

Adult Services Local Account 2012-13

Safe
Supported
Transformed

Your Services
for Adults



Foreword



Cllr Rob Waltham
Cabinet Member for
People

We have a strong council plan that ensures our older residents and those with special needs are supported to be as independent and safe as they can be.

This Local Account shows you how we work with vulnerable people, the progress that we have made during the past year and the things we are working to achieve in the future.

I welcome the publication of the Caring for our Futures, white paper which shows a clear vision and plan for the much needed national reform of adult social care services.

Our local approach very much reflects the white paper's core principles that we continue to prioritise in North Lincolnshire.

I have been impressed with how committed our staff are to providing safe, quality services and working closely with our health partners in developing person centred, coordinated care and support for the most vulnerable in our local communities.

I am committed to putting people's experience of their care and support at the heart of our assessment of how we perform as a council.

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. I hope to hear from you.

Cllr Rob Waltham
Cabinet Member for People

Context



Denise Hyde
Director of People

The 'People' Directorate was created in June 2012; this is the coming together of Adults and Children & Young People's services. During this last year services have continued to develop and improve the focus on person centred co-ordinated care.

Our vision is: **safe children, vulnerable adults, supported families, carers, transformed lives**, routed in shared values and principles.

Our transformation programme is fast moving and one where we aim to have the "right services in the right place at the right time".

We want vulnerable adults and their families to feel valued and respected in all aspects of their contact with us and be in control of the decisions that affect their lives, understand their rights and responsibilities and that our responsibility is to promote and support independence, choice and control over decisions that affect their lives.

We want people who use our services to say:

"I am supported to maintain my independence for as long as possible. I understand how care and support works, and what my entitlements and responsibilities are. I am happy with the quality of my care and support. I know that the person giving me care and support will treat me with dignity and respect. I am in control of my care and support."

Denise Hyde
Director of People
North Lincolnshire Council

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Introduction

This Local Account shows the people of North Lincolnshire what we have achieved and how we have performed in adult social care in 2012/13 compared with what we said we would do last year. It also explains what we will do in the coming year, our priorities for delivering adult social care, and importantly, why we are making those decisions. We show how we have listened to the views of people in the area and how we will continue to do this in coming years. The examples we have used are real and from local people using our services. This year the photographs are not local but we intend to change this next year.

The White Paper “Caring for our Future - Reforming Care and Support”, was published in July 2012. It sets out a vision for a reformed care and support system which promotes well-being and independence and reducing the risk of people reaching crisis point.

To deliver our vision we need to do things differently and become more radical in how we approach change. We need to move further, faster and be smarter. This is a programme of transformation that will create the right services, in the right places and at the right times. We will see more people with moderate eligible needs engaging and contributing to their local community through preventative services. We will invest in and create resilient communities where safeguarding is everybody’s business and people look out for one another.

Reablement and intermediate care will mean more people regain their independence following illness, injury or a crisis. Fewer people will need longer term services and those that do will be in control of their lives through personal budgets. Providers will work collaboratively to provide the very best care and support they can and demonstrate quality, compliance and value for money.

Profile of the local area

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



Profile of North Lincolnshire's Adult Population



*source North Lincolnshire Joint Strategic Needs Assessment 2012-13
http://nlido.northlincs.gov.uk/IAS_Live/jsnhome

Ethnicity

Almost 96% of the population within North Lincolnshire is classified as white and 92.3% is white British. Within the Black and Minority Ethnic (BME) population, the Asian community represents the largest segment at 2.4% of North Lincolnshire's population.

Adult Services work with local communities and representative groups such as South Humber Racial Equality Council, the Multi-Faith Partnership, Communities Advice Centre and VNEWS (Voluntary Network Empowering Women in Scunthorpe) to meet the needs of people from BME communities.

What we do

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 also identify risk and are open to anyone without an assessment.

Targeted services provide a rapid response to enable people to regain lost skills and or confidence and recover from illness or incident, these are short term and accessed by a screening assessment.

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

Our priority is to safeguard vulnerable people. Our access and adult protection team offers help and advice in making us aware of any concerns and whether a formal referral is needed. We work closely with partners through the Safeguarding Adults Board where North Lincolnshire works together to safeguard and protect vulnerable adults.

