

Adults and Communities Department Local Account

Our Performance
2016 - 2017



Introduction

Welcome to the 2016/17 Local Account which sets out our achievements during the 12 months from 1 April 2016 to 31 March 2017. It informs the citizens of Leicestershire how we have met the needs of local people during that time, about our priorities and plans for the coming year, and also about the challenges we face.

The Adults and Communities Department commissions and provides a wide range of services designed to support people to maintain their independence, enable them to be part of society, protect them in vulnerable situations and meet a variety of care needs. The aim of our services is to care for and support older people and people affected by mental health issues and disability (learning disabilities, physical disabilities and sensory impairment) ensuring that their eligible support needs are met, and they can exercise choice and control over their lives.

The department continues to deliver services by two main functions, Communities and Wellbeing and Adult Social Care Services. The Adults and Communities Department commissions services from a range of private and voluntary sector organisations, and works in partnership with Public Health and NHS providers. In addition some services are delivered directly from the Council.

This report is set within the context of the Adult Social Care Outcomes Framework (ASCOF), which is a national framework from the Department of Health against which our progress is measured. Communities and Wellbeing no longer have such a formal structure for performance monitoring at a national level, but have determined local priorities. The report also reflects our achievements against the priorities identified in the Adult Social Care Business Plan 2016/17.



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Lead Member for
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Jon Wilson
Director of Adults
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Department

Where we are now, and the challenges we face

April 2016 was the first year of our four year Adult Social Care Strategy and the Communities and Wellbeing Strategy, both of which are aligned with the Medium Term Financial Strategy (MTFS). These strategies assist the department to meet financial targets and enable us to implement a new approach to adult social care and communities and wellbeing. The Adult Social Care Strategy focuses on preventing, reducing, delaying and meeting need to make the best use of peoples' available resources to keep them independent, safe and well. The Communities and Wellbeing Strategy aims to build independent and resilient communities across Leicestershire, through access to culture and learning.

Sustainability and Transformation Partnership (STP) & Better Care Together

In autumn 2016, Leicester, Leicestershire and Rutland (LLR) partners produced a local STP plan under the banner of Better Care Together. The plans recognise that more integrated models of care are necessary to meet the changing needs of the population and the plans consider how different parts of the NHS and social care system can work more closely together to provide more coordinated services to patients – for example, by GPs working more closely with hospital specialists, district nurses and social workers to improve care for people with long-term conditions.

Our population

The population of Leicestershire is growing, and the increase in the older population is proportionately higher than the overall population increase. The table below illustrates that by 2020: the population aged 65 years and over is projected to have grown to 149,500, an increase of 6% since 2017.

Population aged 65 and over, projected to 2030

	2017	2020	2025	2030	% increase from 2017 to 2030
People aged 65-69	40,900	38,600	41,200	47,900	17%
People aged 70-74	37,100	40,200	36,900	39,600	7%
People aged 75-79	24,700	29,000	37,100	34,300	39%
People aged 80-84	18,700	20,500	24,800	32,000	71%
People aged 85-89	12,000	12,900	15,500	19,100	59%
People aged 90 and over	7,200	8,300	10,700	14,000	94%
Total population 65 and over	140,600	149,500	166,200	186,900	33%

Population growth for those aged 90 years and over is significant locally. By 2030, this population is projected to grow to 14,000, an increase of 94%.

The number of older people with learning disabilities is expected to increase, due to increased life expectancy, and people with other complex needs are also living longer – both creating further additional demand upon social care. There is an expected increase in the numbers of young people coming into adult social care services. All these factors contribute to the pressure on existing services.

