

Adult Social Care Local Account 2010/11



Introduction

“Welcome to our first Local Account which sets out how well Adult Social Care in Plymouth is meeting people needs. The document looks back over 2010/11 and sets out what we have done well, what we believe we could do better and the priorities for the future. At the centre of this report are the views and experiences of our customers and a focus on quality and safeguarding. There are many achievements set out in this document which are not solely down to the work of Plymouth City Council but are a result of the efforts of partners and of all the providers and their staff that we work with in the private and voluntary sectors. We thank all agencies and stakeholders for their continued support”

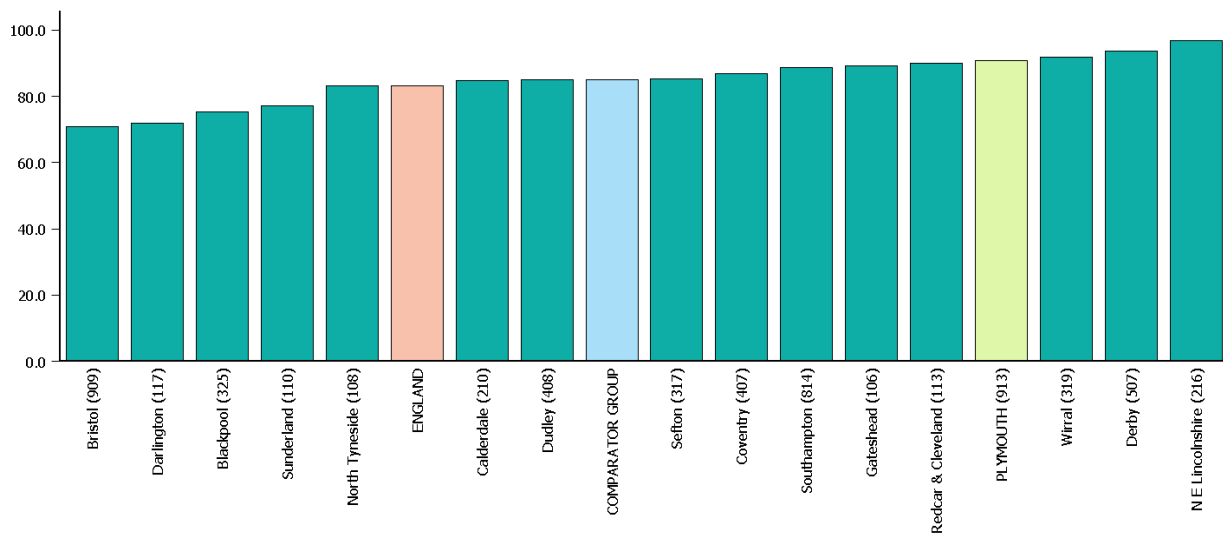
*Cllr Grant Monahan,
Cabinet Member for Adult,
Health & Social Care*

How well are we performing?

Each year we are required to complete returns to Central Government outlining how we are performing against a series of measures. These are called the national indicator set. The tables below indicate how well we did in 2010/11 in comparison to similar types of Local Authorities and the England Average

National Indicator 125- Achieving Independence for older people through rehabilitation/intermediate care