Our services support people from all sorts of backgrounds aged 18 and above, primarily people with learning disabilities, people with other forms of disability and sensory impairment, those with mental health needs and older frail people. We support people who care for people with complex needs and their families.

We employ 695 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)
- 60 Care Homes that provide a range of services including residential care.

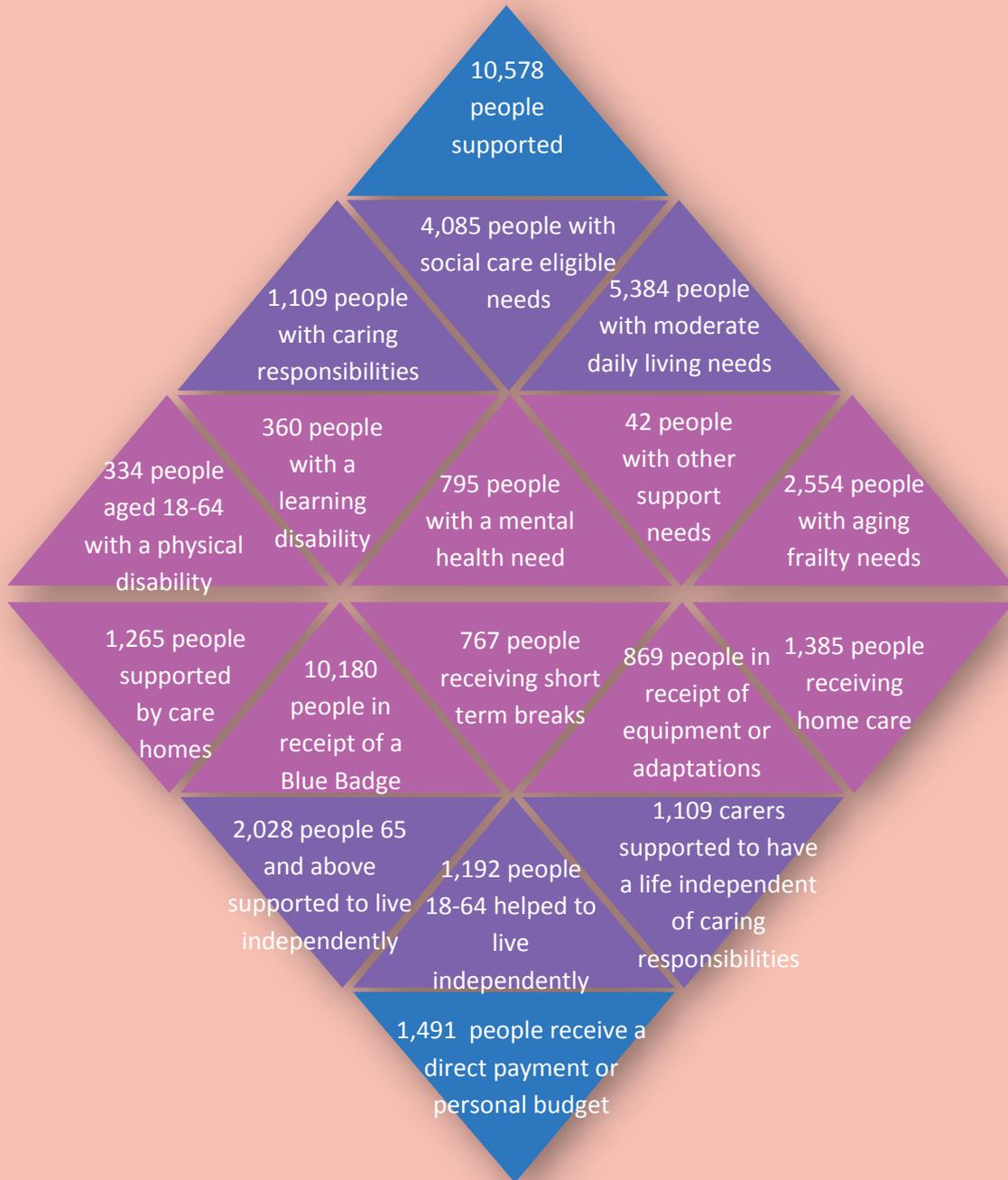
These providers employ a further 3,000 people between them and we work closely with them to offer support in a variety of ways including training.

