

SAFE | WELL | PROSPEROUS | CONNECTED

# Adult Social Care Annual Report

2018/19



**North  
Lincolnshire  
Council**

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

# Contents

Foreword

Who We Support

Who have we supported in 18/19?

Our Approach

Achievements in 18/19

What did we spend?

The priority focus 18/19

People are safe

My Story

People live well for longer

My Story

People are enabled to be involved in community life

My Story

People have choice and control

My Story

People are safe

My Story

Managing Quality

Priority focus for 19/20

Our People and Places

Our Partners

Help us Improve



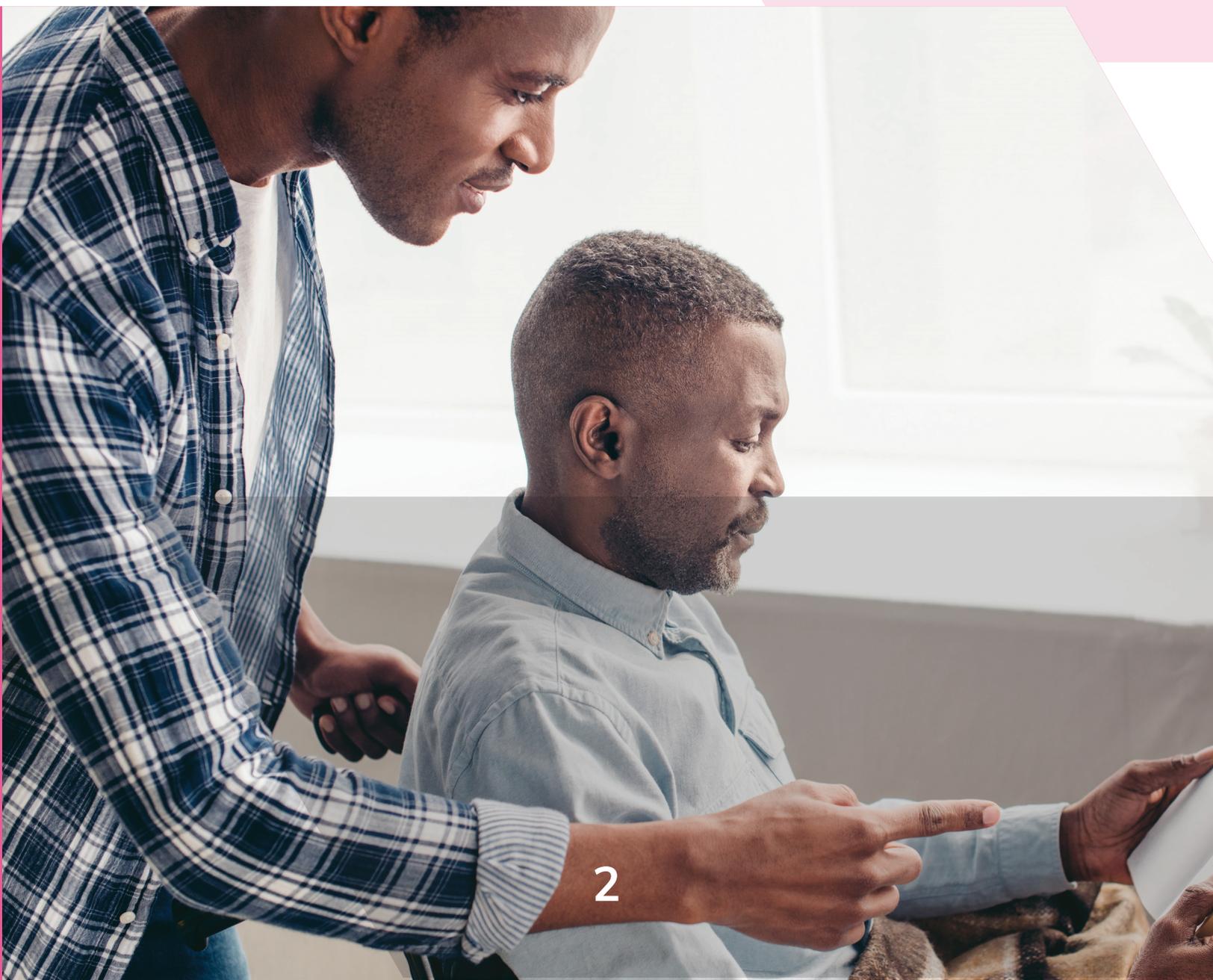
# Foreword

Welcome to the Adult Social Care Annual Report 2018/19. This document tells you how the Council supports and enables adults living in North Lincolnshire to be safe and well, to be as independent as possible, including opportunities for voluntary and paid work, and how we enable our communities to flourish.

