

Adult Social Care

Matters

Our local account
2012 – 2013



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Foreword



I am pleased to welcome you to the second edition of Adult Social Care Matters, our annual publication which gives local people a guide to developments in adult social care in Bolton over the past year.

It includes useful information about things we have done well this year and what we need to do better in the future.

We continue to provide essential care and support to thousands of customers every year in Bolton, and are committed to protecting the most vulnerable adults in the borough, despite the challenging financial conditions we face.

I hope you find the information in this document useful and interesting and would value your comments and feedback on this edition to help us improve each year.

Councillor Linda Thomas
Executive Cabinet Member

In April this year we introduced Healthwatch Bolton, which is the new independent voice created to gather and represent the views of the public in health and social care.

We have adopted the work of the former Local Involvement Network (Bolton LINKs) and continue to work to help make sure that the views of local people are taken into account in the planning and delivery of social care services.

Healthwatch welcomes the opportunity to work alongside Bolton Council and its partners, and we hope that people's experiences can help to improve the quality of local services.

Jack Firth
Chair of Healthwatch Bolton

What's new in 2012-13?



Welcome message from the Director of Children's and Adult Services, Margaret Asquith.

There have been a number of changes within adult social care in Bolton over the past year. The former Health and Adult Social Care department has now merged with Children's Services to become Children's and Adult Services. Our department now features a wide range of services ranging from those helping children to get the most out of life, achieve at school and develop skills ready for adulthood, to the care and support of vulnerable adults. As the merged department has started to operate as one over recent months, we are considering proposals for service improvements.

As you may know, the financial situation for councils and local services continues to be very challenging. In order to reduce the national debt, the government is reducing the amount of money it gives to councils each year, and in turn local councils are being asked to find savings from their own services and budgets.

Recent announcements from the government show that Bolton Council will need to find savings for

several years to come. This has an impact on all areas of the council, including adult social care. Assessing how much help people need and providing ways to support them if they qualify for help is something the council has to do by law, as part of its duty to protect the most vulnerable people in the borough.

On top of this we know that demand for adult social care services, including information and advice, continues to rise because people are living longer and we are working hard to make sure services are ready to meet the challenges ahead.

Despite the challenges we face, the latest information from government shows that in most cases, we have improved when compared to last year. We are particularly pleased that users of our services are saying they are more satisfied with their care and support and have greater control over their daily lives. We look to continue to improve this throughout the coming year.

Margaret Asquith
Director of Children's and Adult Services

New to Adult Social Care?

Adult social care is the help and support we give to people to help them to continue living safely and with a reasonable quality of life. It is often something people need after an illness or when someone has a long-term health problem.

Adult Social Care is a really important part of the council's work. Having a good quality of care and support for local people is right at the heart of the council's overall plan about how services will be delivered in the coming years; this is known as Bolton's Community Strategy.

It's our job to assess if someone qualifies for help and support and then give them the choice of either letting us manage their care or having a direct payment so that they can arrange their own care. We won't push people down either path; we want them to make the choice that's right for them personally.

If you would like to know more about the types of services provided within Bolton, our Local Directory (<http://www.localdirectory.bolton.gov.uk/>) brings together all the contact information of local services in once place.

How to contact us

If you are an adult (18+) and need support because of illness or disability or if you are caring for someone and need help with your caring role, your first point of contact is Access Bolton on telephone number **01204 338027**. Our friendly staff will take time and listen to you. They will give you information and advice on what help may be available.

How to make a complaint, compliment or comment

If you have a complaint, compliment or comment about an adult social care service you have received you can inform the Customer Relations Team using one of the following methods of contact:

By post:

**Customer Relations Team
Children's and Adult Services
3rd Floor, Paderborn House
Le Mans Crescent, Bolton BL1 1UA**

Tel: **01204 337288**

Email: **customerrelationsteam.socialservices@bolton.gov.uk**



Service user experience

We are committed to listening to the views of our service users in order to help us improve our services.

Service user surveys

Each year the council is asked to carry out the Adult Social Care Survey to find out how satisfied service users are with the services we provide. This year's results showed some positive improvements to the majority of the main areas surveyed, when compared with 2011-12.

This tells us that:

- Service users are more satisfied with their quality of life and feel they have more control over their daily life.
- Overall service users are more satisfied with their care and support.
- More of our service users say they find it easy to find information about services.
- More of our service users say that the services they receive have made them feel safe and secure, although less people say they feel safe overall.

There is still room for improvement. When compared to the rest of the North West our results fall within the average and we are committed to trying to improve this year on year.