The integrated/joint work in Mental Health, Learning disability, intermediate care and discharge from hospital continues to evolve and we are now placing Community Support Staff at the Hospital out of hours, which has helped to reduce the number of admissions to hospital.



Profile of Adult Services

In 2012-13, we supported:



Reflecting on last year

In last year's account we said that our objectives for 2012/13 were to:

- enable people to use all community services to stay independent
- support people to stay well or provide the help they need to regain independence
- provide a value for money personal budget to people with longer term needs to enable them to choose how their needs are met
- safeguard adults whose circumstances make them vulnerable and protect them from harm.

We have transformed our services to help more people to use community services and have been successful in continuing to meet the needs of people with moderate needs according to our eligibility criteria.

We are proud to do this in such a challenging financial climate and have done this by keeping prevention as a high priority. We continue to provide advice and information, community based services such as bathing and toenail cutting, handy person, meals and social networks such as the newspaper reading groups set up in our libraries. We have developed a more robust employment strategy and have more people with disabilities and mental health needs in paid employment.

We support people to stay well or provide the help they need to regain their independence by investing in more Rehabilitation and Reablement services, ensuring that more people regain their independence following ill health or injury and return to the lives they had. We know that 92% were still at home at least 3 months after being through our community and bed based services (Community

Support Team and The Lilacs) after coming out of hospital so we know this approach works.

We have increased capacity in all these services by changing the way we work and by working with our health partners both in and out of the hospital. We recognise that providing suitable equipment can maintain mobility and independence with little or no further involvement from social services.

We brought two of the five locality social care teams together with health staff to develop person centred coordinated care and plan to have all five co-located by the autumn 2013. To support more joined up work we developed a night service in A&E which has had the impact of reducing unnecessary admissions to both hospital and residential care settings. We plan to extend this to the day-time in 2013.

We have significantly increased the numbers of people who have a direct payment and, for those people who are eligible for a longer term service, more personalised services are in place. We have looked at the systems and procedures that support this national policy and made it simpler for people to remain in control. Some people prefer to have a council managed budget or an Individual Service Fund, but all come with a more personalised approach where the person themselves is in charge.

Further work is planned to ensure the system for allocating resources is fair and equitable as are the expectations around self-funding and charging.

In preparation for the Care Bill, which brings a whole system reform to the legal framework around social work and safeguarding, we recruited an independent chair for our adult safeguarding board and now manage this alongside the children's safeguarding board under one structure. This enables

the boards to work together efficiently and share best practice for all vulnerable people. The board agreed the business plans and person centred outcomes which will drive the board's work in 2013/14:

- Safeguarding in the community
- Safeguarding in placement
- Communication with friends and families

We took swift action to review our local services and check our quality assurance systems when the national incident involving the abuse of vulnerable people came to light this past year.

We work with partners such as the Care Quality Commission (CQC) and our independent sector care providers to ensure that the quality of service is maintained. We remain determined that we will not be complacent when it comes to identifying and stamping out any form of abuse or poor practice.

We have established our Health and Well Being Board that commences 2013/14 with a clear strategy set out across all life stages. The board is supported by joint communication and working groups to further the person centred coordinated care across all levels of need and all ages.

We worked closely with our health partners and are on target to transfer public health duties into the council. We are creating a hub and spoke model with public health resources placed across the council directorates to have greatest impact.



How we help people

People who use our services will say:

"I am supported to maintain my independence for as long as possible"

"I understand how care and support works, and what my entitlements and responsibilities are"

"I am happy with the quality of my care and support"

"I know that the person giving me care and support will treat me with dignity and respect" and

"I am in control of my care and support"

In this Local Account we have decided to use these five statements to reflect on our work in 2012/13 and on our plans for 2013/14.