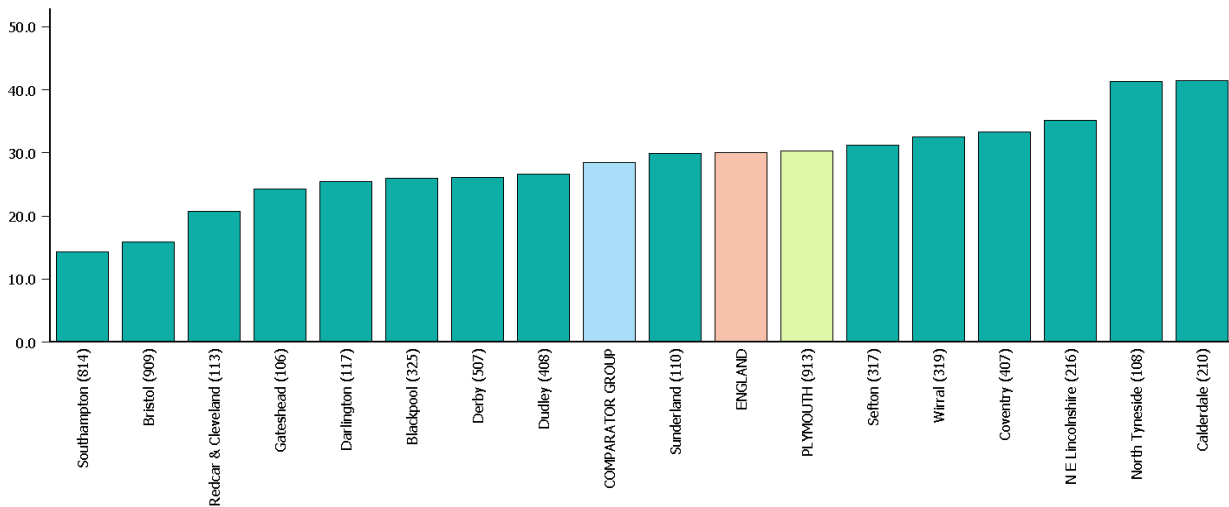
This indicator measures the benefit to individuals from intermediate care and rehabilitation following a hospital episode. It captures the joint work of social services and health staff and services commissioned by joint teams.



Comment - We performed well on this indicator, exceeding the England Average and our Comparator Average

National Indicator 130 – Social Care clients receiving self directed support (direct payments and individual budgets)

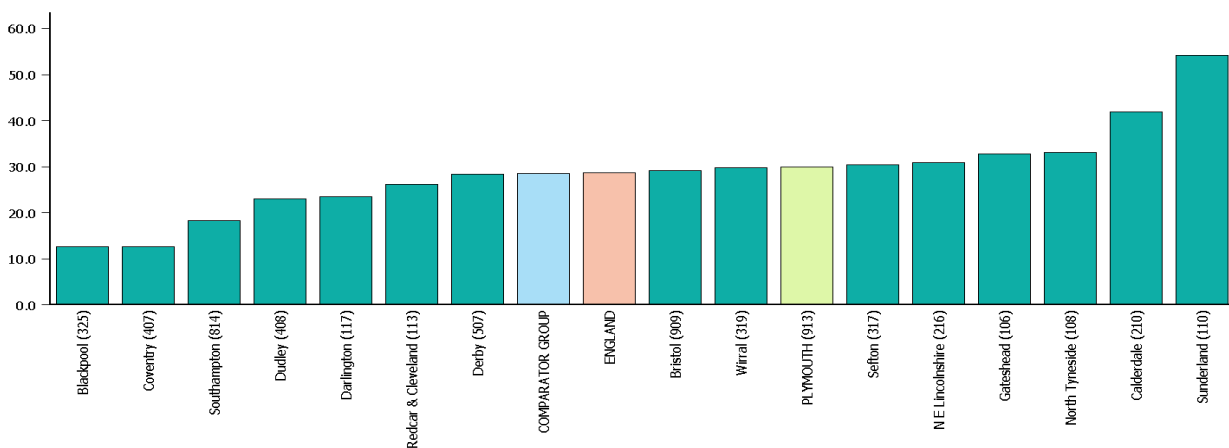
This indicator measures the degree to which clients are receiving self-directed support to design the support or care arrangements that best suit their specific needs.



Comment - We performed well on this indicator, exceeding the England Average and our Comparator Average

National Indicator 135 – Carers receiving needs assessment or review and a specific carer’s service, advice or information