Service user feedback

We believe that listening to the people who use our services is an important part of improving services and we always welcome suggestions about how we can make something better. For every complaint we receive we aim to make an improvement to the services involved; for every compliment we receive we are reassured that we are doing the right things to support people.

- This year the number of formal complaints we received about adult social care reduced to 105, compared with 145 in the previous year. This makes up only about 1% of all services provided.
- We know that we are responding to your complaints more quickly than last year – when something goes wrong we want to try and put it right as quickly as possible.
- We have seen an increase in compliments this year, approximately 250 were received about a wide range of our services.



Case studies

We wanted to share with you a range of examples of how the services we provide are making a difference to people's lives and allowing them to achieve a good quality of life in Bolton.

Case study: Helping those with specialist needs to enjoy family and community life

Bolton Adult Placement provides a befriending service which develops friendships outside the family and enables regular social interaction and enhances the lives of the people in need of care.

Alan is a man in his early 60s, who lives with his wife, who is his main carer, and his family. He has a mental health condition which at times makes it very difficult for his wife to care for him.

Alan's Social Worker referred him to Adult Placement in July 2007 to see if a suitable befriender could be found for him. A befriender was found who now visits three times a week.

They go to garden centres and DIY stores or they simply sit and chat in the garden or in the local park. Alan now gets out far more often, his carer regularly gets a break and his health and home life have improved considerably.

Case study: Supporting the vital role of carers

There are over 30,000 carers in Bolton who look after family members, partners or friends who need regular help because they are ill, frail or have a disability. Bolton Carers Support is the borough-wide local voluntary organisation that the council helps to fund, which provides advice and information and opportunities to meet other carers.

Gill works part time and has cared for her husband, who is unable to work, for 27 years. Before that she cared for her mother for 5 years before she died. The pressure of her caring role affects her health and at times Gill struggles to sleep. She does though enjoy her part time job which helps their financial situation as well as gives her a break from caring.

Gill sometimes rings the Carer's Helpline when she needs someone to listen and finds the advice they offer really helpful. Recently she has been to information workshops, had meals out and been on day trips. Gill has been so impressed and appreciative of the support offered she now volunteers and is on their board of trustees, using her personal knowledge to represent the needs of carers.

Case study: Supporting mental and physical well-being

Social care and health service professionals work together to provide treatment, practical support and personal care for some of the Borough's most vulnerable people. Through Self Directed Support individuals are given more choice, control and power over the support they receive in order to make positive changes to their lives

When Rita was referred to social services she was very isolated and uncommunicative, she struggled with completing daily tasks including getting groceries, making meals and keeping herself well fed. She found her struggle to manage these tasks very depressing and her mood was very low.

Following a lengthy hospital stay a move to an extra care housing scheme was arranged and an individualised package of care was designed by Rita, the social worker and the care support workers based in the extra care housing scheme. The staff helped Rita with her shopping and meals and helped with a healthier diet and encouraged her to be more active and socialise with other residents and community groups.

Rita is now very positive, her weight and diet are well controlled and she is regularly at local luncheon clubs and local groups and will always greet you with a smile and a hello.

Case study: Helping people recover from illness and regain their independence

Bolton Council works in partnership with Bolton Royal Foundation Trust to provide intermediate care services. These provide recovery, rehabilitation and recuperation and work with people to help them regain their independence.

Ethel who is 85 and lives alone, was admitted to hospital following a fall which had resulted in a fracture to her arm, she did not need to stay in hospital long but realised that due to having a broken arm she would not be able to manage at home. Faced with the possibility of an extended stay in hospital she was pleased to be able to stay temporarily in a nursing home where she received support from an occupational therapist, physiotherapist and nurse. There was also a pharmacist who helped her get her tablets in order and took time to explain them all to her. The therapists taught her how to manage at home with her arm in a cast and as soon as she felt able it was arranged for her to go home with some equipment in the bathroom and kitchen and a package of support from the Reablement Team.

Carers visited initially 3 times a day to assist and encourage Ethel with her personal care and meal preparation. Her recovery progressed rapidly and she required only minimal help with dressing which she still found difficult to do with a cast on. As soon as her cast came off Ethel was able to manage all tasks herself and the Reablement Team withdrew, leaving her only with a small amount of equipment in the bathroom which she continued to find helpful.

Case study: Keeping people independent at home

Adult Social Care works closely with partners in health services to provide support for vulnerable adults, helping them to live as independently as they can. This support can have a positive impact on relatives and the wider community as well as the individual themselves.

Tony was admitted to an out of borough hospital after concerns that he was confused and had poor short term memory. Hospital staff advised that Tony may need to be moved into residential care, however family wanted him to return home.