"I am supported to maintain my independence for as long as possible"

People should enjoy good health and well-being that supports, prevents or delays people needing on-going care. When people do start to need care and support we try to maintain their independence as far as possible.

Prevention and Early Intervention

"Freshstart has changed my life for the better and opened up a whole new world to me".

keeps people active and delays the need for an intervention by health or social services.

Freshstart is a joint scheme between the council, health and the voluntary sector which co-ordinates community based activities and opportunities for vulnerable people that reduce the likelihood of social isolation,

Freshstart also supports the council's contract with voluntary organisations to provide services such as shopping, befriending and bathing.

Freshstart Facts

- 3000 toenail cutting appointments provided
- 5000 copies of the Freshstart newsletter (listing groups, activities and services) are distributed every two months
- 315 people supported by the dementia advisor with an average of 10 sessions per person
- 30 carers have used the carers' Information and Support Programme
- Regular Memory cafes are in all five localities

Supporting People with Work

We know from consulting 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. Adult universal/ prevention services work with training, education and employers to create opportunities to support people back into the workplace.

During 2012-13 we helped a total of 78 people with disabilities into paid employment. Several more have been able to take up volunteering opportunities in their local communities.

Housing Related Support

These services help people keep their independence by supporting people with the mechanics of running a home: paying rent, bills, shopping and arranging repairs.

Traditionally these services were tied to rented properties and delivered through the landlord. During 2012-13 Adult Services began a service user, provider and wider stakeholder

consultation to redesign these services to be delivered according to a person's need rather than to restrictive eligibility criteria.

Several services were recommissioned to improve what they offered, including translation services to improve access, and specific support provided for people from ethnic minorities,

Telehealthcare

During 2012/13 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 have installed 88 pieces of telecare equipment (such as pendant alarms, gas and smoke detectors, sensors for chairs, beds and exits and to detect falls). We are monitoring 28 people through telehealthcare equipment, which monitors people's vital signs and health to ensure their safety at home.

Rehabilitation and Reablement Facts

- Rehabilitation is a term used when social care staff follow a plan for an individual designed by therapists. It is also called intermediate care.
- Reablement is a plan to help an individual re-learn the skills needed to remain independent.
- 522 people received Rehabilitation & Reablement services during the year.
- Almost 90% of people required either no further support or less support to live independently.

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 admission to hospital. Working closely with our health colleagues, the Rehabilitation and Reablement service at The Lilacs and in the community work with individuals and their families to help them return home, or stay at home, and regain their independence.

Development of the night service

In April 2012 our night service, which is run by the Community Support Team (CST), was relocated to Scunthorpe General Hospital. Local research had shown that throughout the night many people are admitted to hospital or into a residential home as services which would enable them to go home with support could not be accessed. Working alongside health colleagues, CST co-ordinates a social services response to their needs out of hours and helps to keep them, or return them, home safely.

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. On average this service deals with approximately 50 contacts weekly and has management responsibilities of the roving night service.

"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 service to ensure that people have their voices heard across all client groups.

Case Study

The Learning Disability Partnership also commissioned an independent advocacy service to develop a network of self-advocacy groups for people with learning disabilities across North Lincolnshire called "Talking Lincs". With this support these individuals have been able to organise themselves to be active members of the Learning Disability Partnership Group and its sub-groups, elect a co-chair to the Partnership, work on projects and challenge the statutory, independent and private providers of services who work with vulnerable adults.

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.

Personalisation Facts

- 169 people have taken more control over their lives through our extended home support contracts (also known as Individual Service Funds). This involves a service provider managing an individual's personal budget for them in line with their support plan).
- 469 carers have taken control of their support through having a direct payment
- 1,491 people have increased levels of control over their lives through personalisation by having a personal budget (either cash or council managed budget or Individual Service Fund).

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.

By the end of 2012/2013 we knew that there were 300 of the 1365 people eligible for a personal budget still to be recorded as having been offered one. An action plan has been in place to ensure that everyone has one by the summer of 2013. We were one of the top 3 performers in the Yorkshire and Humber Region for providing individuals with a direct payment (a cash personal budget) which we believe gives them the most control over their lives.