The table below details the number of people by primary support reason and age supported by the department in 2016/17:

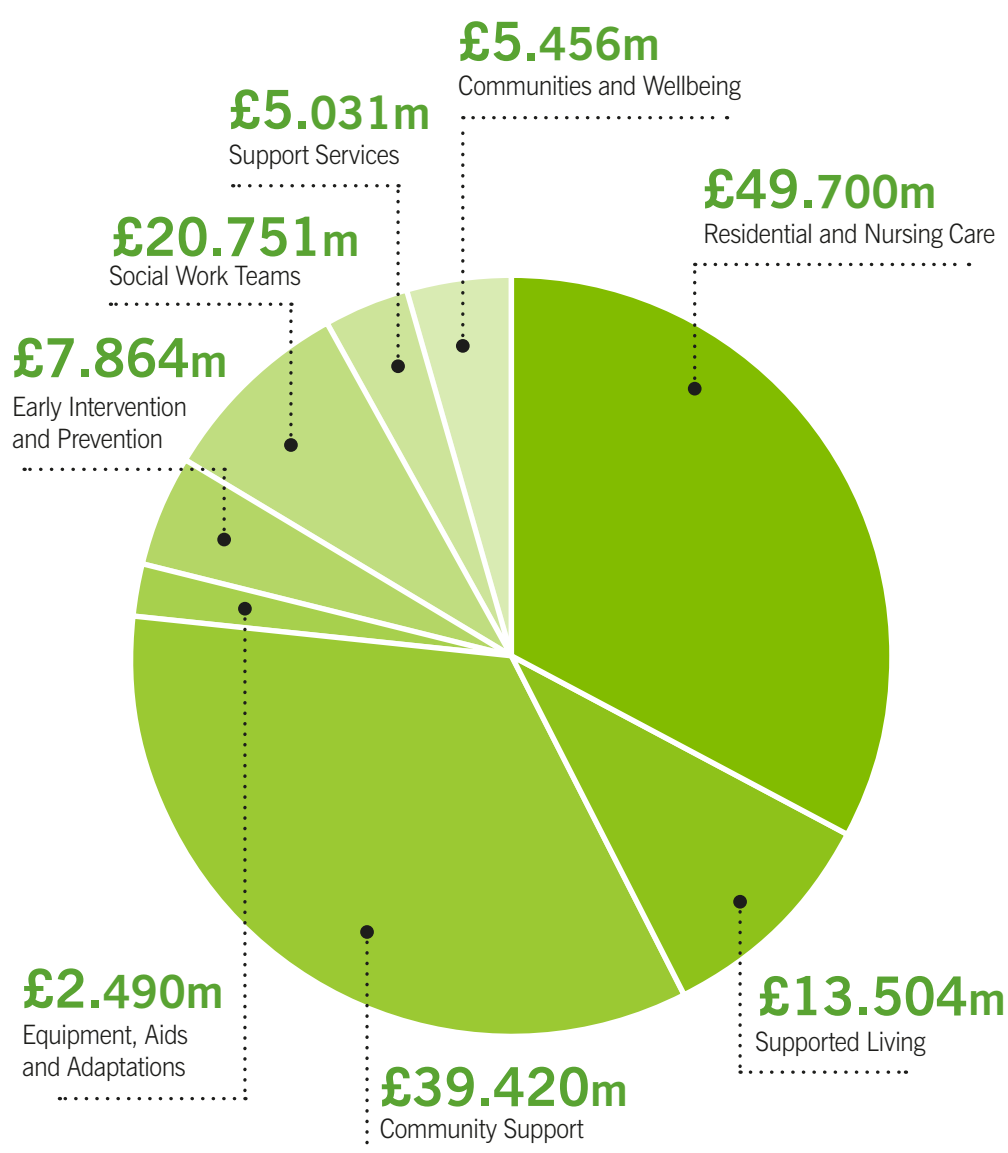
Primary Support Reason	Age	
	18-64	65+
Physical Support: Access & mobility only	373	1,402
Physical Support: Personal care support	811	7,570
Sensory Support: Support for visual, hearing or dual impairment	21	34
Support with Memory & Cognition	23	462
Learning Disability Support	1,456	154
Mental Health Support	725	880
Social Support: Substance misuse, asylum seeker or social isolation support	106	110
Total number of people supported 14,127		

This represents an increase on the previous year of 5%, indicating a rise in demand.

