed changes to services that we mentioned earlier in the document, but we are currently working to fully understand the findings.

Sector Led Improvement

We work with other Councils to help us improve. Part of this is an annual, independent assessment of Adult Social Care called Sector Led Improvement. Service Users and care professionals from other areas contribute to this.

Our most recent assessment highlighted the key areas we need to work on;

- Increasing the number of people wanting to take a Direct payment
- High numbers of older people going into residential care
- Our arrangements for when people need to contact us.

Peer Challenge

We asked for the Local Government Association (LGA) to arrange for a team made up of Councillors, NHS, and council staff, from all over the country, to assess our services in January 2014. They looked at our ambitions, performance and delivery against our Adult Social Care priorities. They met with service users, carers, staff, partners and providers of care who helped them come to their conclusions.

The report was comprehensive with recommendations on how we can build on our solid base and a clear view that these should be 'pursued at pace'. The feedback from the review team was very positive and this is reflected in the final report. Some observations about Doncaster included;

The review team felt that the Council is well-placed to modernise adult social care with a leadership who are prepared to make important and difficult decisions in the best interests of the people of Doncaster.



Complaints

Last year we received 102 complaints about Adult Social Care, which is slightly higher than the 99 we received last year. The total this year included 11 complaints about blue badges, where normally we would not get any. We think this is because we have implemented new national criteria for getting a badge, so more people do not meet the necessary criteria. This is the same picture as elsewhere in the country and we have been commended by the Ombudsman for our implementation of the new rules. After investigation, 26 of the total complaints were found to be justified in some way and we apologised and did something about it. To make sure we do not repeat mistakes, we have introduced a 'lessons learned' system so that we can track improvements we have made.

A good example of this is when someone had not been given enough information about how Direct Payments worked, during their assessment. This led to problems for them when using the direct payments. It was clear that further information needed to be available for all our service users. Social workers now provide booklets on Direct Payments to ensure the process is fully explained and people can make an informed decision.

For more information about complaints please see our complaints annual report which will be published later this year.

What we said we would do

In last year's Local Account, we said what we would do to modernise Adult Social care in Doncaster. So what have we done:-

1 Prevention

Helping you to stay active and independent, or to become active and independent again after a particular accident or incident.

Do more early intervention and prevention

We have used money from the government called the 'Better Care Fund' to help modernise health and social care services. We will use this fund to introduce new and innovative services which help promote our independence work. Our LGA peer review agreed,

"The Council is in an enviable position to develop the use of the Better Care Fund with NHS partners to deliver services in community and preventative settings for the benefit of users and carers in Doncaster"
LGA Review Team

An example of this is our Community Funding Prospectus, introduced in September 2013, as a new approach to commissioning services and support. It meant smaller groups could take part in bidding for funding through the Seed Fund, Making it Real Fund and the larger Innovation Fund. Thanks to this, we are now seeing different & new organisations becoming involved in providing services in Doncaster. Some of the larger schemes funded have included housing support, peer support groups, volunteer drivers projects and setting up community cafes where we have funded equipment and the set-up costs. In addition to this, there are dozens of projects which have bid for and received small amounts of funding. Successful projects are now seeing the benefit of working together to support each other – one scheme at local radio station – Sine fm promotes all the other projects.

We have asked Sheffield Hallam University to tell us how well the Community Funding Prospectus has worked. They are looking at this now and will tell us what the most effective projects have been. This work will help to shape our future plans for Adult Social Care.

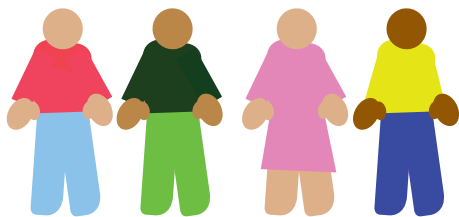


Improve community participation and volunteering in a wide range of local activities, including well-being, culture, community self-help and shaping and delivering services.