Family Carers

Case study

Mrs Jones cares for her husband who has dementia. Like many carers, she provided all of his care herself until one day she fell and injured her back, which meant she was unable to look after him on her own.

Mrs Jones' doctor referred her to Adult Services and one of the Family Carers' team went to see her and assess what support and advice she needed. Mrs Jones wanted assistance until she was well enough to look after her husband again and it was agreed that a direct payment would be paid to her to purchase care and support for him as she needed it until she was fit again.

Once she was well she discontinued the care and support services for her husband but she has stayed in touch with the Family Carers' team so that if she needs further support and advice she knows where to get it.

Adult services recognise the importance of the caring role and also the demands it can place

on carers. We currently work with a range of voluntary sector organisations to provide support, assessment and opportunities ranging from short breaks and life-long learning through to social activities and peer support.

"I am in control of my care and support"

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 if they wished to remain at home.

Expert Patient Programme

The Expert Patient programme is designed for people living with long-term conditions to cope better through a better understanding of their condition and how to manage their daily lives. 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.

Nine courses were delivered in the year and 73 people attended. The people who attended courses described 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. We plan to do more of this in 2013/14.

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 people 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.

Case Study

Ellie is 44 and has a physical disability. She lives with mum who is 88 and quite frail and tired, and is struggling to care for Ellie and look after their home.

Ellie and her mum spoke to Ellie's Social Worker about the options for the future. The plan they had considered was to move near family but if they did this they would have to live apart, Ellie in a nursing home, and mum in a flat.

This was not what they wanted but it seemed to be the only option to enable them both to receive the support they needed.

Ellie was supported to say what she wanted and that was to be with mum and to stay in Scunthorpe.

A flat became available in an extra care housing scheme and they moved in together. Ellie is being supported by the Community Development Team to increase her skills around the home and her personal budget has decreased as she is doing more for herself.

Ellie has employed a Personal Assistant to help her get out and about, develop her computer skills, do art and craft and her own personal shopping.

In July 2012 the way people buy home support services changed. Under the banner 'Community support for You' a person can choose their preferred support provider from a current catalogue of 31 companies. Where there is no preference, support providers will be invited to quote for individual packages of support. This gives people greater choice in how and from whom they receive the support they need to stay well and remain living as independently as possible.

The arrangement encourages providers to be creative and innovative. It is also meeting our aim of having the right support, in the right place, and at the right time.

"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 for Community Support and the Rehabilitation and Reablement Units are regulated by the Care Quality Commission (CQC) and receive an annual inspection. We are pleased to say they scored top marks in their respective inspections.

We contract with 60 care homes and 31 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 year as we worked with them to improve the quality and consistency of their standard 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

We have a range of ways to involve people who currently use services, the families and the wider community in helping us plan, develop and review services.

We ask service users about the service they receive through a quality questionnaire called 'In the Pink'. We are looking at how we make this even more effective over the coming year.

Examples from inspection

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 currently have a group of people who have used services called 'Experts by Experience' that help us with looking at service reviews. We are considering ways to involve them even more and develop this service to assist with Care Home reviews.

Satisfaction Surveys

The annual Personal Social Services survey is a national survey which consults 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 find out 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.

In 2012/13 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 70% of service users told us that they felt safe living in North Lincolnshire and 92% of service users were happy with the quality of the care and support being delivered.

"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 programme, all new staff complete safeguarding awareness training: in 2012/13 12 people completed e-learning courses and 42 completed safeguarding risk enablement 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. Three groups run each year, equating to 40 Adult Services staff.
- **Diversity Training**
All Adult Services staff undertake a diversity awareness training course which reflects the Equality Act 2010. During 2012/13 this equated to 171 staff members.
- **Dementia Training & Awareness**
12 classroom-based dementia training courses were held during the year with a total of 12 attendees from Adult Services and 120 from external partner agencies. In addition, training in dementia awareness was also made available through e-learning with 551 learners completing the course.
- **Training staff for quality assessments**
We continued during the year to train our staff to develop their assessment skills so that the service is better placed to understand the needs of individuals and their families.