How we spent our money in 2016/17

In 2016/17, the departmental spend was £127.2million (net) on Adult Social Care and Communities and Wellbeing, in the following ways:

Services	£ thousand (2016/17)
Residential & Nursing Care	49,700
Supported Living	13,504
Community Support (Direct Payments; Homecare; Meals; Day Services)	39,420
Equipment, Aids & Adaptations	2,490
Early Intervention and Prevention	7,864
Social Work Teams	20,751
Support Services	5,031
Communities and Wellbeing	5,456
Income from NHS	-17,052



What did we achieve in 2016/17?

This section will outline the department's achievements, areas where further work is needed and includes information on our performance. The performance of local authorities that provide for people with social care needs is measured by what's known as the Adult Social Care Outcomes Framework (ASCOF).

Ensuring people have a positive experience

Summary

Satisfaction levels from the latest adult social care survey have risen to 65% from 58% the previous year. This brings it back in line with levels two years ago (66%) and is above the national average.

There has been a small improvement in the proportion of service users stating that they have as much social contact as they would like. Results from the 2017 survey have increased from 41% to 46% taking performance above the national average. In terms of quality of life in 2016/17, a measure based on various aspects of service users' lives, performance showed some improvement although remained lower than the national average.

Satisfaction levels from the latest adult social care survey have risen to 65% from 58%

Activity during 2016/17

- Completing the successful transfer of 30 libraries to local communities, including a new pilot self-service access library in Syston.
- Supporting 152,291 visits to heritage sites and 1.3 million visits to Leicestershire County Council operated libraries.
- The Co-Production Officer and co-production planning group have: developed a new live online contact questionnaire which gathers contact details, topics of interest, best ways of engaging etc, draft guidance for stakeholder interview panels and dedicated Leicestershire Communities Website Pages including general information as well as a dedicated secure area for members of the planning group to view/comment on current work as well as book onto future meetings.
- Making It Real – the group were involved in developing care and support guidance and feeding into the “Working Age Adults Accommodation Strategy”.



Keeping people safe

Summary

There were over 1,200 safeguarding enquiries investigated during 2016/17; a third higher than the previous year. Six in every 10 were located in the community with the remainder being in care homes.

However, safeguarding data evidences that the department has effectively worked with Residential Care providers to reduce risk in recent years, as the percentage of enquiries has dropped from 61.6% in 2015/16 to 38.9% in 2016/17

The proportion stating that services help them to feel safe remains very high at 90%; a level that puts performance in the top 25% of authorities in England.

Activity during 2016/17

- The department has been working closely with Leicestershire County Council Trading Standards, to collaboratively respond to referrals which are received around fraud or scams.
- The Adult Social Care Making Safeguarding Personal plan developed in June 2016 is almost complete and over 20 training sessions have been delivered to staff and managers.
- Significant investment in staffing has been made for additional Best Interest Assessors (BIA) and external support commissioned to address the number of people awaiting assessment. The BIA role is required to decide whether Deprivation of Liberty (DOL) is occurring, or is likely to occur, and, if so, whether the DOL is in the best interests of the person being assessed.
- LLR have developed an online register for people with Learning Disabilities and/or Autism. This has seen an increase of people referred to the register from 41 in June 2016 to 129 in May 2017. The register enables health and social care teams to identify people at being “at risk” of being admitted into hospital, ensuring people get the right support as early as possible.

Safeguarding data evidences that the department has effectively worked with Residential Care providers to reduce risk

Enabling maximum choice and control

Summary

The proportion of people stating they had control of their daily life increased from 75% to 78% in 2016/17, a figure that is above the national average.

The proportion of people who were in receipt of a direct payment has increased significantly from 38% in 2016 to 55% in 2017. This increase is primarily due to roll out of direct payment cards, the re-tendering of the home care service in autumn 2016 and the review of Provider Managed Accounts (PMA's). At 55% performance is amongst the top 25% of authorities in England.