We work with our partners to provide joined up and integrated services, making the best use of resources that support people at the earliest opportunity, helping them to be independent for longer. Where support is needed it is in the right place, at the right time, enabling people to live well and stay in control.

We will continue to work with our partners and respond to your feedback, making the best use of our resources.

**Cllr Ralph Ogg**  
**Cabinet Member for Adults and Health**



# Who We Support

- We support and enable people over the age of 18 to live well for longer, remaining as independent as possible and encouraging people to have choice and control.
- We support adults with physical or sensory impairments, learning disability, long term health condition, mental ill health or who are experiencing frailty as they grow older or as a result of illness.
- We work with partners to understand the needs and aspirations of young adults who will be moving into adulthood.
- We support carers, people who are caring for a family member, friend or neighbour, to ensure they have the right support to continue to care for their loved one.
- We support organisations that provide care services through training, advice and monitoring to provide the best outcomes for the people of North Lincolnshire.



# Who Have We Supported in 18/19?

Total Adults Living in North Lincolnshire: 136,300

By providing support at the earliest opportunity, we aim to ensure people are enabled to remain as independent as possible.

People with early help to stay independent.

10,681

People with short-term support to enable them to get back to independence after events, illness or injury.

7,203

People with longer-term needs, enabling them to have choice and control over how they want to live their life.

2,220

## Our Approach

- We enable people and their families to find sustainable solutions by focusing on their strengths and using the resources and support available to them.
- We support people with help and information at the earliest point, so that people can get the information they need to remain or become as independent as possible. An example of this is the Adult Information Service.
- We support people to have the best opportunities to remain in their own home through rehabilitation to regain daily living skills, or support at home through the new arrangements for Home Care, ensuring people have choice and control over the support they receive.
- We establish the level of support that is appropriate to a person's needs, enabling them to live as independently as possible. For example helping with equipment to support people with daily living.
- Where long term support is needed, for example support to live at home or in a residential home, we aim to enable people to remain as independent as possible to ensure that people can live the best lives they can with the fewest restrictions.

# Achievements in 18/19

- The approach adopted in our Home First Services ‘why not home, why not today’ ensures recovery, rehabilitation and reablement happens in a person’s own home wherever possible. The 2018/19 Parliamentary Review selected North Lincolnshire’s Home First Service as an example of best practice and celebrated their achievements in the annual parliamentary review report
- People who use our services told us they feel safe and are able to live their lives, ensuring that the Council meets its priority of keeping people safe and well
- Carers told us they experience a good quality of life through the services they receive and the advice and information available to them. This has placed North Lincolnshire above national and regional measures for support to carers
- The residents of North Lincolnshire have access to the best care and support in the Yorkshire & Humber region with 85% of care homes and 100% of home care providers being rated ‘Good’ or ‘Outstanding’
- More people have choice and control over how they organise the support they need through receiving a direct payment and for this measure we are joint 1st in England
- People have access to more community based support including specialist provision following newly commissioned arrangements for home care. The new framework will give people more choice and control over the support they receive at home
- People are supported to remain independent and have choice and control over the support they receive, reflected in North Lincolnshire’s excellent performance outcomes



# What did we spend 18/19?

Adult Social Care have remained within budget, delivered improvements throughout the year and increased the number of people supported.

