

## READING BOROUGH COUNCIL

### REPORT BY DIRECTOR OF ADULT CARE AND HEALTH SERVICES

TO:	ACE COMMITTEE		
DATE:	13 DECEMBER 2016	AGENDA ITEM:	20
TITLE:	ADULT SOCIAL CARE LOCAL ACCOUNT		
LEAD COUNCILLOR:	COUNCILLOR EDEN	PORTFOLIO:	ADULT SOCIAL CARE
SERVICE:	ADULT SOCIAL CARE	WARDS:	BOROUGHWIDE
LEAD OFFICER:	JO HAWTHORNE	TEL:	0118 937 3623
JOB TITLE:	HEAD OF WELLBEING, COMMISSIONING AND IMPROVEMENT	E-MAIL:	jo.hawthorne@reading.gov.uk

#### 1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 The Local Account is a report of the Council's performance in Adult Social Care. It is strongly influenced by sector led improvement good practice requirements, and is a useful summary of what the council is doing well and where we plan to do further work to improve the way that we support people.
- 1.2 The Local Account is aimed at service users, carers, local residents and partners. With this in mind, the document is presented in a way that should make the information accessible and interesting to this audience. A draft of the Local Account for 2015/16 is attached (Appendix A).

#### 2. RECOMMENDED ACTION

- 2.1 To endorse the Local Account for 2015/16 and approve for publication.

#### 3. POLICY CONTEXT

- 3.1 Local Accounts are a core component of the overall approach to sector led improvement for social care. They sit alongside peer challenge and support, benchmarking common data sets and making best use of resources through accessing best practice in how to deliver good outcomes for local people who use services at a time of diminishing resources and growing demand. All of these components enable councils to be aware of their performance and to set priorities through engaging local people
- 3.2 A 'Toward Excellence in Social Care' (TEASC) paper on local accounts in 2013 suggested that the local account be a short document that is readily accessible. The paper proposes that areas to cover should include outcomes achieved for local people, complaints information, service user feedback, progress against local priorities, and improvement priorities for the future.

## **4. THE PROPOSAL**

- 4.1 A full Local Account was produced for 2014/15, following consultation with Healthwatch Reading, and was presented in an accessible and user-friendly format. This report has been updated for the financial year 2015/16.
- 4.2 The Local Account for 2015/16 will follow the same format as the previous year. The content will include:
- Introduction from Lead Member and Director
  - Scene setting/background to Adult Social Care: ASC vision, key population information and basic information about ASC services
  - How we did: key performance indicators, overview of budget information
  - Feedback: survey results, complaints data, and recent consultations
  - Other achievements and good news stories
  - Forward look: priority areas to focus on in 2016/17 and beyond.

## **5. CONTRIBUTION TO STRATEGIC AIMS**

- 5.1 The Local Account sets out how the Council is meeting Priorities 1, 2, 3 and 6 in the Corporate Plan, as set out below:
1. Safeguarding and protecting those that are most vulnerable;
  2. Providing the best start in life through education, early help and healthy living;
  3. Providing homes for those in most need;
  4. Keeping the town clean, safe, green and active;
  5. Providing infrastructure to support the economy; and
  6. Remaining financially sustainable to deliver these service priorities.

## **6. COMMUNITY ENGAGEMENT AND INFORMATION**

- 6.1 Previous feedback from last year's Local Account has been taken into account in drafting the 2015/16 document, both in terms of content and presentation.
- 6.2 Once published, people will be offered routes to give their feedback on the Local Account and this information will be used to shape plans for publishing performance information in future years in the most accessible format.

## **7. EQUALITY IMPACT ASSESSMENT**

- 7.1 An Equality Impact Assessment is not required for the Local Account. The Local Account does highlight the diversity of Reading's population and identifies any areas of good performance or those for further improvement, to ensure that people with different protected characteristics are supported effectively.

## **8. LEGAL IMPLICATIONS**

8.1 The Care Act statutory guidance encourages local authorities to use Local Accounts as a way to report progress against their strategies for care and support, and to review these with stakeholders.

## **9. FINANCIAL IMPLICATIONS**

9.1 There are no financial implications directly linked to the production of the local account as this was completed in house. Any print run undertaken for accessibility will result in a small cost.

## **10. BACKGROUND PAPERS**

10.1 'How Did We Do? - Adult Social Care Local Account 2015/16' (Draft)

# How did we do?



## Adult Social Care Local Account 2015-16



**Reading**  
Borough Council  
Working better with you

# Welcome

Welcome to Reading's Local Account. This document summarises our performance between April 2015 and March 2016.

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## Our Local Account for Adult Social Care tells you:

- how much we spend and who we support
- how we organise our services
- our achievements and where we're doing well
- where we want to get better
- our plans for the future

We face a huge financial challenge to provide vital services from a reducing budget, but we are committed to delivering our vision for adult social care, in keeping adults safe and well, providing care and support to those that need it and helping people to live fulfilling lives. We want to support people's independence by developing an exciting and appealing range of community-based support that gives people opportunities to access universal services and other support in their local area. We need a broader range of housing options to give people with additional care needs support to move away from institutionalised residential care to more appropriate and independent living arrangements.

This report is about the Council's performance, but our work is closely linked to other local partners. Some of the examples of the way we've worked with health services such as GPs and hospitals to improve how we can support people in a more joined-up way are included here, and we plan to do more of this over the next three years.

The views of people who experience our services are really valuable, and we've included some of the ways that we have used this feedback to shape our plans over the last year. We will continue to talk to you about our ideas for improving the way we work with you, and to get service users and carers involved in shaping what these plans are in a much more active way. If you are interested in getting involved, you can find out how you can do that in the 'Have Your Say' section at the end of this report.