Our wellbeing officers are now based in neighbourhood council teams. This has meant they have been able to broaden the work that they do, and link in with other types of support in each community. A great example of this is where we identified people who need help putting their wheelie bins out. We were able to introduce them to the support that they could get from other people in their community. The combined work of the team over the last year has really helped to build a base of community involvement, which was commended by the LGA peers,

“exemplified person centred delivery, community development, joined-up working and front-line empowerment”
LGA Review Team

Specifically the teams have



supported 300 new community volunteers involved in lots of activities and helping to sustain groups and organisations into the future



taken 366 referrals for lower level support, such as helping people to get out and about



getting more people active with 10.5% more people taking part in sports and activity



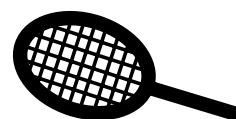
supported 60 new groups to “do things for themselves” – from community clean ups to communities running libraries and delivering local services



supporting community groups to raise around £4.5m in extra funding



dealing with 1225 incidents of lower level anti-social behaviour – diverting young people away from this, supporting families to address the causes and to build better neighbourhood relationships which has contributed to an overall 34.4% reduction in Anti-Social behaviour across the Borough



improved involvement in sports volunteering by 9.8% which is now well above the National average of 6%

Community-Managed Libraries

Doncaster has pioneered a volunteer scheme for sustaining libraries. By September 2014, there will be 20 community-managed libraries across the borough, with over 650 library volunteers currently registered. As well as keeping a library service in each of the 20 areas of the borough, the libraries and volunteers provide a community hub of activity and support, engaging people in a way never seen before.

“Me and Sue just pop down to the library, we can have a cuppa, a chat and neither of us are on our own, or cold. Funny thing is, it was only because I have help pulling my bin out, that the officers came to check on me and ask me how things were, now I go to the library and the knit and natter group, its so much better.”

Library User

Delay and reduce need for long term care

This year, more people are still living independently after leaving hospital – although we know we still need to improve on this. Our integrated health and social care teams saw 3152 people last year who were being discharged from hospital.

We have invested in our Short Term Re-ablement Programme (STEPS) teams to make sure that they can give support at home and help in the most efficient way. The teams now have a supply of equipment which helps with people's rehabilitation. Before, they had to wait for the equipment to be ordered and delivered. If people can't go home after being in hospital, our Social Care Assessment Units help with short-term rehabilitation in a residential setting, away from hospital.

People don't get these services for long, the average length of the service is 29 days, two-thirds of all people who received re-ablement help were able to go straight home. This helps to free up hospital resources for other people, and gets people back to where they want to be.

“I would like to thank you all for the care and friendship shown to my wife and I over the last few weeks. It was wonderful!!! It seemed that there was nothing you could not do for us. We certainly could not have done it without you! Thanks again. You are a fantastic bunch of people. God Bless.”

Steps Service User

Telecare and HEART service

Telecare is equipment that can help provide security or monitoring for people who want to remain independent. We have provided telecare to 400 more people during the year, bringing the total number to over 1300 people. We have also issued more pendant alarms during the year, which means that nearly 9,500 people now benefit from our 'round the clock' monitoring service and are guaranteed a response from friends, family or our own Home Emergency Alarm Response Team (HEART).

More often than not, when our HEART staff do have to go out, we can help people without having to call the Ambulance or Paramedics. We do this by using our own lifting equipment and referring to specialist health services. We were called out 2400 times during the year, with only 400 (16%) of these calls resulting in emergency services having to go out.