Gross Expenditure: **£58.907m**

Short-term reablement and recovery

**£20.34m**

Longer-term, personalised care

**£38.404m**

Enabling the Voluntary Sector to support you

**£163,000**

## The priority focus 18/19

- People are safe

- People live well for longer

- People have choice and control

- People are enabled to be involved in community life

## People are safe

### We enable people to be safe by:

- Supporting 516 people who were at risk of harm, abuse and neglect to be safe through working with them, their families and partner organisations to explore and resolve safeguarding enquiries
- Supporting people who were victims of 'cuckooing' to remain safe in their own homes
- Developing supported living flats for people with a Learning disability/Autism
- Working with partners to implement the champion framework to improve quality in care homes across 4 key areas – Safeguarding, End of Life, Dignity in Care and Dementia/Mental Health/ Learning Disability
- Creating the Seriously Good Safeguarding video which shows that being safe means different things to different people and working in partnership across the Humberside area to create the Humberside-wide Hoarding Protocol

## My Story

I contacted the council as I had people coming into my home that made me feel unsafe, this also caused me to lose my confidence when dealing with everyday tasks like managing my money and getting out and about. Someone from the council came to visit me and when we met they asked what was important to me and how I could make changes to get back control. They supported me to move into a safer property nearer to my family.

We worked together to make the arrangements I needed for my new home, for example, setting up utilities and getting furniture. They also helped me contact other organisations that could support me including housing organisations, local charities, a local Church and the Police.

Following the move to my new home, the support I received enabled me to get back on track with my finances and I now feel safe and in control of my life again.

# People live well for longer

## We enable people to live well for longer by...

- Providing advice and guidance enabling people stay independent for as long as possible. For example the Adult Information Service and Community activities.
- Commissioning new arrangements for Home Care. This has increased capacity enabling more people to leave hospital in a safe and timely way and remain independent in their own home
- Working with partners to support people to maximise their independence by delivering rehabilitation and short term support through our Home First Service
- Training more people and providing more equipment to support 'Moving with Dignity', where people have more choice, involvement and dignity around support to carry out moving and daily living tasks.
- Supporting people who are preparing to go into hospital for planned operations to help them think about the changes and support they need to put in place to enable them to leave hospital safely and as quickly as possible

## My Story

When I left hospital and returned home I was unable to do simple things like washing myself and cooking. The Council arranged for support to help me with these things.

Occupational Therapists helped me build the strength to enable me to get out of bed and into my chair.

I was supported to do things for myself, including washing and making my own meals, which in all honesty I had lost hope of ever doing again.

With support to do things for myself, over a short period of time, my independence returned along with my confidence. I now need less support from the home care agency as I can do more for myself.

As I was always responsible for paying bills my aim was to get back to the post office. Today for the first time I have been outside for a walk!



# People are enabled to be involved in community life

**We enabled people to be involved in community life by:**

- Providing information and advice for people to stay well, independent, and involved in activities to community life
- Encouraging and enabling the community to provide more activities and opportunities for people with different needs
- Working with providers to develop housing solutions that enable people to remain living in the community
- Supporting people with complex needs to access community activities and improve daily living skills

## My Story

I have autism and a learning disability and live at home with my family. I'm currently at college studying IT and enjoy playing on my Xbox, PlayStation and PC.

I know what I would like to do in the future and the Council are going to help me do it. I would like to be more independent and get a job when I leave college.

The Council helped me to learn how to travel safely and go into town. I now have a personal assistant who helps me be more independent in the long term and I hope will help me get a job.

Me and my family are very happy with the support I have received.



# People have choice and control

**We enabled people to have choice and control by:**

- Working with our partners to support young people into adulthood. This includes planning for future needs, understanding their aspirations and supporting people to live independently
- Offering short term rehabilitation and reablement support to enable people to live as independently as possible after illness or injury
- Enabling people to access specialist technology, to help people remain in their homes for as long and as independently as possible

## My Story

I live with my family and go to college, but I wanted some help to make friends and be more confident.

I have difficulty talking to people and making myself understood and I have been supported to get help with this. My confidence has increased, I have made new friends and I am now able to travel by bus on my own to get to where I want to be.

As I was reaching 18 years old I needed support to understand what was available to me as an adult and be part of my community. I am now doing some work experience and I hope that this will lead to a job in the future.

I am happy and feel I have more control over my life and making decisions and very happy I have made so many new friends.