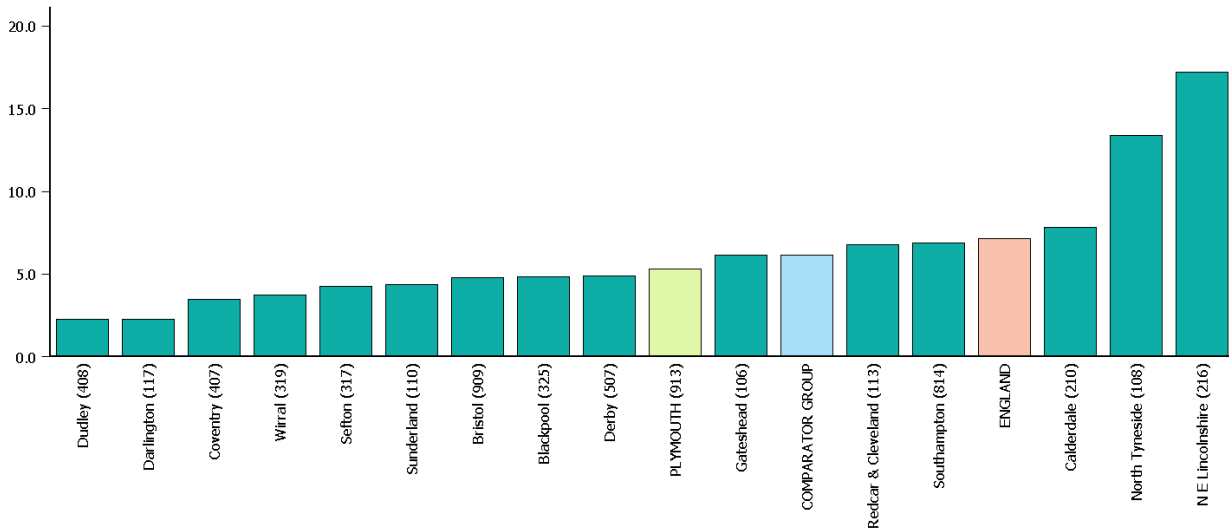
This measure provides a measurement of engagement with, and support to, carers.



Comment - We performed well on this indicator, exceeding the England Average and our Comparator Average

National Indicator 146 – Adults with learning disabilities in employment

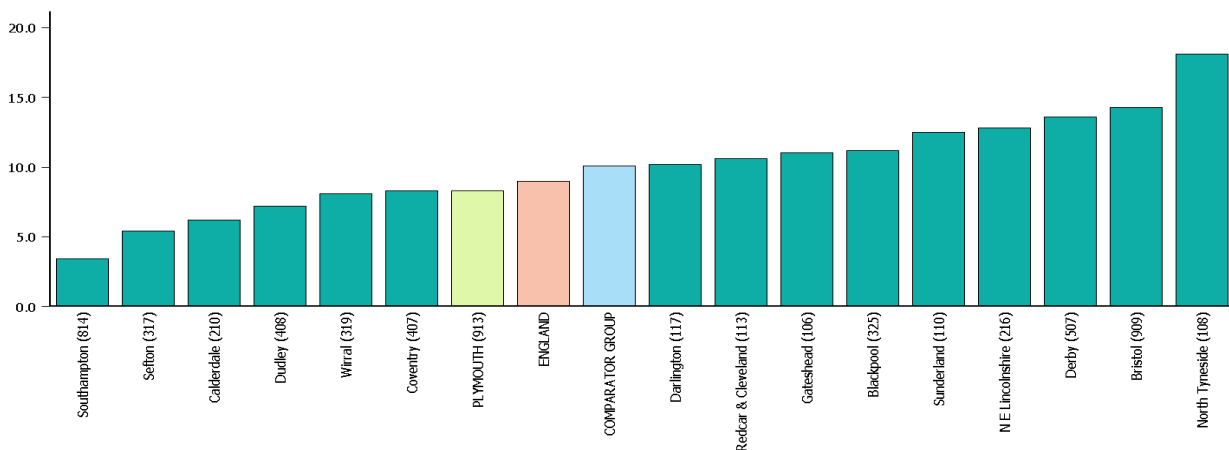
This indicator measures the employment outcomes for adults with learning disabilities



Comment - We could have done better against this indicator and we want to improve and in response we have developed an employment strategy in order to get more people into employment

NII50 (VSC08) - Adults in contact with secondary mental health services in employment

This indicator measures employment outcomes for those adults in touch with secondary mental health services.