Dementia

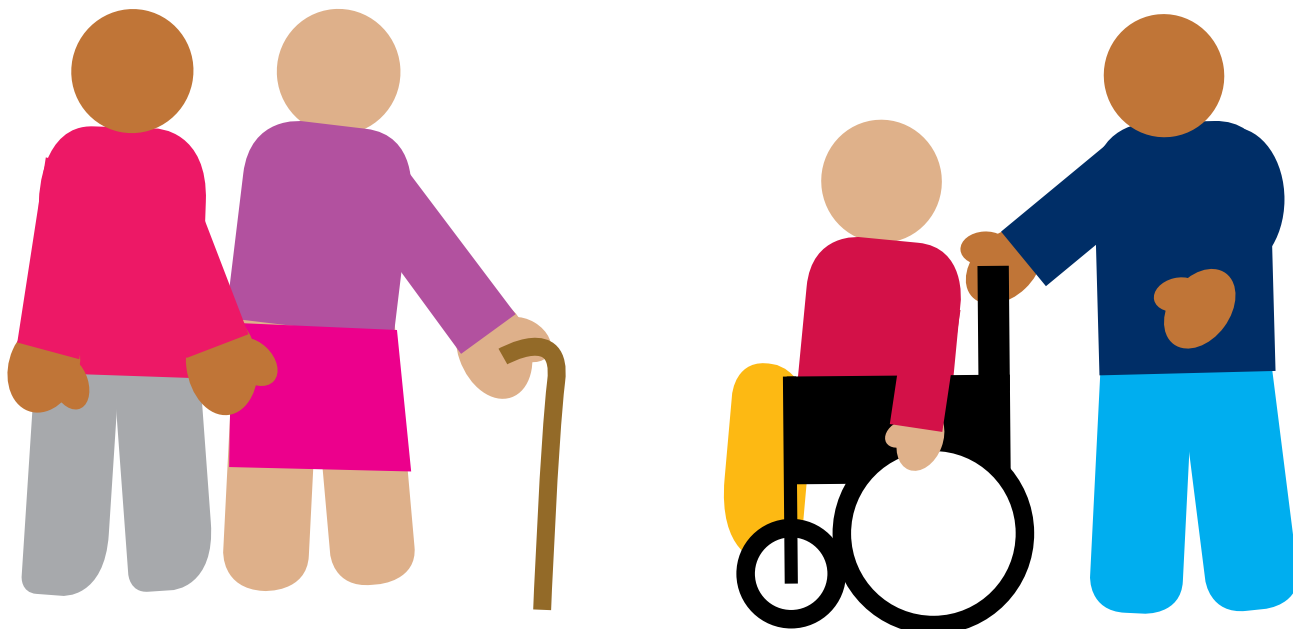
We highlighted Dementia as an important area that we needed to do more in, making a public commitment last year, to becoming Dementia Friendly.

In the last year, with our health partners, we were successful in bidding for money from the government to 'improve the environment of Care for people with dementia'. This has helped to fund some exciting new initiatives in Doncaster, where we have worked with patients, carers and staff to create dementia friendly environments. This included improvements to wards at Doncaster Royal Infirmary and Tickhill Road, and some supported living schemes to a nationally recognised design standard.

Public Health

After years of working closely together, in 2013 the Public Health department formally became part of the council. The aim of improving health and public health protection has not changed and we have been able to better plan and fund services such as housing, and social care and support, to make sure that these contribute to health improvement and protection.

"Very positive transition of public health into the Council and beginning to have an impact"
LGA Review Team



2 Personalisation

Give more people choice and control over their care and support

People who need on going social care and support, can choose to access a personal budget. This is an amount of money that can be used to pay for care and support. Last year we offered a personal budget to 3245 people – about 48% of people who have long term care needs. This is below national performance levels and we know that not everybody who could get a personal budget is offered one. We are looking to improve this in the coming year.

We promised to simplify the process of getting a personal budget. We worked with people who receive services, and social care staff, to re-design the assessment processes and forms. We want to involve the individual person more, looking at what they can do and what support they already have around them. This is now being tested out and will be made available to all teams later this year. Early feedback is very positive with people reporting that they feel more in control over their assessment. We are sharing this work with colleagues in other councils through Sector-Led Improvement and have agreed to do some joint work with another Council.

Case Study – Anne’s Story

Taking her Personal Budget as a direct payment has been life – changing for Anne. As an active, young minded person, Anne uses the payment to enable her to do things, like going to Yorkshire Wildlife Park, Potteric Carr, Town centre and even attending a residential history course. Anne didn’t want the financial responsibility, so her social worker arranged for a managed account, where a company takes care of things like paying wages, invoices and tax. Previously Anne attended a day centre 5 days a week and had home care – which didn’t suit what she wanted to do. With the direct payment and support from her mentor Toyah, Anne is now more confident and wants to take on more of the day to day tasks that she wasn’t able to do in the past – she is even cooking her own Sunday dinner and baking.

