

Adult Social Care
Local Account 2014

How we are doing...



Brighton & Hove
City Council

Foreword

Rob Jarrett, Lead member for Adult Care and Health
Denise D'Souza, Executive Director Adult Services

Welcome to the third annual report for Adult Social Care services in the city covering April 2013-March 2014. In this report we set out what we have achieved and how we have performed in social care over the last year, the challenges we face and those areas we plan to focus on and improve.

Like all councils, we are facing challenges and we are changing the way we do things. The population in need of care and support is growing in Brighton & Hove, levels of need are increasing and many related costs are rising.

There are also national factors that will require significant changes in how care is delivered:

- The Care Act 2014 will place new responsibilities on Adult Social Care and will significantly change the arrangements for how people fund their care needs
- The Better Care Fund will support the further integration of health & social care services in the city
- A reduction in central government funding implies reducing Brighton & Hove City Council Adult Social Care spending by £19m over 3 years, decreasing from £105.3 million to £86 million in 2017.

We know that we need to take a very different approach to tackling the challenges ahead of us. We are looking at every part of the council including Adult Social Care and reviewing everything we do. We will continue to put people and their needs at the centre of what we do, concentrating on what has the most impact on people's lives and focusing on the communities where people live.

The Local Account is for everybody, it is not meant to be a complicated technical report, but an open and honest conversation about how we are doing with our Adult Social Care services. We have tried to set it out in everyday language where possible, but we have developed a glossary to make it more accessible, which is available on-line or can be provided on request.

We would like to thank those who have been involved in the development of the Local Account. It is very important that it has been created using feedback and suggestions from residents and our partners in Brighton & Hove.



Rob Jarrett

Councillor Rob Jarrett
Lead member for
Adult Care and Health



Denise D'Souza

Denise D'Souza
Executive Director
Adult Services

What is Adult Social Care?

Adult Social Care covers the range of services available to people, aged 18 and over, in the city who need some care and support to live as independently and safely as possible. It also includes supporting their family and friends who provide care and support to them directly. We work closely with colleagues in children's services to support young people moving into adult services.

The Adult Social Care Service takes the lead in ensuring the safety of vulnerable adults in the city who may be subject to abuse or poor quality care. We also have a duty to ensure that people who lack capacity to decide for themselves, in care homes and hospital, receive care and treatment that is in their best interests.

To achieve the best outcomes for people, it is essential that Adult Social Care work closely with a range of other services, both inside and outside the council: including NHS, housing, public health, and private and voluntary sector care providers. Approximately 95% of the care and support services funded by the council are provided by the private sector.

When people think of Adult Social Care they often think of services like home help, day services and care homes. Whilst these are services we provide there is a much wider range of support available to people and we are seeking to develop a more diverse range of services to best meet local people's needs.

These include services such as;

- Information and advice services
- Direct payments which enable people with care needs to receive funding directly so they can purchase the services of their choice
- Neighbourhood care schemes that promote volunteering in local communities
- Community alarms and telecare services which provide assurance and support to people in their homes
- Shared Lives schemes, which enable people with care and support needs to receive this from local families
- Supported employment and volunteering opportunities
- One-off and short term services helping people regain independence and reduce the need for more intensive services

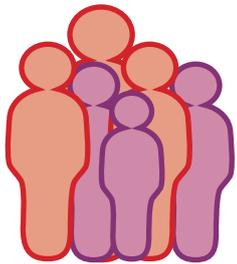
We have recently published a 'Market Position Statement' (www.brighton-hove.gov.uk/asctraining) which outlines our plans to commission care and support services in the city over the coming years that will respond to the needs and wishes of local people.

Some parts of this report have links to other documents which you can view for more information about those particular topics. If you are looking at this on a computer, please click on the website addresses to get to these other websites.



Some key facts

Did you know that in Brighton & Hove there are...



23967
people informally caring for someone (9% of the population)

32500

people with disabilities aged 16-64, **11%** of whom have a serious physical disability.



4400

adults aged 18-64 years with a learning disability



Over 30000

people aged 18-64 predicted to have mental health needs



+12%

The number of older people is projected to **increase by 12%** between 2011 and 2021



By 2030, the number of people aged 65 years or over with dementia will **increase by 26%** with the number of younger people with dementia also increasing.

Did you know that between April 2013 and March 2014...



We handled **91 complaints** and received **141 compliments**

Over 1300 carers received a carer's service



1882

Safeguarding Vulnerable Adults alerts were received. 46% went on to be investigated; the other 54% required a different type of support



5000+

telecare users were supported by the council's CareLink Plus service



social care assessments were completed for new people aged 65 and over



572

social care assessments were completed for new people aged 18-64

We supported **1399 adults** aged 16-64 and **1902 older people** aged 65+ with community-based services