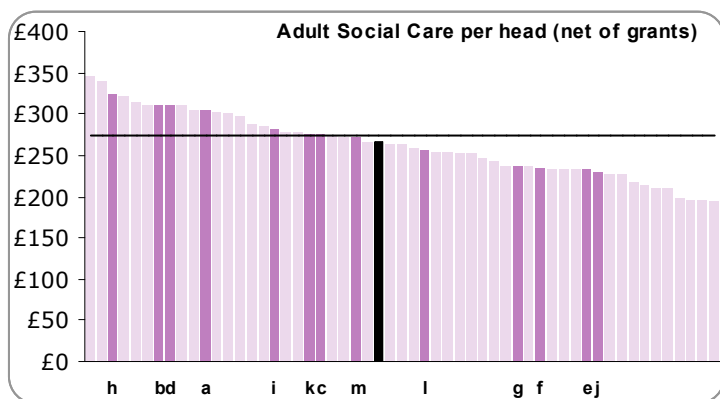
Comment - Although close to the England and Comparator group averages we could have done better against this indicator and we want to improve. We are working with a range of partners in the statutory and voluntary sectors to develop more opportunities and are ensuring that staff members consider employability and pathways back to work at an early stage.

Where we spend the money- Adult Social Care Expenditure

The table below sets out the total gross expenditure for Adult Social Care in the period 2010/11

Total Gross Expenditure	£90,753,000
Older People	£45,962,000
Adults Aged Under 65 with a Physical Disability	£10,163,000
Adults Aged Under 65 with a Learning Disability	£26,729,000
Adults Aged Under 65 with Mental Health Needs	£5,492,000
Other Adult Services	£2,195,000

Recent benchmarking on adult social care expenditure as shown that as a Local Authority we spend slightly under the average amount



The black line on the graph shows Plymouth's expenditure whilst the dark purple are our comparator groups. The light purple are other Local Authorities

Safeguarding Adults

Protecting the most vulnerable adults remains at the heart of what we do and during 10/11 we progressed a number of initiatives, which have included:

- The establishment of a single point of contact for all safeguarding alerts. This has allowed us to ensure a consistent approach and to closely monitor the work that comes into the department.
- The formation of Plymouth Users Safeguarding Hub. This development has provided a forum for ensuring people with a learning disability help us to improve our safeguarding response.

- The delivery of high quality training to staff, service users and other appropriate individuals.
- The appointment of an independent chair of safeguarding meetings. This appointment has brought consistency and a more robust approach to the process.
- The appointment of a Detective Sergeant to the Safeguarding Adults Investigation Team, Devon and Cornwall Constabulary. This post reflects the commitment from the police to support the safeguarding of adults across the city.

These developments resulted in an increase in referrals from 568 (09/10) to 711 (10/11). We believe this increase reflects the raising of awareness across the city, which has been achieved through training, publicity, media campaigns and also to the more consistent approach described above.

