

North Lincolnshire annual report- an account of North Lincolnshire's adult social care services.

2020/21

Foreword

This report is an account of what adult social care has done in the last year, our key achievements and challenges and sets out our main areas of focus for the year ahead.

We want to take this opportunity to recognise the strength and resilience that you have shown during the COVID-19 pandemic to maintain your health and wellbeing during this difficult time. You have embraced new technologies and shown flexibility and patience when things have changed to meet new guidance. You have continued to provide care to family and loved ones and you have kept talking to us, sharing your experiences and providing us with feedback to help shape adult social care in North Lincolnshire.

You have volunteered in great numbers to support neighbours and your communities to be safe, well and connected. You have helped people get the medication they need, picked up their shopping, supported the vaccination programme and have been a friendly voice at the end of the phone for so many people living alone.

We want to say thank you all for the care and determination you have shown in these difficult times.

We will continue to listen to you, and work with our partners to protect the most vulnerable, to enable you to live well, to age well, and remain connected to your communities.

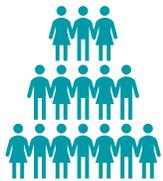


Cllr Richard Hannigan
Deputy Leader – Adults and Health

11,959 people were supported with early help to remain independent, and of these:



8,118 new people have contacted us for support



1,124 people, who provide care for their loved ones, were supported to continue caring



1,395 people received rehabilitation and reablement support, of which over 86% of people remained living independently in their own home

2,558 people received long-term support, and of these:



100% of people with long term support know their level of financial subsidy and can choose the way their personal budget is managed



100% of carers who needed care and support in their own right, received a direct payment to enable them to have choice and control over how they receive and manage their support

Who we support

- The council supported **11,959** people with early help to remain independent in communities where people look out for one another, doing things that matter to them, with early help and advice
- **2110** people, who have longer term needs, have continued to be supported to have choice and control over the way they want to live their life, in the place they call home with people they love and care about as have **448** carers



By providing support at the earliest opportunity, people are able to remain as independent as possible.

Safeguarding vulnerable people

- The **North Lincolnshire Safeguarding Adults Board Conference** was held in November 2020 and was facilitated and delivered in partnership with vulnerable adults and professionals. The vulnerable adults chose the title of the event, “Listen to me and hear my voice”, they wanted professionals to hear their voice, and listen to what they were saying.
- The three key themes for the event were identified by them as loneliness, fraud, and cuckooing and the adults also produced three guidance documents aimed at professionals, telling them what to look out for and what they should do to help.



1468 safeguarding concerns were received, many were resolved with advice support and information, 53% went on to an investigation.

Why not home?

Why not today?

Rehabilitation and Reablement have enabled people to get home from hospital safely and quickly and get back to living as independently as possible. People have told us:

“I knew I was going downhill with my mental health and am grateful for your support, just talking is helping me.”

“I now have much more confidence in myself. I can deal with my stoma, get washed and dressed myself, walk (with a stick) and go up steps!”

A joint approach with the voluntary sector called ‘Welcome Home’, has been implemented to support people to return home from hospital, providing help with getting settled when first home, essential shopping and collecting medication. This project has enabled increased capacity in the delivery of higher-level rehabilitation and reablement support.

The availability of rehabilitation and reablement across 2020/21 increased, ensuring we continued to meet people's needs early to enable them to remain living independently in their own home.

96% of people who received rehabilitation and reablement support told us the quality of care was high or very high.

“I value my independence but lacked confidence after the fall which caused the damage to my neck. You gave me support when I needed it and you also gave me some fantastic advice, suggesting ways to do things differently and safely.”

Mental wellbeing

The pandemic, and the measures put in place to reduce its spread, have impacted many people's mental wellbeing. People may have been impacted by financial hardships, had feelings of being isolated and health conditions may have worsened. During this time staying in touch with people, through regular wellbeing calls, enabled people to talk about the issues they were facing, to think about options and solutions or just being a friendly voice at the end of the phone.