# People are safe

## We support people to be safe by...

- Providing equipment and technology, to help people remain safe and independent within their own home
- Giving advice and practical support to get back to good health and living well for longer
- Providing training courses for carers, partners and provider organisations to understand how to keep people safe and raise concerns
- Working with partner organisations to investigate allegations of abuse and support people to remain safe from harm

## My Story

My husband was in hospital having had an operation and I was anxious about how to help him when he got home.

A social worker visited me on the ward while I was visiting my husband and I talked to her about the situation. She reassured me and we were able to talk with a nurse who helped me understand what was happening and why.

They were able to provide me with equipment to make me feel more safe when supporting my husband. We also discussed different organisations that would be able to offer further information and support.

As a carer, having someone listen to my concerns and help me was really important and after talking to them I felt more confident in looking after my husband at home.



# Managing Quality

## Our Performance

- We monitor our performance against local and national measures. We are above the England average in **21** of the **29** national performance measures.

Through surveys carers tell us that they experience a **good quality of life**, have enough **social contact**, are happy with the **care and support** they receive and find it easy to get the right **information and advice**.

## Citizen Voice

- We regularly consult with citizen's groups to shape and improve the quality of services provided to adults who may need additional support.

The Adults Partnership is a group made up of citizens and partners. The partnership develops, monitors and reviews the Vulnerable Adults Strategy and ensures the voice of vulnerable adults, their families and carers are at the centre of all that we do. Minutes of their meetings can be seen here.

We analyse the compliments and complaints we receive, **97.5%** of people who used our services in 2018/19 were happy with the support they received.

## Feeling safe and being safe

- North Lincolnshire has the best quality of care services in the region. **100%** of Home Care providers were rated as good or outstanding by CQC and **85%** of Care Homes.

To view the annual safeguarding report, please [click here](#).

# Priority focus for 19/20

## People are safe and well

- Enable people to live healthier and happier lives, be well informed, independent and active in their community through an Independent Living Centre.

## Enable communities to flourish

- Increase independence and community living housing options for people living with dementia and experiencing other memory related needs.

## Growing the economy

- Improve the life chances of adults with higher needs and champion the right to an 'ordinary life' by Increasing employment for people with high needs engaging with partners and local employers to raise awareness and create more opportunities.

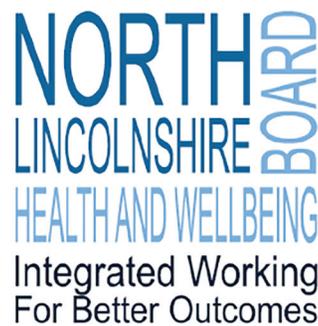
# Our People and Places

- 172,005 people live in North Lincolnshire.
- An ageing population may influence housing needs, requiring more accessible housing options.
- The average age of the population is 44 years compared with the England average of 39.8 years.
- There has been a growth of 24% in the number of people aged over 85 between 2008 and 2019.
- In the 2011 census of North Lincolnshire, there were approximately 70,680 households. Over a quarter (27.5%) of those are one person households.
- Projections indicate the number of people aged 65+ will increase by 10% in the next five years.
- The 2011 census showed 1 in 9 people are caring for someone else (19,000 people).



# Our Partners

We consult with the following groups regarding service improvement and delivery:



We work with the following organisations to deliver services around North Lincolnshire:



# Help us Improve

Thank you for taking the time to read the Adult Social Care Annual Report 2018/19. We are keen to hear about your personal experience of care in North Lincolnshire.

## We would like to hear from you if:

- You have had a positive experience of our services - this helps us understand what works well
- If you have a complaint or concern about a service we have provided - let us know so we can learn and put things right

To provide feedback or be involved in the next Annual Report, please email us on [servicedevelopmentteam@northlincs.gov.uk](mailto:servicedevelopmentteam@northlincs.gov.uk) or telephone us on 01724 297000.

## View last year's Annual Report:

 [2017/18 Report](#)

 [@NorthLincsCNews](#)

 [northlincscouncil](#)

 [@northlincolnshirecouncil](#)

 [North Lincolnshire Council](#)