The social work team worked with doctors and health staff at the hospital who advised that his symptoms could be related to an unstable thyroid condition which could improve. Along with hospital staff Tony's social worker arranged for him to be transferred to an Intermediate Care home to continue rehabilitation and assessment, in order to give Tony every chance to go home.

After a few weeks a reassessment was completed and this showed that Tony was improving. Staff involved from health and social care along with Tony and his family were able to agree for him to return home with a package of care provided initially from Home Support Reablement, in order to continue to reduce his needs.

The team worked closely with family to put measures in place such as a safe to prevent interference with medication, and Telecare equipment such as door sensors, to reduce the risk of wandering. Tony continues to live at home with the support provided, he enjoys being in his own home, with neighbours and friends close by.

Case study: Supporting young people as they move into adulthood

Close working between Children's and Adult's social care teams ensures young people can transition smoothly into services to support them as they move into adulthood.

Sarah, a single parent requested an adult assessment for her daughter, who has severe learning disabilities and was currently being supported by Children's Services.

Sarah was particularly anxious because she works full time and has other caring responsibilities, with no other family networks who could assist her. Due to her working hours she required a service that could support her daughter from 8.00am in the morning until 4.30pm in the evening.

Through close working between Children's and Adults social care teams, she was able to employ a personal assistant and purchase a day service from the private sector through a combination of direct payments and a personal budget. This enabled Sarah to continue to work and carry on supporting her daughter at home. This arrangement has been successful in meeting Sarah's and her daughter's needs, and the hours are used flexibly in times of crisis.

Facts about local services

Throughout the year we keep track of how our services are doing, to make sure that they are working well and delivering high quality care. Below are some of key facts about services in 2012-13.

Did you know?

Demand for our services is rising – more people are coming to the council to enquire about adult social care services.

7,700 people made contact with us during 2012/13, an increase of **7%** when compared to 2011-12...

...**27%** of these new contacts required an assessment, **35%** were provided with a short-term service such as a piece of equipment from the Independent Living Team, and the remainder were given information and advice or signposted to universal services such as housing or leisure services.

An extra **2,100** people had an assessment this year, a significant increase on last year...

...around **80%** of these assessments resulted in services being provided.

Overall, there were over **6,500** people in Bolton receiving adult social care services at the end of 2012-13, an increase of almost **5%** when compared to 2011-12.

Many customers, over **3,700** in 2012-13, are accessing short-term services which include Home Support (Reablement), Intermediate Care and equipment services.

We know that many of our services are working well

- Over 70% of customers receiving adult social care in Bolton are receiving Self-Directed Support which means they have made a choice about how their care is organised, giving them more control and power over the care and support they receive.
- We are working effectively with health services to ensure that most people coming out of hospital return back to their homes without delay.
- We know that we are doing better than any other authority in the North West in keeping customers receiving mental health services independent.
- Almost two thirds of customers who have completed Home Support Reablement services do not require long term support.

We know we need to improve in some areas

- More service users aged over 65 (approximately 350) went into residential or nursing care on a permanent basis this year. This may be because more people require residential support for a shorter period, later in their lives. Although the older population is rising we need to ensure we are helping people to be independent for as long as possible.
- We know that in Bolton there is a very low proportion of people with learning disability in paid employment and we are currently exploring options to make sure this gets better over the coming year.
- A small number of the services we buy for people have fallen short of the standards expected of them. We are taking action with providers who fail to meet expected standards and are working with the Care Quality Commission to ensure standards are improved where required.

If you are interested to find out more about our performance and how we compare nationally you can visit the Information Centre for Health and Social Care at <http://www.ic.nhs.uk/>.



Where the money goes

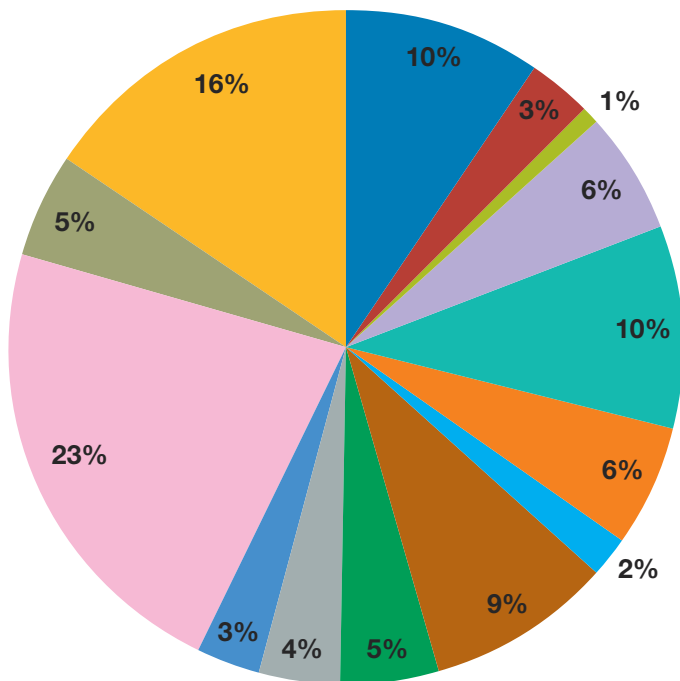
Local people have told us that they want to know more about how money is spent within adult social care.