The council has worked with health and social care partners to co-produce the mental health community and crisis transformation plans, which now include a stronger focus on supporting people to achieve their housing and employment goals.

My Story

"I have autism and struggle with my mental health. I was not coping very well with managing my tenancy and getting access to the benefits I needed to help me live independently and so I felt I needed to give up my rented home. This had a huge impact on my mental health and took me to a point of crisis.

I was able to get the support I needed to help me get back into a home of my own, manage my money and develop positive coping strategies. I am now also able to get out and about using my bus pass to see friends and get involved in social activities".

Support for carers

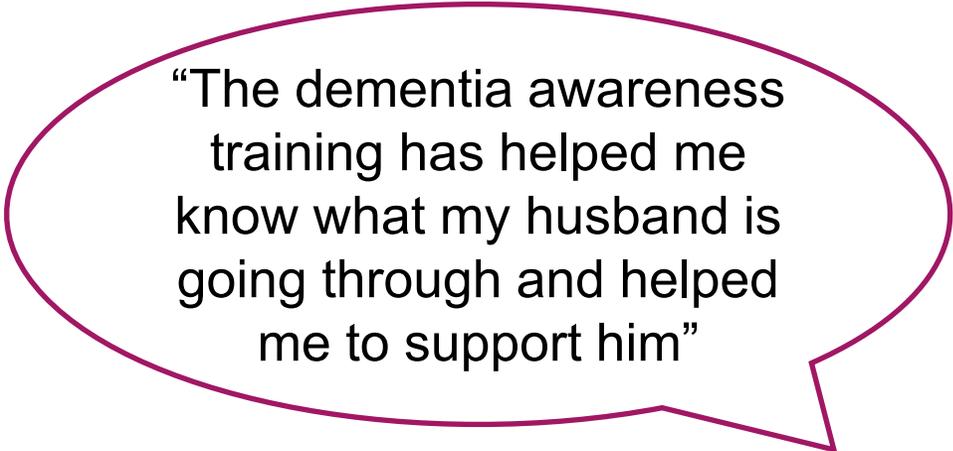
During the last year the council asked carers, through a recent survey what life has been like during this past year, and we are using this information to refresh the All Age Carers Strategy. Carers told us how important respite and day activities are for them and for the people they care for.

To enable people to continue to safely access respite and day activities the council supported providers, and people who work as personal assistants, with access to Personal Protection Equipment, COVID testing, guidance and access to Infection, Prevention Control advice and training.

The Carers Support Service, commissioned by the Council, worked with carers to enable them to attend vaccination appointments by providing sitter services and information and reassurance about the vaccine and the process.

76% of carers told us they found it easy to find information about services.

Carers have control and full knowledge of their personal budget with 100% of carers receiving a direct payment.



“The dementia awareness training has helped me know what my husband is going through and helped me to support him”

My story

“The carer’s direct payment I receive helps me to live my life and stay in touch with my friends. I can now get out and have my hair cut and meet up with friends knowing that my husband is safe at home with carers to looking after him whilst I am taking a bit of time for myself.”



Vaccination Programme

Together with health partners we have delivered the vaccination programme, ensuring that vulnerable people and health and social care workers, were able to have the vaccination quickly. The vaccination take up in North Lincolnshire has been excellent with 85% of people now vaccinated, helping to ease pressure on care and health services.

Scunthorpe and District MIND, in partnership with health partners, supported people to feel confident and able to access vaccinations. The Carers Support Service, commissioned by North Lincolnshire Council, worked with carers to enable them to attend vaccination appointments by providing information and reassurance about the process and supporting their loved ones whilst they received the vaccination.



"I am a bit bored at home now, but Joanne and me go for a long walk and she makes me laugh. This is a picture of me resting on my walk with Joanne"



Safe at home

The council temporarily changed the way it supported people with complex needs to access day activities during the last year. Support was provided on a one-to-one basis from people's own homes. By working in this way family carers were supported with respite and to continue to work, and people with care needs were given the support to stay active and remain part of their community.