Safeguarding Vulnerable Adults

As part of the People Directorate's vision to ensure that vulnerable people are safe to live the lives they chose, we work closely with other public bodies, professionals and the wider community as part of the Safeguarding Adult

Board. Our Access and Adult Protection Team (AAP) co-ordinate all the alerts that are raised. An alert is made when someone is concerned that a vulnerable person is being, or is at risk of being, abused.

2012/13

- 1924 Alerts received
- 243 Referrals taken
- 219 Completed referrals
- 103 People made safe
- 72 Protection plans

We know that during 2012-13 a high number of alerts came to the team that could have been dealt with in another way and work is underway with partner agencies to look at how we work together to be more effective in helping professionals deal with these themselves.

Case study

Michael is 75 years old and lives alone in sheltered accommodation. A care agency provides support three times a day, five days a week. He was referred for extra support by our day support staff.

During conversation with Michael it became apparent that he was not paying his bills and never seemed to have any money left for his living expenses. We established that there may be financial abuse taking place and raised a safeguarding alert.

After working closely with Michael, the police, his care agency and care practitioner, the financial abuse has stopped. Now he is financially secure and is debt free.

As safeguarding is such a high priority for us, 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 implement it to ensure their on-going safety.

Money Facts

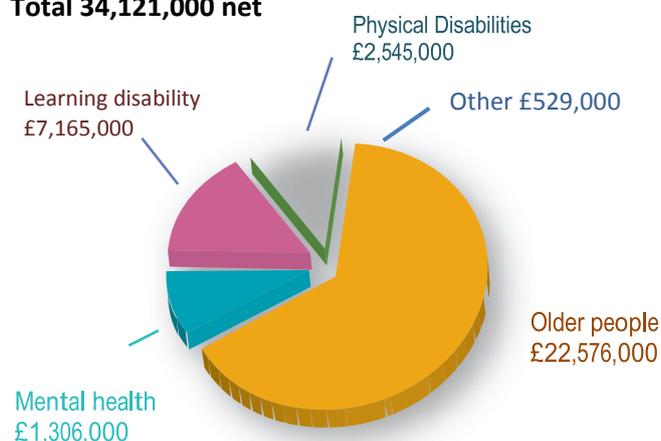
During 2012-13 we spent a total of around £54 million on Adult Services (equating to a net figure of £39.8 million). Over £34 million was spent purchasing care from independent providers, the voluntary sector and providing cash budgets for service users.

We spent just under £8 million on assessment and social work over that period and some £6 million on rehabilitation and reablement. We brought in just under £9 million in client contributions.

Broken down by client groups (and excluding social work assessment and care management) the net spend on services was:

- Older people £22,576,000
- Mental health £1,306,000
- Learning disabilities £7,165,000
- Physical disabilities £2,545,000
- Other, eg substance misuse, asylum seekers etc £529,000

Total 34,121,000 net



Plans for next year 2013-14

Throughout the next year we will continue to work towards our shared vision of **safe children & vulnerable adults, supported families & carers and transformed lives.**

The People Directorate priorities that underpin the vision are that we will all:

- ◆ Safeguard and protect
- ◆ Close the gaps
- ◆ Raise aspirations
- ◆ Increase prevention and early intervention
- ◆ Enhance well-being
- ◆ Support independent living.

We continue with our objectives over the coming year to:

- Enable people to use all community services to stay independent.
- Support people to stay well or provide the help they need to regain independence.
- Provide a value for money personal budget to people with longer term needs to enable them to choose how their needs are met.
- Safeguard adults whose circumstances make them vulnerable and protecting them from harm.

Building on success

Some examples of areas for development:

Integration

Plans for 2013/14 include three more integrated teams being developed supporting the Isle, Scunthorpe North and Scunthorpe South areas. Once co-located, as with the previous two teams, they will look at developing new ways of working that supports the person “tell their story once” ensuring a seamless response from a

nurse, therapist or social care worker: one assessment, one support plan, one offer.

Intermediate Care

We will be investing in more intermediate care beds, going from 14 to 30 within the year. Plans will also be developed for a £3.2million new build Intermediate Care Facility within North Lincolnshire to deliver a modern, efficient health and social care service.