Data taken from the 2011 census

Key Challenges

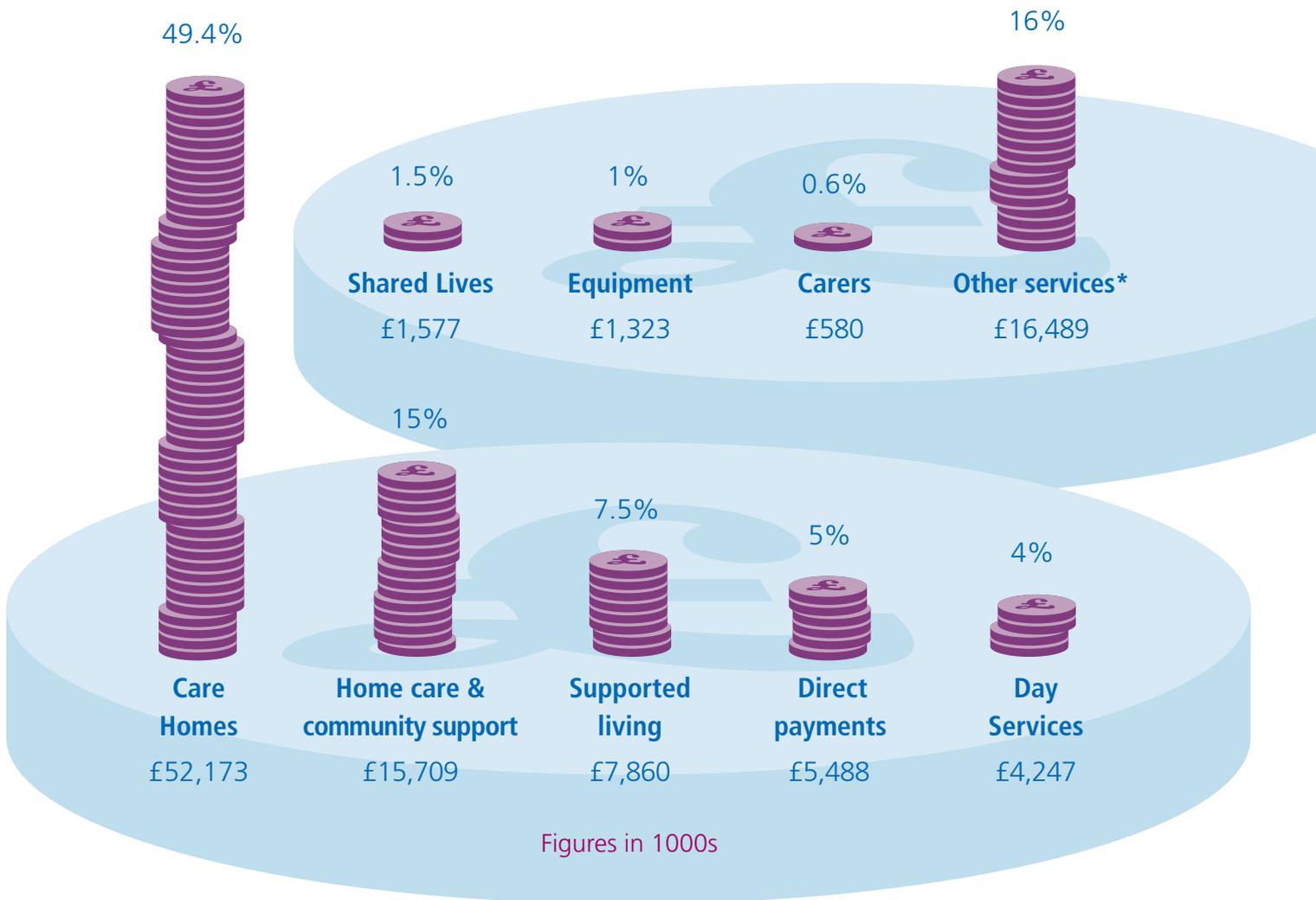
The Lead member for Adult Care and Health and the Executive Director have highlighted our key challenges in the introduction to this report.

Our budget strategy for 2014/15 outlines a challenging programme of savings which involve developing alternative models of care; reducing residential care admissions whilst developing community based options and reducing the number of people placed out of the city.

Continued development of services such as Telecare, Shared Lives, Extra Care Housing and Re-ablement will be essential. Further integration of services with the NHS and an effective

approach to prevention are critical to success. We will need to ensure there is a more diverse and flexible range of services; so there are genuine opportunities for people to buy their own personalised support. These developments and strengthening of our partnerships will help us avoid cutting services.

During this process of change and development it will be vital we continue to ensure people are safe and any deprivations of liberty are in their best interests; these are both areas of work where activity is increasing and skilled responsive intervention is required.



Adult Social Care Budget
Total Annual Gross Expenditure: £105,446,000
 (Last financial year – 2012/13)

* Other services includes assessment and care management, temporary accommodation, transport and employment support.

What Progress have we made in 2013/14 and plans for 2014/2015

In last year's report we focused on reviewing issues that local people had identified for improvement as well as on the actions we planned to take based on listening to what people told us.

In this section we will look at some examples of progress made during 2013/14 and how we plan to continue through 2014/15.

We know that we can achieve better outcomes for people if we involve them from the start in making change happen. For this reason, Brighton & Hove has signed up to 'Making it Real', a set of headings we use to measure how well we are doing in delivering the things that people have said matter to them:



Information and Advice: having the information I need, when I need it



Active and supportive communities: keeping friends, family and place



Flexible integrated care and support: my support, my own way



Workforce: my support staff



Risk enablement: feeling in control and safe



Personal budgets and self-funding: my money

If you would like to see more information please visit the 'Making It Real' website at www.thinklocalactpersonal.org.uk/mir

Information & Advice:

Having the information I need, when I need it



What you have told us

“Being able to get good advice and information that is easy to access is important in care and support services as in other aspects of our lives.”



Of those who responded, 53% people said information was easy to find but 19% said it was difficult to find

(Provisional data from Annual Social Care Survey 2013/14)

We've listened to you and we have:

- Held two public consultation events: one in June 2013 and the other during April 2014. Both events were to provide and gather information from citizens to help us plan the future provision of care and support services
- Continued to fund the Fed for Independent Living to maintain 'It's Local Actually', an on-line directory which provides information on low cost or free community activities in the city
- Worked with partners to extend our advocacy provision to include supporting adults with a Physical Disability
- Supported the 'What's Out There' information fair; the event was attended by 160 young people and adults with learning disabilities and autism, their family carers and professionals

“Friendly stall holders and service users – a good sense of community... Let's do it again”

(Attendee 'What's out there Fair')

“I would like more support and interaction as I feel isolated in my home. I would like to know about local area community day centres to attend”

“Without knowledge very difficult to navigate system. No-one seems to be able to tell you what you are entitled to”.