Improving Quality

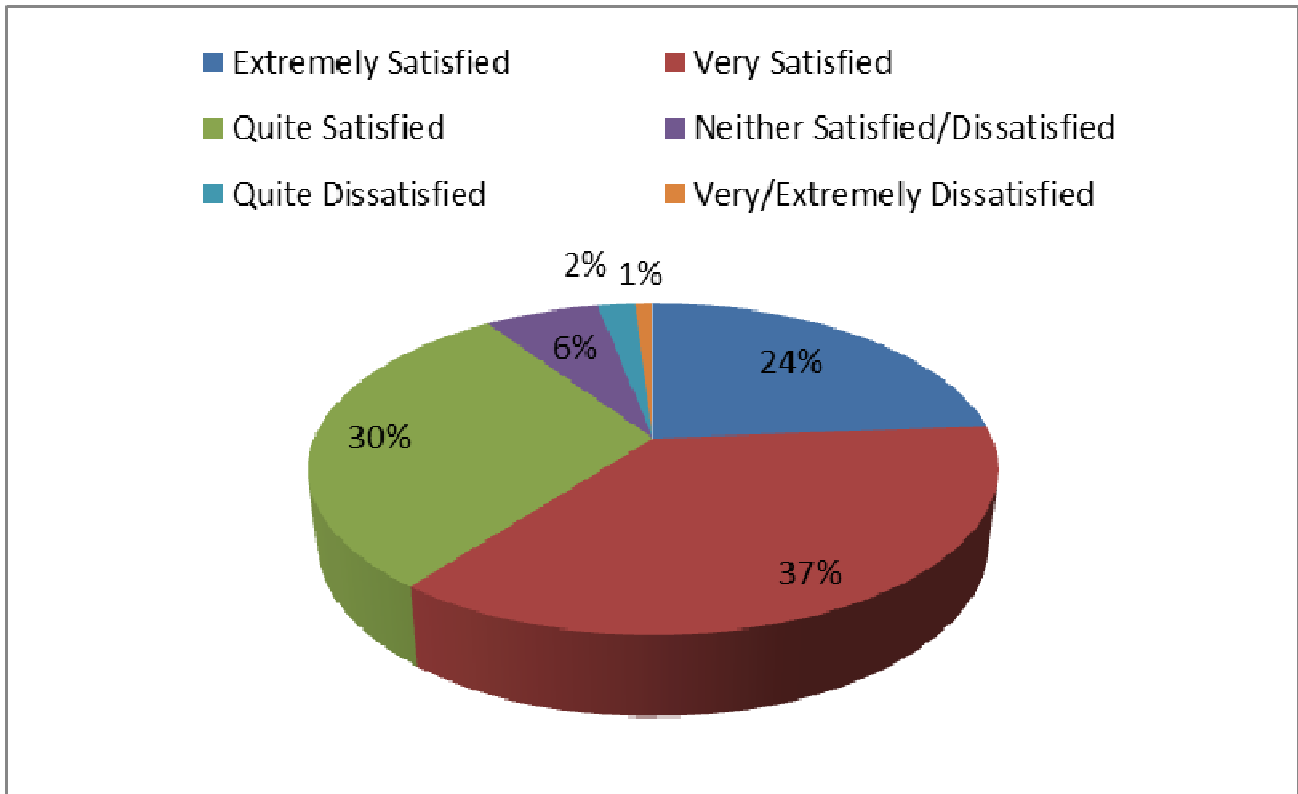
Underpinning Safeguarding is our commitment to improving the quality of care and support services in the City. An important aspect of our approach has been the development of the Dignity in Care Home Forum, which is a mixture of service providers, commissioners, professionals who are committed to improving the standards of care in all care home settings. In 2010 this forum and the work of Care Home Practitioners won the Great British Care Award for Dignity in Care category. The judges commented “this team are working with vision and imagination to help the care home sector in Plymouth really understand the meaning of dignity and to improve the quality of experience for residents”.

During 2010/11 our Trading Standards department also developed the Buy with Confidence Scheme, which is designed to take the headache out of finding traders you can trust. All the businesses registered on the website have been vetted and approved by Trading Standards to ensure that they operate in a legal, honest and fair way. There are now over 80 traders registered with the scheme with the number growing all the time.