“It’s like my life has just begun!”



Anne and Toyah

3 Productivity

This is the work we do to ensure Adult Social Care services are improving.

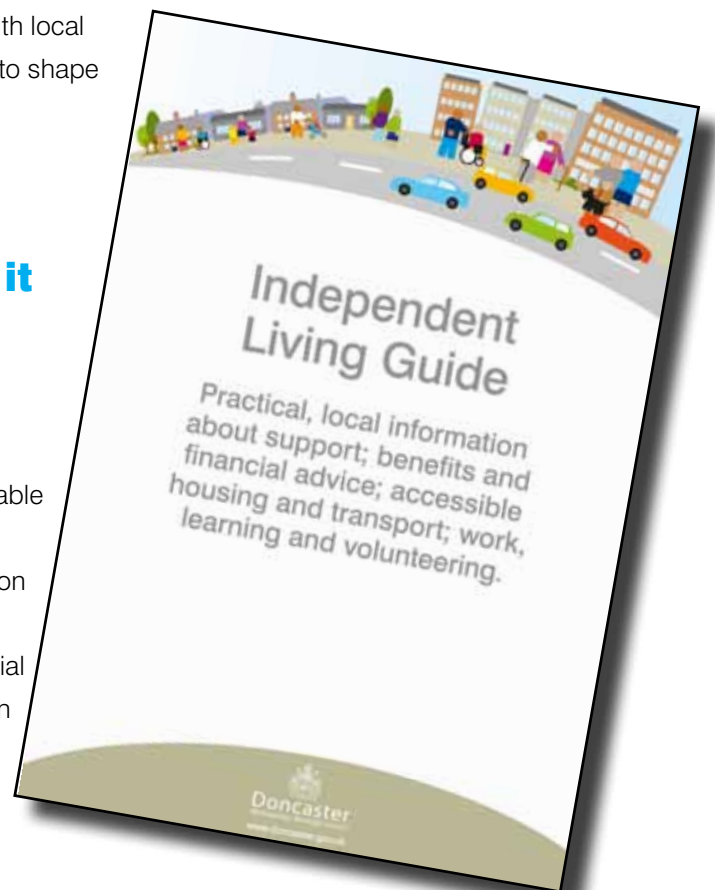
Produce, and deliver a strategy to modernise Adult Social care services

We published our **Modernisation Strategy, Building the Road to Independence in January 2014**. We invited comments which have helped to determine how the changes will be implemented over the next five years. We have started much of what we need to do already, but it has allowed us to start a conversation with local people, partners, and care providers about how we need to shape social care in the future.

Provide accurate and timely information to people who need it

A guide has been developed with, and for, disabled and older people to provide practical, local information to live independently.

This is called our Independent Living Guide which is available online and in hard copy. We are now evaluating how successful the document has been in improving information about keeping independent. Early signs show that it has been well received, and it is being used widely by our social care assessment staff to provide ideas on how people can keep independent.



Mystery Shopping

Through Sector-Led Improvement, our independent mystery shoppers have told us that we have generally improved the way we provide information and advice to people. In particular, we have improved in the quality of our reception areas and the information on our website. However we still have work to do in our 'face to face' contact – where we were said to be 'fair'. Our out of hours response was judged unsatisfactory. We have now changed how this service is provided, by integrating it with NHS community services. We think that this will improve the service that people get when they contact us.

“Staff members
on hand to help instruct
where to go and what
to do with the touch
screen service”

Reception

“Very helpful and very
understanding”

Telephone Contact

“Offered no help at all.
The person I spoke to was quite
abrupt and slightly impatient”

Out of Hours

Services for Carers

We have worked hard to recognise and appreciate the work carers do, and making sure that they can access the information, advice and support they need. Our events on Carers Rights Day and Carers Week have promoted the services, as well as allowing carers to let us know what would help them. Through this work we have helped people identify themselves as carers, and some have agreed to tell us about their experiences in a blog.