“I am very happy with my life at the moment. I get support in all my care need areas. Volunteers help me with my educational classes that I choose to attend and staff help me to socialise inside and in the community. I go to places I like to see and generally live how I choose”

And we will:

- Produced a 'Local Offer' (www.brighton-hove.gov.uk/localoffer) which provides clear and accessible on-line information & advice about provision that is available in the city for children and young people who have special educational needs, from birth to 25
- Made publicly available the Adult Social Care policies and procedures as an on-line manual at <http://brightonadults.proceduresonline.com>
- Started to make improvements to our website information as a temporary measure until we complete a full review of advice and information in 2014/15
- In response to feedback in Customer Service week we have recruited five new information officers to help significantly reduce the waiting times experienced by clients who contact our Access Point Team.
- Complete a full review of advice and information relating to care and support
- Identify what improvements need to be made to make information more accessible & personalised
- Jointly work with our partners (including health) to improve information provision in the city
- Take part in national and regional opportunities to explore best practice regarding information and advice services
- Review all our policy and procedures to ensure they are up-to-date and compliant with the new Care Act and thereby ensure local people can access up to date policies
- Improve current systems to help us understand if the advice and support we provide is delivered in an accessible way that meets people's needs.



Active and Supportive Communities: Keeping Friends, Family and Place



What you have told us

“It’s important to have access to a range of support that helps me to live the life I want and remain a contributing member of my community”

“Would like more company, loneliness makes you feel unsafe, mind plays games”

We’ve listened to you and we have:

- Re-organised how activities are provided in the city working in partnership with local communities and the voluntary sector. These activities will be provided in 3 geographical areas (‘Activity Hubs’) East, West and North central. Each activity hub will have a mix of services that include community based groups, befriending services and building based day services.
- Encouraged providers including independent care homes to offer a variety of services to non-residents such as lunch clubs or activities
- Encouraged homecare providers to support people to find out what activities are available in their local community
- Joined the ‘World Health Organisation Age Friendly City Network’ and have been working with partners and older people to assess the city using criteria identified; to work towards improving the quality of life of older people in the city
- We have been working in partnership with colleagues responsible for public health on a project funded by the European Union focusing on healthy ageing. The project aims to transfer learning between partner cities about their approaches to tackling shared issues of ageing and meeting the needs of older people.

“People are ashamed to talk about loneliness”



Social isolation

is a growing concern for people in the city



Over
13%

of young adults with a Learning Disability (aged 18-64) are in employment and a further 18% are in unpaid voluntary work.

41%

of people reported that they found it difficult or were unable to get to all the local places they want in their local area. **34%** can get to all the places that they want to in their community. **25%** do not leave their home. (Provisional data from annual Adult Social Care Survey 2013/14)

And we will:

- Work with the Fed for Independent Living to promote the 'Out and About' work as a best practice approach to social isolation
- Work with other statutory providers to be better connected to the voluntary & community sectors, including faith groups, to increase people's awareness of the activities available in the city
- Continue with the review of day activities for people with learning disabilities, ensuring that all day services are modern, flexible and meet the needs of service users and carers
- Use the Learning Disability Development Fund to fund projects that support people with learning disabilities to make friends and feel more confident using activities in the community.

Did you know...

The city's library service offers home delivery of books to people who find it difficult to access a library. This includes those who find it difficult to carry heavy books, carers who are unable to leave caring duties and those who are housebound. This service often acts as a vital link between a lonely person and the wider world and helps to reduce social isolation. The volunteers can also provide the clients with information about activities within their community.

An 85 year old lady, recently moved many miles from her home: "I used to feel desperately lonely but since meeting you I really am finding my feet in the city"

An elderly gentleman who was an avid reader before his sight failed was delighted to enrol with the library home delivery service and now has fortnightly visits to deliver talking books. This means he can carry on enjoying his lifelong love of reading and can sit back and be read to. "I really missed reading and now I am so pleased to be enjoying it again"

Sarah's story

Sarah has been part of the Fed for Independent Living 'Out and About' project which provides volunteers to support people who are socially isolated. Sarah has a passion for food and cookery – her dream is to produce a cook book which would help other visually impaired people prepare healthy meals independently at home. Sarah had previously experienced difficulty when trying to access activities and had almost given up hope of finding something she could participate in. The Brighton & Hove Food Partnership was really open and enthusiastic about including Sarah and her guide dog in one of their community based cookery courses. Sarah was supported by a volunteer who also shared her passion for cooking.

Sarah said: "The group were very welcoming and friendly. It was so satisfying knowing I'd done it and I did things I'd always wanted to learn more about... I'm really looking forward to the next session"

Anna from the Food Partnership was also very positive. "For me it was fantastic. Sarah was able to take part in all of the cooking and to complete all of the recipes even though she chose the most challenging recipe each week"

Sarah is now accessing other food partnership services and attending another cookery course where she'll have the chance to further practise her skills.



Flexible and Integrated care and support: My support, my own way



What you have told us

“People want care and support that is responsive to their needs, that they have control over and where any changes are discussed with them”



81% of people reported to have control over their daily lives, 15% reported that they have some control but not enough, and 16% reported that they have no control over their daily lives

(Provisional data from annual Adult Social Care Survey 2013/14)

“After returning home from hospital after having had a fall which resulted in a broken hip; my mother was fortunate enough to have carers attending to her 4 times a day. The service she received was excellent and they looked after her so well.”