Activity during 2016/17

- Since the roll out of Direct payment cards, in the last 12 months 2,414 people now have a Direct payment card issued to them, increasing choice and control.
- Increased staffing within the Personal Budgets payroll team has enabled us to meet the increased in demand for Personal Assistance support.

Responding well to initial requests for support

Summary

In 2016/17 there was a small improvement on how easy it is to find information for service users whilst the figure for carers has improved from 58% to 64%. Despite these increases performance remains lower than the national average. However, 86% of respondents to the carers survey stated that the information was helpful, with a quarter stating it was very helpful.

The number of requests for support from new clients during 2016/17 was 6% lower than the previous year. Of these 58% resulted in no services or universal services/ signposting (equivalent to preventing need), 12% resulted in requiring reablement, and 8% for long-term support.

The proportion of people stating they had control of their daily life increased from 75% to 78%

Activity during 2016/17

- In 2016/17 the department's Assistive Technology Service received on average 350-420 referrals per month, provided 2,896 standalone equipment and 800 Lifeline services.
- Lightbulb service has been piloted in Blaby. This partnership programme is supported by the district housing authorities in Leicestershire and the County Council, and is designed to help people to stay safe and well in their own home for as long as possible With a planned full roll out across Leicestershire from October 2017.
- In the last year the Adult Social Care Customer Service Centre has handled 105,500 calls, 15,000 emails and 1,800 web based enquiries.

Supporting carers

Summary

The statutory survey of carers was conducted autumn 2016.

Results were similar to the last survey which was conducted two years ago. The majority of carers stated that they look after themselves, felt safe, and found information both easily and useful. In relation to the ASCOF measures, there was a general mix in performance – finding information improved whilst quality of life and social contact remain low and the level of satisfaction fell significantly (down from 41% to 31%). Detailed analysis has been undertaken on the findings and various next steps have been agreed including follow-up research with those respondents who stated they would like to be involved in further development of the carer support offer.

The proportion of people aged 18-64 with a learning disability who are in settled accommodation continues to improve year-on-year

Activity during 2016/17

- The Carers Delivery Group continues to meet regularly with one overarching action plan drawing together key items across Leicester, Leicestershire and Rutland and Health and has recently focused on increasing awareness and early identification of carers within GP practices.
- Work has been undertaken alongside Healthwatch to identify future improvements that are required to the social care process for carers.

Helping people to stay well and independent 18-64

Summary

The proportion of people aged 18-64 with a learning disability who are in settled accommodation continues to improve year-on-year. In 2016/17 the proportion rose to 79% (three years ago it was just 61%) and was above the national average.

The number of new permanent admissions to care of people aged 18-64 reduced further during 2016/17 with only 29 admissions or 7.1 per 100,000 population; a performance that puts Leicestershire in the top 25% of authorities in England. This has resulted in fewer people in permanent care placements - per 100,000 population the figure has reduced from 124 in March 2016 to 116 in March 2017.

There were 678 people aged 18-64 per 100,000 population accessing long-term support on 31 March 2017. This is similar to the previous March when 682 people per 100,000 population were accessing services.

Activity during 2016/17

- There has been a greater focus on providers supporting individuals to access employment and training opportunities to enable a reduction in the need for long term formal adult social care. This has been supported by the procurement and implementation of two new frameworks; Community Life Choices (day services) and Supported Living.
- Development and publication of a new Working Age Adults Accommodation Strategy.

Helping people to stay well and independent 65+

Summary

The number of older people who were admitted to permanent care placements during 2016/17 (633 per 100,000 population) was higher than the previous year when performance was better than the national average. Despite this increase in admissions, the growth in the population of older people means that the rate per 100,000 population of those in permanent care has fallen from 1,300 in March 2016 to 1,231 in March 2017. Similarly, the overall number of people accessing services has reduced from 3,617 per 100,000 population to 3,112 per 100,000 population in March 2017.