Case Study – Sushila’s Diary

Sushila cares for her daughter Manika who has autism spectrum disorder and needs supervising with dressing, showering and getting out and about.

Tuesday

I wake up at 8.30am and prepare for Manika getting up at 9 o'clock by picking out her clothes and putting them out on the bed.

I ask Manika to brush her teeth and her hair. I make cups of tea and then ask Manika what she wants for breakfast. Manika won't answer so I get stressed and running around trying to get her to eat breakfast runs into lunchtime!

Manika only snacks at lunchtime given how late breakfast ran over today but when it gets to family meal time she is taking a long time to eat her Indian meal.

We relaxed after dinner and watched some Indian soaps and movies. Feels like quality time and I enjoy seeing Manika happy but I can't help but be scared what might happen in the future.



4 Protection

Reduce hate crime

Over the past year, our Community Safety Partnership has worked hard to make sure we all become better at identifying hate crime and understand the effect that it has on peoples lives. All staff working with people with a Learning Disability have now completed training on this, which has led to a small increase in it being reported. Social care and community safety staff are working better together to respond to hate crime. Next steps planned are raising awareness with vulnerable adults and providers of social care.

How we assure quality of services

Most of the social care arranged for people is provided by private or community sector providers, there are about 250 different providers of care in Doncaster. We make sure that these providers meet our quality standards through visits and assessments, and more focussed work when there are concerns about a poorly performing care provider. The focus of this work is to ensure people are as safe as possible and care is provided with dignity and respect. Our contracts team carried out over 410 visits in the last year, which takes into account the views of care users, families, carers and staff all contributing to an assessment of quality. We carried out a further 5 sessions with providers to improve quality standards.

Safeguarding Adults

We work with other organisations in Doncaster to make sure we help to keep people as safe as possible. This means responding when people have concerns about a person's safety. We received 1,249 notifications of possible abuse last year. After appropriate consideration 440 of these were investigated formally and action taken to make sure the people involved were safe. We are now involved in a pilot scheme to improve the way safeguarding investigations are done, called 'Making Safeguarding Personal' we will tell you about the success of this in next year's Local Account.

What we will do in 2014/15

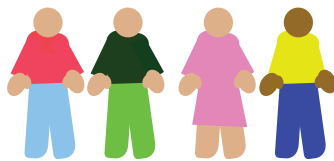
We have set out what we intend to do this year to improve social care for adults in Doncaster. The Peer Challenge and our Sector-Led Improvement assessment have helped us to focus on the things we need to do.



Build confidence and encourage innovation in local communities



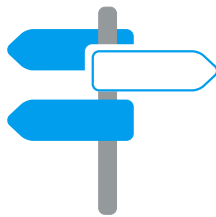
Provide a wide range of housing options which help people stay independent



Make sure carers can access the support they need



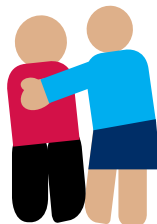
Make sure people who use services are involved in their design



Improve the information and advice available for people



Use Information Technology in the most effective way



Ensure vulnerable people are helped to keep safe



Make sure that services which people need are available



Expand the use of personal budgets – including increasing the number of people getting direct payments

Contact details

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

Phone: 01302 737391

Minicom: 01302 736252

Text: 71006

Address: Civic Office, Waterdale,
Doncaster 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

For all other enquiries about council services call 01302 736000 or text 71006 (Texts are charged at your service providers usual rate. Some providers may charge a premium)

You can also download the free MyDoncaster app or follow MyDoncaster on Facebook and Twitter.

If you would like to access the information in this document in another language or format, please contact us.

Thanks

Many thanks to Healthwatch Doncaster and their Ambassadors Kay Kirk and Dorothy Head who have assisted with the development of this Local Account.



Doncaster
Metropolitan Borough Council