We know people want to be supported and cared for in the community where possible.

In 2013/14 289 people were admitted to permanent residential/nursing home placements, less than the 318 people who were admitted within 2012/13.

Despite this we know we need to improve the choice of provision available in the city as we still have to place people out of city.

We've listened to you and we have:

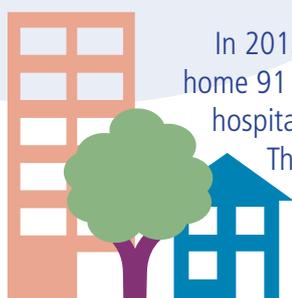
- Set up a pilot project consisting of social workers and other professionals working in locality areas. The project has identified people that use GP surgeries and hospital services on a regular basis and is looking at how individual's care needs can be managed differently to prevent deterioration and hospital admission.
- Been working together with local Health services, Age UK Brighton & Hove and Victoria Nursing Homes to ensure that people aged over 18, who are ready to leave hospital, are supported to build confidence and regain independence.
- Worked with housing colleagues to develop a new Extra Care housing scheme in the centre of the city for people with dementia
- Recommissioned services to provide service users and carers more choice in relation to home based respite
- Continued to develop our Shared Lives accommodation which now supports 94 service users and 54 carers in the city
- In partnership with the Clinical Commissioning Group we:
 - Developed a new Supported Living service for people with learning disabilities & complex needs
 - Set up a new Diagnostic Service for people with autism; providing timely assessments, diagnosis, information and advice. This also offers training, information and advice to health and mental health practitioners working with autism.

And we will:

- Work with Housing and partners to develop appropriate housing solutions to meet accommodation needs across the city; this will include developing the Shared Lives model and Extra Care Housing provision in the future
- Continue to work with Public Health and Mental Health colleagues to support the development of a new mental well-being strategy that will take a preventative approach to improving the wellbeing of people
- As part of the 'Better Care' programme we will make the most of opportunities to provide more flexible, integrated & responsive services for people; phase 1 will begin in Autumn 2014 and we will feedback in our next Local Account
- Continue to develop services that are available during the evenings, weekends and '24/7' to respond to people's needs
- Improve the number of reviews we undertake with clients in a year
- Complete our review of the 'Support with Confidence' scheme and promote this service so people have a choice of selecting personal assistance they know have been trained and vetted.

66%

of clients who received services in 2013/14 had a review of the services they received. This was an improvement on the previous year when 64% had a review but we still need to improve further.



In 2013/14, 80% of people were still at home 91 days after being discharged from hospital into Intermediate Care services. This is less than last year's figure of 86%. We will be investigating the reason for this decrease with NHS colleagues

Jamie's story



Jamie has autism and lives with his grandfather in Hangleton; and until last year when he turned 18 was supported by Children's Services. Coming across to adult services was an unsettling & stressful time for Jamie and he feels that the transition was not a good experience for him.

Jamie loves sport including swimming and football; he has a placement two days a week at the Amex Stadium as a member of their sports training team. Jamie has also worked as a volunteer for the St. Johns Ambulance supporting events such as the Brighton Marathon and the London to Brighton bike ride.

Jamie is supported by his Personal Assistant, Lee who he pays through Direct Payments 2 days a week; this enables him to get out and about on the bus. "Lee keeps me company and we get on really well".

Since he has met his new social worker Katy he feels much better about the future: "she's really nice and understands me". Katy will be helping Jamie look for accommodation options when they meet.

Workforce: My support staff



What you have told us

“It is important to have considerate support delivered by competent people.”

We've listened to you and we have:

- Funded and provided an annual training programme open to all service providers in the city; this year we offered a total of 8,662 training places. Courses included dementia, equalities, mental health, specialist training for learning disability and older people's services. Newly developed courses included:
 - engaging people in activities
 - health promotions
 - a programme covering a range of health conditions.
- Worked with colleagues in Surrey and Sussex to host an annual Social Care Showcase conference open to all care staff which provided a programme of workshops on good practice and developments in social care. The event now in its ninth year, had a theme of 'Driving up the Quality of Social Care'. Over 500 delegates attended the event. Approximately 25% of places were taken by people registered from Brighton & Hove.
- Hosted our annual safeguarding event. We're 160 people attended from the Independent and Voluntary sector. Speakers included Margaret Flynn who wrote the Serious Case Review for Winterbourne View. A variety of workshops were held, which included a carer talking of their experiences of safeguarding.
- Co-ordinated regular Dignity Champions meetings with service providers to discuss how we can ensure care is provided with dignity and respect and share best practice on achieving this. **Some Dignity themes: hydration, promoting continence, working with families and relatives as full care partners and personal relationships.**
- Co-ordinated a Quality Assurance group for service providers to support them to improve and develop their own quality assurance systems to ensure good standards of care. **Topics included recruitment / references, creating dementia friendly environments, training, nutrition and promoting continence.**
- Worked with service providers to improve care planning (the written information which tells staff about the person and the ways in which the person agrees to be helped); focusing on the detail of what is important to each individual
- Working with service providers to ensure effective medication auditing within services
- Promoted locally the national 'Social Care Commitment' programme which seeks to promote dignity, respect and high professional standards in the workforce.

And we will:

- Re-balance the workforce to ensure that we have the right amount of qualified staff to meet the increasing complexity of demand
- Continue to invest in the annual training programme and events such as the Safeguarding Conference and Social Care Showcase
- Continue to run Dignity Champions networks and Quality Assurance groups
- Explore involving more service users in the design and facilitation of training
- Learn from Winterbourne View; and ensure that people with learning disabilities or autism who also have mental health conditions, or behaviours viewed as challenging, are supported with high quality services.