The project to open a dedicated building for people with most complex needs has now been completed within the Ashby Community Hub, providing a place where people can come together and access the community from a safe space.



In North Lincolnshire more people of working age with care needs live independently.

The new supported living accommodation at Poplar Tree Avenue has enabled more people to have their own front door, including young people moving from their family home, or out of residential and hospital settings, to live independently.



Myos House – Dementia Housing

- The development of a flagship dementia housing extra care scheme for people with early onset dementia has continued over the last year and opened in September 2021.
- This scheme provides alternative accommodation choices for people who live with dementia, and their partners, enabling them to live together independently for as long as possible.
- The individual apartments and communal spaces have been designed to be dementia friendly and the on-site care support ensures people, and their families, are fully supported.



With you

Your voice makes a difference

The Council is committed to working with communities to develop services through listening to people's experiences and to help us to do this we work with a number of people's partnership groups.

These partnership groups have continued to meet in a virtual way; or have stayed in touch through phone calls and newsletters, and they have come together to provide a combined voice in the Adults Partnership. They have worked on projects and completed virtual mystery shopping exercises providing important insight into the way we deliver information and services. This has supported the council and partners to develop services and shape the public information regarding COVID-19. On-line training has taken place, and support continues, to enable people to continue to take part in engagement opportunities through a range of digital solutions.

If you would like to be part of a group and help shape services across North Lincolnshire get in touch with us - we would love to hear from you.



Home First

- A new process to support people to get home quicker from a stay in hospital was introduced in August 2020 and supports the ethos of 'Home First'.
- The process enables health and social care staff to work together to support the safe and timely discharge of people from hospital to home, or community setting, where an assessment of their health and social care needs can take place.
- The ethos of 'Home First' is reducing the length of time people spend in hospital and enabling an assessment of people's needs to take place in a familiar surrounding.
- The council has also worked with health partners to develop a two-hour response to support people with health and care needs in the community. This response may be to a person in their own home, providing the support they need at home rather than in a hospital setting.

Providing the right support, at the right time, in the right place.



By assessing people at home, and not in hospital, we can find out what is important for the person and how to help them be as independent as possible.

Supporting the care sector

- Together we have continued to find new ways of working and have built on the strong relationships with care sector providers and health partners. We have worked as a system to support care providers, to keep their staff, and the people they care for, safe and well. Throughout the last year care home providers have continued to support the safe and timely discharge of people from hospital.
- To ensure the people they care for were supported safely during the Covid 19 pandemic, the sector has been fully supported, with timely implementation of national guidance and the distribution of government funding to support changes required. This has included the distribution of Personal Protection Equipment (PPE) and access to Infection, Prevention and Control (IPC) training.

- A recruitment campaign was launched called 'Proud to Care' which raises the profile of working in the care sector, encouraging more people to work in care and play a crucial part in supporting people to remain independent in their own homes. Through the recruitment hub over 100 people have found a career in social care.
- The sustainability of the care sector has continued to be strong, with providers able to support the safe and timely discharge of people from hospital. In collaboration with health partners, we have supported care providers to keep the people they care for, and their staff, safe and well. The quality of care provision remains high with 82% of care homes and 89% of home care support being rated as good or outstanding by the Care Quality Commission (CQC) (July 21)



Keeping people safe and well

For 2021/22 our main areas of focus are:

- Enabling people to achieve good outcomes
- Enabling people to live fulfilling lives and to age well
- Enhancing life opportunities
- Enabling choice and control
- Enhancing the health and care of residents living in care settings

We will know we are achieving these areas of focus when people tell us:

- That they have a place they can call home
- They know about the activities, social groups, leisure and learning opportunities in my community, as well as health and care services
- They have opportunities to learn, volunteer and work and can do things that match their interests, skills and abilities
- That they have care and support that enables them to live as they want to, being seen as a unique person with skills, strengths and personal goals
- They can choose who supports them, and how, when and where the care and support is provided, and
- that they are supported to plan ahead for important changes in life.



What did we spend 20/21?

Adult Social Care remained within budget and delivered improvements throughout the year.