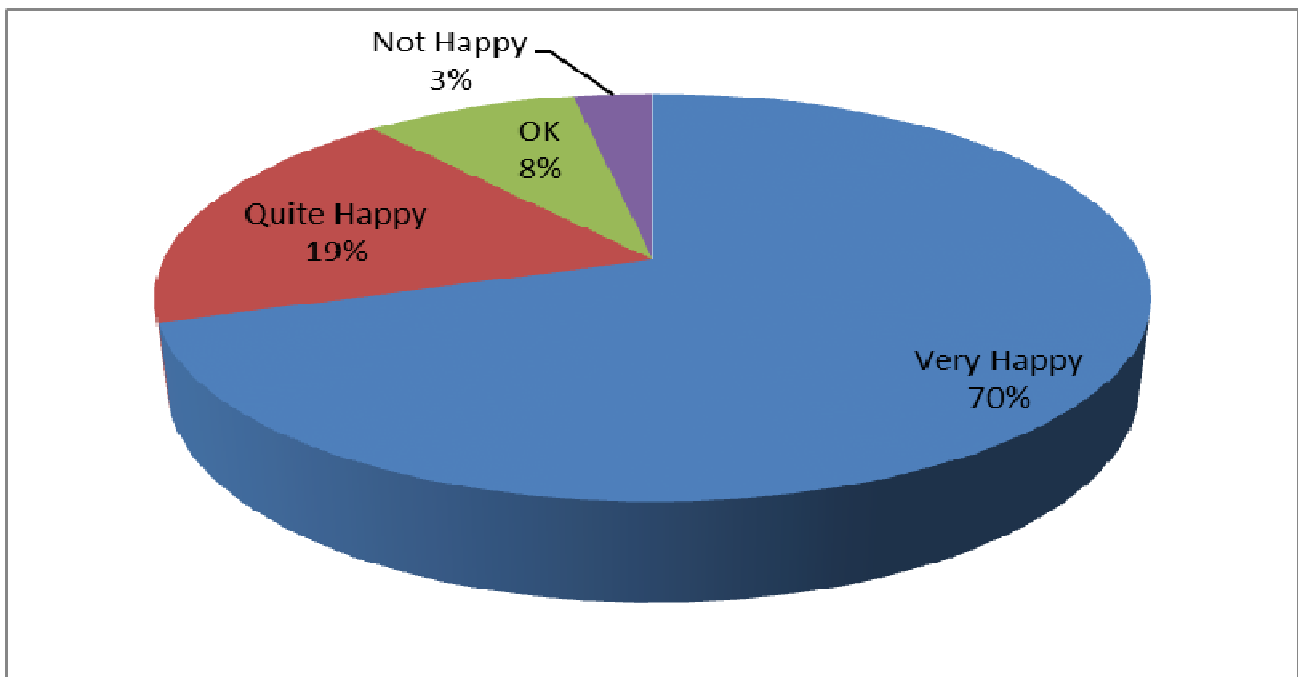
From January 2010 we have been coordinating 5 councils to pilot the development of the Dementia quality Mark for the South West. This kite mark will give reassurance that a chosen home will be able to meet the needs of the person with dementia. Plymouth online directory POD will contain information about the care homes who have achieved this kite mark.

What Our Customers Think!

Each year we complete a survey of what people think of the care and support they receive. Satisfaction levels of the 483 respondents who responded to the question “Overall, how satisfied are you with the care and support services you receive?” are set out below;