Risk enablement: Feeling in control and safe



What you have told us

“It’s important that you feel safe so you can live the life you want and that you are supported to manage any risks.”

We’ve listened to you and we have:

- Undertaken audits of service quality and outcomes for all contracted home care providers in the city and over 70 residential and nursing homes
- Strengthened working relationships with colleagues in the Clinical Commissioning Group (CCG) and Care Quality Commission (CQC); holding regular meetings to discuss service quality and safety across the city
- In partnership with Brighton and Hove Clinical Commissioning Group, we successfully bid to the Department of Health for £980,000 to spend on making hospitals, care homes, day centres and GP surgeries more dementia friendly.

The bid identified key areas in Brighton and Hove which could benefit from improvements to their buildings.

Plans include improving environments through quiet zones, improved signage, lighting and introducing aids to help orientation, introducing specialist dementia wards in inpatient units and upgrading ‘Brunswick’, a specialist dementia ward and creating a dementia friendly garden.

- Worked in partnership with other members of the contingency planning team to support Patcham residents during spells of severe weather over the winter. A ‘Hub in the Pub’ was set up as an information point for the public, and this was supported by regular letter drops to keep residents informed. The team really got involved with the local community, with team members supporting and reassuring extremely worried and nervous residents in the affected areas.

All Care Quality Commission compliance reports on regulated services in the city are reviewed to inform our own audit priorities. 98% of homecare services in the city are fully compliant with CQC standards and 92% of residential and nursing homes (based on Laing & Buisson data).

The council has a Care Governance framework in place through which it seeks to:

- promote and ensure good quality care across all services
- ensure effective action is taken when quality is not achieving acceptable standards.

Through this framework we seek to work positively with all providers of care and support to promote quality and identify any concerns early and intervene before they have a negative impact on service users. The safety and well-being of service users always comes first.



And we will:

- Remain committed to raising the awareness and use of telecare as a tool to support safe and independent lifestyles
- Review the function and effectiveness of the Safeguarding Adults Board which will become statutory under the Care Act, in line with Children's Safeguarding Boards
- Review the Sussex Multi Agency Procedures for Safeguarding Adults at Risk (<http://pansussexadultssafeguarding.proceduresonline.com>) to ensure safeguarding work undertaken is compliant with the new regulations
- Explore the developments which are required to maintain our Deprivation of Liberty work to ensure local citizens are safe, their care is provided appropriately and human rights not compromised
- Strengthen the information available to local citizens regarding the quality of local care services
- Ensure people know who they can contact if they have concerns about care.



- 'It's Not On' campaign was launched to raise awareness of hate crime amongst people with learning disabilities, their families and friends. The campaign showcased some good practice projects such as the Thumbs Up campaign; Safe in Our City Project & the Buddies Project. The campaign also looked at what else can be done to improve keeping safe, reporting and combating hate incidents/crime.
- Increased the range of telecare devices and the number of people in the City who use telecare. If you would like to hear about how telecare can support you in the community, contact CareLink Plus: 01273 673105 or visit www.brighton-hove.gov.uk/carelinkplus
- Agreed a joint contingency plan with the NHS and council colleagues in the event of a residential or nursing home closure.

Adelaide Care Home Summer House

Adelaide Care Home in Hove have built a summer house for their residents with funding from the Dementia Care Bid. One of their residents Mr David says: "It is really wonderful. I come here with Lee (another resident) and we talk about the times when we were both scaffolders"



Denise's story



Denise is a busy woman. She has four children and four grandchildren, some of whom she helps look after on a regular basis. Denise's husband David has a degenerative condition affecting his nervous system which has left him housebound; Denise is his full-time carer.

David's condition means he is unable to use the phone; so Denise was finding it difficult to get out and about as she was worried about leaving him.

Denise's carer support worker suggested she try the council's Carelink Plus personal alarm systems.

David now has an alarm pendant he keeps with him 24 hours a day. This means that if he is alone in the house and has a problem – such as a fall, for example – he can speak directly to specially trained staff at the Carelink call centre. They can contact designated friends or family who live nearby to ask them to pop over and check he's ok, or if necessary send paramedics straight round to help.

"It's given us both peace of mind," says Denise. "I thought Carelink was just for older people, but it's made such a difference for us. It means I can get out and about, knowing that I'm not always going to have to dash back if David has a problem. It really takes the stress off you."

Denise and David also benefit from respite care offered by the Martlets that was organised for them by their carer support worker.

Susan's Story

Patcham Flooding Feb 2014



Susan lives with her husband Brian in Patcham Village. Susan's life was turned around when her husband aged 80 was diagnosed with mixed dementia in 2012. This diagnosis led to Susan needing to navigate through a complex social care and health system to find the best support for Brian.

The challenges of living with someone with dementia led Susan to seek carer relief. Brian attends Tower House (a day service offering support for adults with mixed needs) five days a week and is self-funding.

During the flood warning period for Patcham residents in February 2014, Susan utilised the support from staff (hub in the pub) for reassurance so that she could go away on a pre-booked holiday.

"Excellent reassurance and support from staff meant I could go away"

"It's important for me to remain independent and live with my husband".