In 2012/13 Bolton Council spent £92.2m on adult social care services. This is approximately 25% of the total spend for the Council. How this money is spent is split down below into service areas.

As you can see, the biggest areas of spend are within residential care (£20.8m), supported housing and

outreach for people with learning disabilities (£14.6m) and social work services (£9.2m). We know that residential care is usually the area of biggest spend due to the fact that it involves supporting all or many aspects of a person's life.

Breakdown of spend by service area



£20.8m Residential Care

£14.6m Supported Housing and Outreach (Housing and support for people with learning disabilities, physical disabilities and mental health conditions)

£9.2m Social Work Services

£8.9m Direct Payments

£7.9m Home Care

£5.2m Day Care

£5.1m Drugs and Alcohol Services

£4.3m Housing-Related Support (Services to help people live at home independently)

£4.3m Support Services, Commissioning and Management

£4m Intermediate Care (Health and care services in between going in or coming out of hospital)

£2.8m Other service areas

£2.3m Disability Equipment

£2m Extra Care (Housing Services with extra support, such as wardens)

£800k Meals on Wheels (this represents over 115,000 meals delivered this year)

Looking ahead

As we look ahead to the next year we know that there are many difficult challenges facing adult social care and public services in general, but also opportunities to make things better.

- From next year the government are introducing a new piece of legislation which will be known as the Care Act, which will bring together all law relating to social care. This is set to bring improvements in the way councils run their adult social care services and how changes are made for these services.
- Adult social care services run by the council and local health services run by the NHS are being given a legal duty to bring together some parts of their services through 'integration' and are expected to have plans drawn up by 2014.
- We want to make improvements to make it easier for people to find their way through the care system and get the care they need quickly and easily.
- We aim to meet the challenge of providing services to more customers, with more complex needs, despite reductions in our funding.



Glossary

Adult Social Care Outcomes Framework (ASCOF)

A set of measures which allow councils to compare performance information with one another.

Adult Social Care User Survey

An annual survey which departments with adult social care responsibility are required to undertake.

Assessment

A council uses a community care assessment to decide whether a person needs a community care service and, if they do, who can provide the service. The assessment also considers what types of service are needed.

Care Charging

The system in place to calculate how much an individual should contribute towards the cost of their care.

Community Strategy

The Community Strategy is the long term plan for Bolton. The current strategy sets a vision for Bolton from 2012-2015.

Direct Payments

A cash payment paid directly to individuals so they can organise their own support, rather than having support delivered by the council. One of a range of options for people getting an individual or personal budget.

Equipment Services

Devices that are used to assist with completing activities of daily living.

Fair Access to Care Services

Eligibility Criteria For Adult Social Care. Bolton currently provides services to customers with 'Critical' and 'Substantial' needs under this criteria.

Gross Spend

The total amount spent.

Independent Living Team

Provides services such as disability equipment (grab rails etc.) to help people to remain safe and independent in their own homes.

Integration

Bringing services and staff together under one organisation.

Intermediate Care Services

Health and care services provided in between going in or coming out of hospital.

Learning disabilities

A learning disability affects the way a person learns new things in any area of life. It affects the way they understand information and how they communicate. This means they can have difficulty understanding new or complex information, learning new skills and coping independently.

Healthwatch

Healthwatch is the new 'independent consumer champion' created to gather and represent the views of the public in health and social care planning.

Home Support (Reablement)

“Reablement” packages give people who are leaving hospital after illness or injury help and support at home. Through reablement, people are helped to settle back into their homes, perhaps by changing their home environment so they can get around better or providing daily visits and support. In Bolton the Home Support team provide reablement services.

Mental health

Mental health refers to a person’s emotional and psychological well-being.

Net Spend

The amount spent after subtracting any income that has been received.

Performance Management

The activity of measuring and monitoring the outputs of our services to make sure that they are achieving their desired goals.

Physical disabilities

A physical disability is any impairment which limits the physical function of one or more limbs or a person’s overall mobility.

Support Plan

A personalised care plan which gives details of a customer’s care and support needs and services.