Housing Related Support

During the coming year, a new model for delivering housing related support (HRS) will be implemented. Access will be through a council managed First Stop service:

- **Stage One: 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.
- **Stage Two: 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.
- **Stage Three: Accommodation-Based Support**
Delivered within a number of accommodation-based schemes for people who need a higher/more intensive level of support to maintain or develop their independence.

Connect to Support

Connect to Support is the online website that allows individuals to look at what services are available to support them at what price. It allows people the choice and flexibility to find the right support for them and not settle for what they have always had. We are looking at how we make this more accessible and

promote greater uptake by working with providers, individuals and their carers.

Direct Payments in Residential Care

We have been chosen as one of seventeen council trail blazers for direct payments in residential care. The aim of the two-year project is to explore how people living in a care home and their families can have more control over part, or the entire amount, that would be paid on their behalf by the council. This will be rolled out to the rest of the country after 2015.

People's Voice

We will continue to build on the success of the Experts by Experience programme and involve the volunteers in more initiatives aimed at putting people at the heart of everything we do. We will start to put the Experts service into the centre of quality assessing providers.

We will also work through Experts by Experience to carry out another 'Let's Talk' conversation with the people of North Lincolnshire to ask them what they think are the most important things for vulnerable people and what else they'd like to tell us about.

We took this draft Local Account to a number of user groups to see what they thought of it. Some people found it difficult to understand so we will be publishing an easy-to-read version in consultation with people with a learning disability. Others liked the informal style and were surprised by the range of services and support we provide. Next year we will involve users at an earlier stage in the design.

Designing services around you

In 2013/14 we will engage with people using day support services to transform existing building based day centres to deliver more

inclusive and more person-centred opportunities for people to take part in meaningful activities within community settings. This will be achieved by working in partnership with local communities, the voluntary and independent sectors.

Over 75's Well-being Checks

Starting in the autumn of 2013 we will commence a project to provide a well-being check for people over 75. This will include home safety, social isolation and information and advice on low level preventative services. We aim to speak to people at community groups, social activities and at places where over 75's visit - eg pharmacies and supermarkets. We will also visit people in their own homes. The checks will ensure that people are connected to the right service, get appropriate advice and are linked into community based activities

Supporting Individuals through times of change

The phased introduction of the government's benefit cap during the coming year will cause a reduction in the income for some families. Our challenge will be to support people to:

- Be able to live independently with a reduced budget
- Move to more affordable housing
- Reduce their debt
- Use more affordable transport (disability living allowance mobility component)
- Identify agencies which are able to provide quality care services at an affordable rate.

Social Care Funding Reform

We are preparing for the government's reform of funding of adult social care which is due to take effect from 2015 onwards. As the government starts its consultation with the

public, service providers and councils, we are working locally to ensure that we have enough information about the local market and people who use services. We are in the process of doing this work in partnership with local providers, service users and their carers.

plans to reduce the burden on councils and change the way it monitors performance across the Country.

Adults Services Improving Performance

How well do we perform?

Sector-led improvement

We are actively involved in the Yorkshire and Humber improvement initiative which enables us to share best practice and learn from other Councils to improve services and provide the best we can to local people. The government

We are measured against 20 key indicators in the Adult Social Care Outcomes Framework, ASCOF, and our performance overall is good and improving. We improved in 16 of them and have actions in place for the 4 areas that require improvement. We are in the top 3 for 7 of the indicators within the Yorkshire & Humber Region.

These are:

- Direct Payments (ASCOF* 1Cii)
- Mental Health Employment (ASCOF 1F)
- Mental Health Independence (ASCOF 1H)
- Re-ablement effectiveness from hospital – at home after 91 days (ASCOF 2Bi)
- Delayed transfers (ASCOF 2Ci)
- Delayed Transfers Social Care (ASCOF 2Cii)
- Feel safe as a result of services (ASCOF 4B)

*ASCOF = Adult Social Care Outcomes Framework

Referral fact table

- We have had 7,836 individual contacts from the public, plus:
- 1,462 people were offered information, advice or guidance
- 2,101 people had a full social care assessment
- 1,461 people were supported to leave hospital
- No-one had their hospital discharge delayed because of Adult Services
- 1,334 people had on-going support

Overall performance for Adult Services in North Lincolnshire is good and we believe, based on this evidence, outcomes from inspections and feedback from both staff and service users, that our residents are well-served by services for Adults. Our partnerships are strong and well-established and these underpin our efforts to provide effective interventions when needed.