Personal budgets and self-funding: My money



What you have told us

“It’s important to be able to decide on the support you need and when, where and how you receive it”

We’ve listened to you and we have: And we will:

- Made direct payment processes more appealing to potential users. This includes developing back up plans with out of hours service providers.
- Provided extended support for people who need help with the processes and practicalities of direct payments
- Explored introducing prepaid cards as a cost effective payment method simplifying the process, giving greater accountability to clients
- Developed insurance options to protect people using direct payments and their Personal Assistants
- Developed how we assess people’s needs to ensure that two people who have comparable needs will be given a similar budget to start planning their support
- Increased the numbers of people receiving self-direct support and direct payments; supporting people to have more control over the care they receive.
- Work towards increasing the range of social care services available in the community for people to purchase using direct payments or their own money. This includes day services that could be available to purchase by the session and care homes that could provide meals and activities.
- Review the Support with Confidence scheme as we are concerned by the lack of take up of Personal Assistants signed up to this
- Increase awareness of the Support with Confidence scheme through targeted promotional events and through closer working links with the Fed Centre for Independent Living
- Complete work on implementing back up plans
- Strengthen our reporting into the Care Governance Board in relation to the quality of service provided through direct payments
- Implement our plans to introduce a prepaid care service
- Participate in a national research programme (POET – Personal Outcomes Evaluation Tool) to help us to improve our understanding of the outcomes for people receiving a personal budget
- Start planning for any changes to personal budgets and people self-funding linked to changes in duty linked to the Care Act.

“Since I moved across to Direct Payments my life has turned around; as it has given me choice over what agency provides my care. My current agency have got to know my needs very well; the staff always take you out and about to get my shopping. It’s the first time my care hasn’t felt like ‘care’”

Carers

Carers continue to play a hugely important role in our communities. The priorities for carers are driven by the outcomes of the 2012 Carers Survey, and the five outcomes of the National Carers Strategy.

We know from the results of the Carers Survey 2012 that not all carers were feeling satisfied with the support they can receive, and we hope that the changes that have been made over the past year have addressed some of these concerns. The carer survey identified three key areas that local carers are seeking to improve:

- increased social contact
- better (and more) accessible information and advice
- further options for respite.

In 2015, we will be implementing the Care Act 2014 which will strengthen the rights of carers. New duties, for the council, will be to provide greater information and advice; support more carers to have carers' assessments; and provide a range of services for their needs. We will be working with carers and key carers organisations within the city to ensure we are ready for these changes.

I must say how impressed we are with the help and support that is available in Brighton and Hove. The various workshops, the Carer's Rights Day, Roffey Park and other events, have laid the foundations for me to be able to look after Mike far better than I ever imagined. I feel so much more confident, so much more knowledgeable, so much less terrified about the future! " – Judith (carer)

We've listened to you and we have:

- Launched the Carers Register which enables carers to sign up to a mailing list so that they can be kept updated about carers services and activities
- Improved the access to information and advice for carers locally, through investment in the Carers Centre and the Alzheimer's Society to provide a comprehensive support service
- We are preparing to launch a Carers Charter which will provide clear information on to carers about their rights and entitlements, how to access support and where to go if they have difficulties accessing the support they need
- We have funded dedicated support services including the Carers Centre, Alzheimer's Society, Crossroads, Amaze and Patched to provide a range of support and advice and a range of groups and opportunities to enable carers to have more social contact. Crossroads and the Alzheimer's Society are working together to organise supper clubs for carers and the people they care for. Additionally, we are funding Amaze to increase the number of activities and offers available to carers from the Carers Card (discount card for a range of local services).
- Developed a team of dedicated Carer Support Workers who work across health and social care raising awareness of the needs of carers and helping identify carers earlier in their caring roles. These workers provide information, advice and support; undertake assessments and support carers to access carers grant funded services. We have already seen an increase in the number of mental health carers accessing carers assessments and support which is positive.
- Developed new assessment documents used by Adult Social Care, which now detail more about the needs of carers, to ensure that the services provided support both the cared for person and the carers, including accessing a range of respite options

And we will:

- Launch a supported self-assessment process for carers to help carers to access the right information, advice and support at different stages in their caring role.
- Be using the new Carers Register assessment forms to see what issues carers want us to look at, how we can improve the support that is available within the voluntary organisations
- Continue to build on the range of excellent dedicated services provided across the city, to ensure that carers get the support they need when they need it.
- Develop the carers' pages on the council website to have good up to date information, about services, opportunities and activities either provided or funded by the council
- Work much more with carers and key organisations within the city to ensure a more joined up approach to supporting carers.

Sandy's story

Sandy has been the main informal carer for her husband John since 2004 following a brain haemorrhage; several years later John was diagnosed with early onset Parkinson's disease.

Sandy had reached a stage earlier last year where the impact of her long-term caring role was becoming unmanageable and she was feeling incredibly low. Around the same time her husband John was admitted to hospital where it was highlighted he would need support from services in the community. This led to the Carers Support Service becoming involved and Sandy was offered a support worker.

Since Sandy's carer support worker, Charlotte, has been working with her; Sandy has been able to identify what would help her continue in her caring role, as well as taking steps towards achieving this. Sandy has been able to access funding from the Carers Grant to contribute towards a break away from her caring role, and she has registered with the Carers' Emergency Back-Up Scheme which gives her some peace of mind that there is back up if she wasn't able to continue her caring role for a short time. Sandy has also employed a Personal Assistant to allow her to have a couple of days away from her caring role once a month, which she says has made a huge difference to her well-being, "just knowing that there is break scheduled in the calendar".

Sandy has even found the confidence to host a retrospective art exhibition. Her creativity has provided her with an outlet from the everyday demands of her caring role. Sandy is now making sure she sets some time aside each day to work in her studio. She says, "I feel much better for it: I'm finding out who I am again".

"Having Charlotte's support has made such a huge difference for me. I have made some big changes this year... Before I felt totally alone and didn't know what to do; now I feel that there are people out there who would acknowledge me".