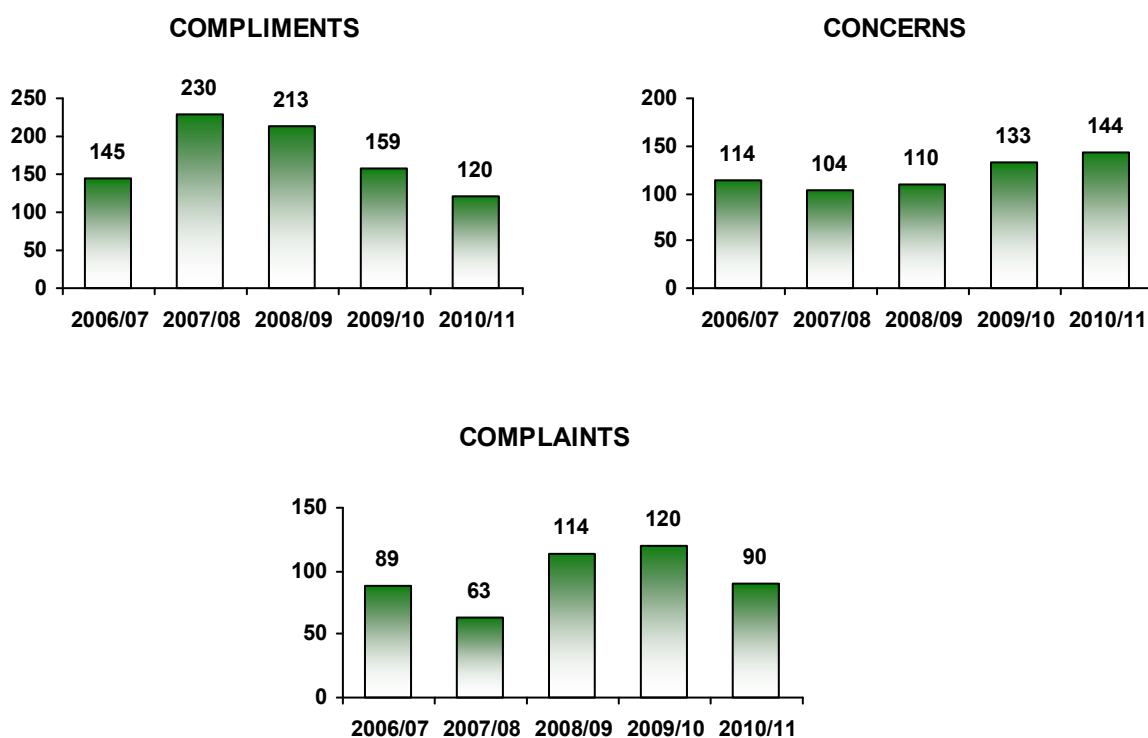


97 Learning Disability clients responded to the same question, with their views set out below:



Customer Compliments, Concerns and Complaints

Customer feedback (including compliments, concerns, complaints or suggestions) is crucial for Adult Social Care to improve services, meet the needs of customers, continue good practice, identify trends and inform future service needs and provision. Examples of how people can communicate their feedback include: by phone using a dedicated free phone telephone number, by email direct to the complaints inbox, by letter or in writing by completing a complaints form. The following graphs show the compliments, concerns and complaints received within the Adult Social Care Department made between 1 April 2010 and 31 March 2011, with comparator data provided to show trends in each area.



The complainant can refer their complaint to the Local Government Ombudsman at any point in the complaints procedure. During 2010/11 four complainants asked the Ombudsman to consider their complaints. The Ombudsman did not investigate further any of the four complaints for the following reasons:

- One complaint was considered “premature” by the Ombudsman who asked the Local Authority to consider the complaints in accordance with the statutory procedure.
- The Ombudsman considered one complaint to have been remedied appropriately by the Local Authority and he therefore took no action.
- The Ombudsman considered two further complaints and then “exercised his discretion” to take no further action.

Transforming Adult Social Care

A key element in the way that we improve services is the roll out of the personalisation agenda whereby we give people greater choice and control over the care and support they receive. A key way we can achieve this is by giving people a personal budget or direct payment. For 2010/11 we set a target of having 30% of clients on either a PB or DP by 31st March 2011, and we achieved 31% or a total of 2248 clients, which comprised:

- Personal Budgets; 1099 (of which 709 were new in 2010/11)
- Direct Payments; 545 (of which 68 were new in 2010/11)
- Carers Direct Payments 604 (of which 556 were new in 2010/11)

Some key achievements of 2010/11;

More extra care housing

Extra care housing has been a key initiative across the city to support more people to remain living independently for longer. We currently have 6 such developments. They have purpose built apartments and are fully accessible to people with disabilities. 24-hour care is available on site. Working with Devon and Cornwall Housing Association 2011 saw the opening of Devonport Views, a 42 bedded extra care scheme for older people.

Better information for all

The Plymouth Online Directory (POD) is an online directory of social care and health services and has been designed as a one stop shop to make information more accessible and give people greater choice and control over the services they want to use. The website draws together information and highlights services and organisations to help people maintain their independence in their own homes. There is information on local and national charities, community groups and organisations offering advocacy services, money advice and training, employment and volunteering opportunities. There is also a register for personal assistants who people can use if they want to employ someone to help them in their home.

Transforming learning disability services- short breaks for people with complex needs.

In 2010 we successfully bid to SWRIEP for capital funding to transform short break services for people with a complex need by closing an outdated building and consolidating short breaks onto one site. We consulted with service users and offered tailor made services through personal budgets to 40 people and in November 2011 secured completion of a new extension to our short break service for young people in transition and people with complex needs.

Improvement priorities for 2011/12

In 11/12, we wanted to continue to improve the service that we provide and as such we have a number of service improvements priorities that we have focused on;

- Improve the experience of people accessing and using our services by introducing one front door for all referrals, a new personalised care management service.
- Develop more preventative services and increase opportunities for volunteering.

- Increase the number of service users and carers who have personal budgets and direct payments.
- Develop a Reablement service that promotes independence and recovery
- Develop a Market Position Statement which sets out the types of services we will be commissioning in the future
- Develop more accommodation and employment opportunities for clients with mental health issues and adults with a learning disability.
- Improve the quality of services for people with dementia by working with providers to ensure they are able to support people with dementia.