Just short of 4,000 people accessed reablement services during 2016/17; a 12% increase on the previous year. Of these, two-thirds were following a hospital discharge and the remainder through community referrals. Over 40% of those who received reablement had a preventative outcome such as universal services, signposting or no further need for services. In addition, a similar proportion resulted in a reduced service whilst only 2 in 10 went on to receive ongoing services.

Activity during 2016/17

- Production of a new Older Persons Accommodation Strategy.
- Undertook a review of our Extra Care housing provision.
- Implementation of our new homecare service; "Help to Live at Home".
- A project working with Residential Care homes to use Assistive Technology effectively successfully reduced the number of falls for people in those homes.

Helping people to experience a seamless service

Summary

The proportion of people discharged from hospital receiving a reablement service and still living at home after 91 days was 87% in 2016/17, a similar position to the previous year and above the national average. In line with the national position there was an increase during 2016/17 of people whose hospital discharge was delayed.

The figure for delays attributable to adult social care or jointly with the NHS was 3.7 per 100,000 population, up from 2.1 the previous year. Despite this increase Leicestershire remains lower than the national average. Further analysis of delays, this time solely attributable to adult social care, includes comparison with 22 similar and regional authorities. This also shows a better-than-average performance with Leicestershire having the 6th lowest number of delays out of the 22 authorities.

The proportion of people discharged from hospital receiving a reablement service and still living at home after 91 days was 87%

Activity during 2016/17

- Implementation of the community referred reablement element of the domiciliary care services, including a two weekly review process.
- Working with health partners, a pilot residential reablement scheme to support people leaving hospital has been undertaken.

Working together

The Council is actively involved in work to integrate health and social care at a national and local level. We are working together to develop and implement integrated services to help us understand people's health and care needs, and to avoid duplication of prevention and prevent people from needing longer-term or more intensive support.

Activity during 2016/17

- Joint LLR Mental Health Recovery and Resilience Service procurement with new services due to be in place by Autumn 2017.
- Commissioning of the joint health and social care domiciliary care service.
- Integrated In-Reach discharge Team in place from January 2017 to support identification and referral to the bed based reablement facility.

Compliments and complaints

Complaints

In 2016/17 there were 178 social care related complaints, this is an increase of 5% however, in line with the national picture. 61% of social care complaints were responded to within 10 working days. This is meeting our target of 60% and compares favourably to other authorities.

During the year significant work has been carried out to improve how we demonstrate that complaints lead to improved service delivery. Adult Social Care now issues a response to each quarterly complaints report detailing how any themes highlighted will be addressed.

Compliments

Adult Social Care received 141 compliments in 2016/17, which is an increase of 23% compared to 2015/16. Below are a couple of quotes received from service users and carers:

"A quick e-mail to say how pleased we both are with your "Hart" team carers. They are truly a godsend and are helping so much... You only ever hear of the negatives in the press but the service we are receiving is fantastic."

"Just a little note to say a big thank you for showing such kindness and understanding when you came to assess me as a carer. It's so refreshing to have someone who is prepared to listen and show empathy."

The future

The 2017/18 Departmental Business Plan sets out the priorities for the forthcoming year. The priorities are focused upon the principles of the Adult Social Care Strategy 2016-2020. The principles are to prevent, reduce, delay and meet need in a way that maximises the person's independence some of which include:

- Completing the remaining community transfer of libraries.
- Predicting demand for the future usage of services by analysing Social Care data.
- Development and publication of the new LLR Carers Strategy.
- Development of an integrated discharge service to support people leaving hospital.

Balanced scorecard

The Adults and Communities Department have developed a balanced scorecard that shows our performance at a glance. The aim of the scorecard is to make this report more accessible and to highlight areas of achievement and where we need to do better. Your views on our performance are always welcome and can be addressed to the Customer Relations Manager:

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