National Performance Indicators

There is a national framework of performance indicators (called the Adult Social Care Outcomes Framework, (ASCOF)) for adult social care which we report on each year. In our first local account we reported on this national framework but subsequently we have constructed the report around key issues for people using services modelled on the Making It Real markers.

The ASCOF information is publically available on the HSCIC site (<http://www.hscic.gov.uk/article/3694/New-website-helps-public-see-how-local-social-services-are-performing>) including reports which compare our performance with other councils.

We have included provisional ASCOF data for 2013/14 as appropriate in the sections above, this data is yet to be validated and comparative data will not be available till later in 2014. This will be included in the next local account.



Listening to people and looking ahead

Over the last year we have provided a variety of opportunities for people to tell us their views about the services and support we provide; these have included:

- The annual Adult Social Care survey which collected views from people in receipt of services from across all client groups
- The bi-annual Carers Survey
- The Adult Social Care 'City Summit' stakeholder event in June 2013; where we spoke to existing service users, carers and in April 2014 The 'Get Involved' week explored these themes in more detail.
- Feedback mechanisms that all services have in place to inform their service improvement plans. These are not only with our own services but also all the services we contract with to provide social care and support on our behalf.
- Individual Reviews we undertake with people to ensure the services or support they are receiving still meet their needs
- Discussions as part of the contract review process with clients. This process monitors how contracted services are meeting individuals needs.

What you have told us



Of those who responded, 93% people are satisfied with services, 4% people are unsatisfied with services

(Provisional data from annual Adult Social Care survey 2013/14)

A collection of some of the many comments we collected this year.

“Would like the opportunity to talk face to face”

“There is a gap in knowledge between departments and organisations there should be one central point for teams and organisations”

“Community services being cut can lead to older and sick people being isolated”

“I would like a befriender to be able to socialise with”

“I don't know what a personal budget is”

“I would like carers to afford the time to be able to listen and not be in a hurry to go on to next client”

“Carers have got really good, know the ropes and know what I need”

“I have felt very well supported by my current adult social care worker”

“To train more staff to be more communicative when English is not first language”

“Falls prevention service is very good”

“Scared I could fall out of bed when no-one is there”

“Understanding my illness and individual needs is important ”

“Would like to go to bed at 9pm in evening but they turn up before 8pm, so don't get evening with my wife, they don't listen when I ask for 9pm”

“I am very happy here and have my own independence and I love the big garden, staff and the weekly pub lunch. I love getting up when I want to and going out”

This feedback is informing our work to develop and improve Adult Social Care alongside some key national drivers for change such as the forthcoming Care Act and the Better Care programme. Through our annual performance report we will continue to respond to what people are saying to us and evidence that we are listening and taking action. We will keep the annual reporting under review and explore if there are better ways of engaging with local people on the issues that concern them most. We welcome views at any time on the current process we undertake to gather views and respond to them please email us at socialcare.consultation@brighton-hove.gov.uk

Finally, we have asked our reference group to share their views on our performance this year...

Age UK

We welcome the Local Account as an opportunity for dialogue and making services more accessible. In our support services we work sometimes in close partnership and have a good relationship which is the best way to achieve good outcomes for clients, especially those with more complex needs.

We still have concerns about quality of some hospital discharges experienced by the Crisis Service and these are reported back to relevant health and care staff.

We welcome the review of safeguarding being undertaken and one key point is that the social workers conducting investigations see voluntary service providers such as ourselves as key partners, as this does not always seem to be fully recognised.

Carers Centre

It has been very positive to see the further development of services for carers in Adult Social Care. These include the emergency back-up scheme, mindfulness based cognitive therapy courses, the carers' leisure card and the carers' break at Roffey Park. Easier access to small occupational therapy aids through the Access Point has also been helpful. There is still a need however for a wider range of respite options for carers and the new system of financial assessment for these services has created difficulties for some carers. In addition carers who are self-funding need greater access to information and support across the board. The Carers Centre is an active partner in the multi-agency Carers Strategy Group, working to address the needs of carers across the voluntary, statutory and private sectors.

Healthwatch

We are pleased to hear that five new information officers have been recruited to support clients via Access Point. We would be interested to know how much this reduces waiting times. We are also pleased that the council has encouraged providers to provide a variety of services to non-residents such as a lunch or an activity as this will help to improve health and wellbeing. We are delighted that the regular Dignity Champions meetings with service providers continue to take place as they are a useful way of sharing best practice among care homes.