Complaints

Adults Services regards our representations and complaints process as a valuable source of information. Our aim is to learn from them and improve people's experiences across the whole range of services.

During the year the number of complaints about learning disability services went down. This was due to efforts made to support individuals and their families to understand their personal budget and how they can choose to use them. Learning from complaints in 2011/12 helped us to improve the way in which information about personal budgets was shared with families and to be clearer about our processes.

We have had a small increase in complaints in physical disability services related to whether a family member who lives-in can be paid as a personal assistant. This has led to a development of our policy to ensure clarity and consistency about this.

Some representations on behalf of older people questioned the provision of rehabilitation and reablement services. These complaints have assisted us to ensure that our processes are clear and that our criteria are consistent. This information continues to inform the review and development of these services.

Complaints and representations can be submitted via the council's website, by telephone 01724 296487 or by post to the Complaints Manager, Hewson House, Station Road, Brigg, North Lincolnshire, DN20 8XJ.

Complaints Summary Facts

- 46 Complaints received by Adult Services
- 63% of complaints related to services to older people
- Over 50% reduction in complaints about learning disability services
- 50% complaints were about aspects of quality e.g. delays, timekeeping
- 30% of these complaints were upheld after investigation

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 email: info.peopless@northlincs.gov.uk

By telephone: 01724 297979

By post:

Complaints and Representations Manager,
People Directorate,
Adult Services, Hewson House, Station Road,
Brigg, North Lincolnshire, DN20 8XB

Useful links

Below are some useful websites and addresses for your information and further reading:

North Lincolnshire's Personal Assistant Finder website.

<http://search3.openobjects.com/kb5/northlincolnshire/pa/home.page>

This website has been designed to bring personal assistants and employers together.

Options4U website

<http://options4u.org.uk>

[Options 4 U](http://options4u.org.uk) is a user-led organisation which assists people in employing Personal Assistants and helps people to understand and use their personal budgets.

Connect to Support website

<https://connecttosupport.org/s4s/whereilive/council?pageid=71>

[Connect to support](https://connecttosupport.org/s4s/whereilive/council?pageid=71) 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.

Adults Services Market Position Statement

<http://northlincs.gov.uk/socialcare/providerinformation/>

The [Adult Services Market Position Statement](http://northlincs.gov.uk/socialcare/providerinformation/) gives a wealth of information and advice to care providers who want to develop services for people in North Lincolnshire.

Safeguarding Adult Board

<http://northlincs.gov.uk/socialcare/abuse/north-lincolnshire-safeguarding-adults-board/>

The [Safeguarding Adults Board](http://northlincs.gov.uk/socialcare/abuse/north-lincolnshire-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.

Home Support Scrutiny Panel

<http://northlincs.gov.uk/councilanddemocracy/cabinet/cabinet-minutes/minutes-of-full-cabinet-meetings/previousminutes/minutes-of-full-cabinet-meetings-2011-2012/full-cabinet-13-march-2012/>

The [Home Support in North Lincolnshire Scrutiny Panel Report](http://northlincs.gov.uk/councilanddemocracy/cabinet/cabinet-minutes/minutes-of-full-cabinet-meetings/previousminutes/minutes-of-full-cabinet-meetings-2011-2012/full-cabinet-13-march-2012/) made some minor recommendations which are in the process of being implemented. The committee found that the service providers were 'good, sometimes excellent.

Care Quality Commission, CQC

<http://www.cqc.org.uk/public/news/our-latest-reports>

The [Care Quality Commission](http://www.cqc.org.uk/public/news/our-latest-reports) 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](http://www.cqc.org.uk/public/news/our-latest-reports) in North Lincolnshire.

CQC National Customer Service Centre,
Citygate, Gallowgate, Newcastle upon Tyne,
NE1 4PA