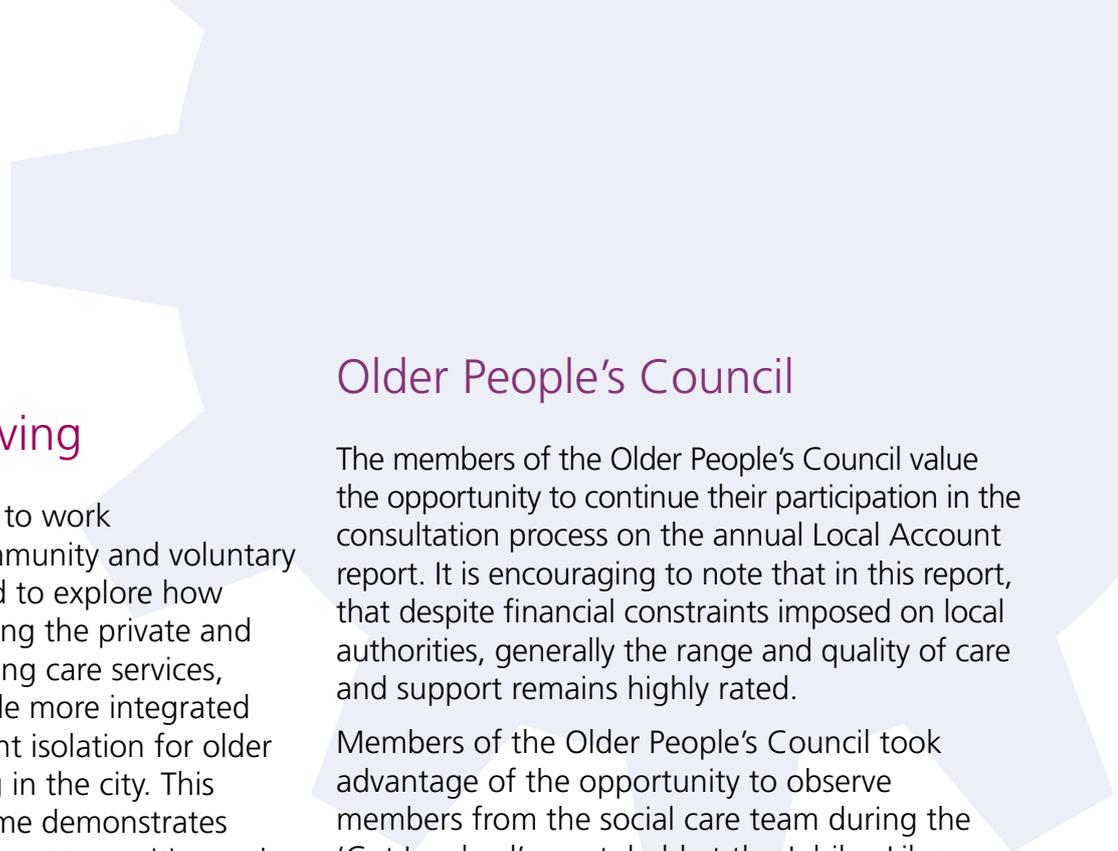
We are aware that there are some issues with home adaptations including length of time taken to get adaptations.

It is disappointing that there is a lack of take-up of Personal Assistants (PAs) signed up to the Support with Confidence, the LINK (Local Involvement Network) helped promote this and it is a useful scheme for employing PAs.

Healthwatch is looking forward to working more closely with the council following on from the LINK's work by carrying out some visits to care homes and attending social care meetings. We will also be working on hospital discharge which includes looking at how social care and acute services work together. We also now receive information from Access Point which has proved helpful in enabling us to identify trends in services.

Mind in Brighton and Hove

We welcome the continuing investment in services including advice and information and advocacy for people experiencing mental health issues, which is vital to enable people to access the support and services they need. We look forward to working in partnership to further extent and increase access to people locally.



The Fed Centre for Independent Living

Adult Social Care continues to work collaboratively with the community and voluntary sector. It has funded the Fed to explore how all sectors in the city, including the private and independent sectors delivering care services, can work together to provide more integrated services to tackle and prevent isolation for older and vulnerable people living in the city. This Citywide Connect programme demonstrates Adult Social Care's commitment to positive and constructive partnerships.

Speakout

Adult Social Care continues to fund vital advocacy and engagement services for people with learning disabilities which are very welcome and provide a vehicle for concerns and issues from people with learning disabilities to be raised. These are particularly needed at the moment as services for people with learning disabilities are under increased pressure. It is positive that Adult Social Care funded a specific consultation with people with learning disabilities to talk about the impact of reduced day and other services

Older People's Council

The members of the Older People's Council value the opportunity to continue their participation in the consultation process on the annual Local Account report. It is encouraging to note that in this report, that despite financial constraints imposed on local authorities, generally the range and quality of care and support remains highly rated.

Members of the Older People's Council took advantage of the opportunity to observe members from the social care team during the 'Get Involved' event, held at the Jubilee Library in April, where views of services users and carers were sought; and we were impressed by the mainly positive responses received and the range of information available to enquirers. We understand as a result of that experience this kind of event will be repeated across the city at other public venues.

As for the future direction of social care and related health needs of older people; the majority of users as indicated in the Local Account report will again be affected by reductions in funding. Some relief however, may flow mainly from jointly funded services between the council and the Clinical Commissioning Group.

There is reference in the report to the Market Position Statement which we believe is still under consideration, in essence it will lead to further outsourcing of the remaining care services provided directly by the council. The Older People's Council already expressed concerns about the possible scrutiny, governance and safeguarding issues arising and would seek to be given the opportunity to be fully consulted on those points at an early stage in the decision making process.

Thank you!

We would like to thank all those people who were involved in the development of the Local Account.

The Fed Centre for
Independent Living
www.thefedonline.org.uk

Brighton & Hove 'Speak Out'
www.bhspeakout.org.uk

The Carers Centre
01273 746222
info@thecarerscentre.org

Older People's Council
01273 296427
olderpeoplescouncil@brighton-hove.gov.uk

Age UK Brighton & Hove
01273 720603
info@ageuk-bh.org.uk

Healthwatch Brighton and Hove
Helpline:
help@healthwatchbrightonandhove.co.uk
01273 810235 (Mon-Fri, 10.00am-12.00pm)

General office enquiries:
enquiry@healthwatchbrightonandhove.co.uk
01273 810236

Learning Disability Partnership Board
www.brightpart.org

Mind in Brighton and Hove
01273 66 69 50
info@mindcharity.co.uk

If you have any questions about this Local Account;
would like more copies or a copy of the supplementary
glossary, please access the documents at:
www.brighton-hove.gov.uk/asc-reports
or email: socialcare.consultation@brighton-hove.gov.uk