We hope that you will find this review helpful and interesting. We're really interested in your feedback on what is included in the Local Account and if there's anything more that you think we should add that would be useful for people to know. Please let us know your views through the contact details on page 13.

Finally, we want to say thank you to all the staff who have worked hard to deliver the services which support and keep safe some of our most vulnerable residents in the Borough. Thank you to the residents who volunteer and support our work.



**Cllr Rachel Eden**  
Lead Councillor for  
Adult Social Care



**Wendy Fabbro**  
Director of Adult Care  
& Health Services

# About Adult Social Care

## What is Adult Social Care?

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For most adults, who live healthy and independent lives in Reading, we offer information, advice and universal services that help people to stay well by accessing services in their local community.

Adult social care is governed by a range of statutory duties to provide care and support for people with eligible needs. If people have care and support needs because of a disability or needs that develop as they get older, adult social care can help them to get the right level of support for their situation. This might be something simple like a piece of equipment to make it easier to move about their house, or some short-term support to help them to recover after a hospital stay.

For those with needs that are eligible for ongoing support, we will work with them to find the best option to meet

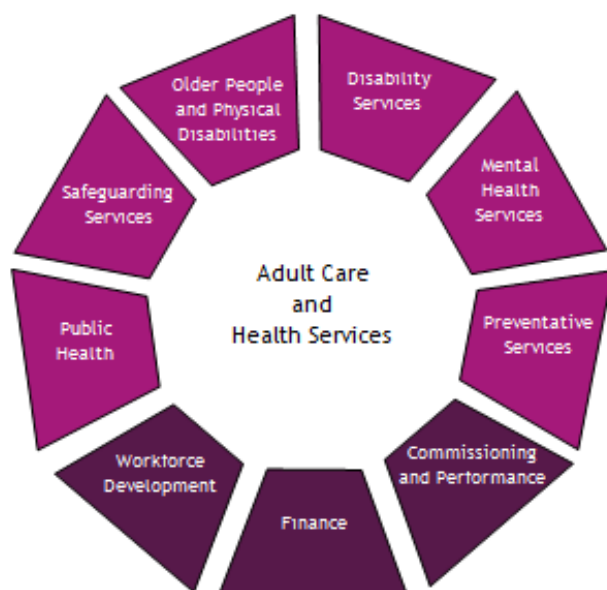
their needs and assess their finances to see what they can afford to pay towards the cost of this support. People receiving care and support are involved in their own assessment and planning process and are able to choose to take a direct payment, which allows them to choose and organise their care in a way that works best for them.

Some services are free and available to all. We also provide support (such as training, information and advice) free to people who care for someone with care and support needs.

Protecting vulnerable adults is the most important part of our work. In our safeguarding role we work closely with other councils, the police, health services and others to try to prevent adult abuse occurring and stop it when it happens.

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## How we are organised



## YOUR EXPERIENCES

A social care manager identified the need for a gardening service for vulnerable residents. The Neighbourhood Services Team worked with community partners to research successful schemes outside of Reading. A voluntary sector partner was supported to plan and promote a gardening scheme for older and vulnerable residents in Southcote. The pilot was launched successfully with a high up-take by residents. In the future, the scheme should be able to expand to other areas in Reading.

# Our Vision and Priorities

Adult Social Care & Health supports the Council's Corporate Plan - 'Building a Better Reading'.

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## The vision

- Our purpose is to support, care and help people to stay safe and well, and recover independence so that they can live their lives with purpose and meaning.
- We do this collaboratively with customers, carers, communities and partners; tailoring a response to meet needs and to effectively deliver targets and outcomes.
- In delivering these services we will be fair, efficient and proportionate in allocating our resources

## There are 6 council-wide priorities

- ① Safeguarding and protecting those that are most vulnerable
- ② Providing the best life through education, early help and healthy living
- ③ Providing homes for those in most need
- ④ Keeping the town clean, safe, green and active
- ⑤ Providing infrastructure to support the economy
- ⑥ Remaining financially sustainable to deliver these service priorities

## In line with the Council's Corporate Plan, during 2015/16 we had 3 main Adult Social Care priorities

1

Meeting the Care Act: the Care Act changed the law for adult social care from April 2015. This included new duties to prevent people needing care and support and to support their general wellbeing, as well as new national eligibility criteria. It also gave carers the right to support for their eligible needs. We needed to change the way we worked over the last year to meet the Care Act.

2

Joining up health and social care services: we published our joint plan with health services about how we would work together more closely to integrate the way we support people. Our Better Care Fund plan included putting in support that would help people to stay out of hospital or leave hospital more quickly, which we have started to put these in place.

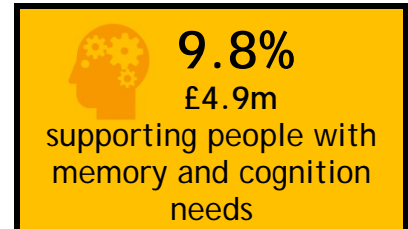
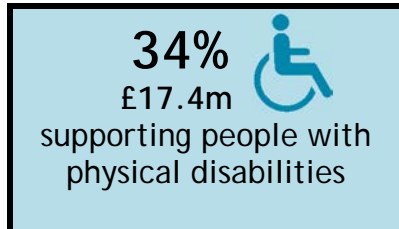
3

Delivering savings: in 2015/16 the Council made savings of £12m in the overall budget. Adult Social Care had its part to play in delivering these savings - we achieved savings of £1.2m, which equals an average of £23,070 every week.

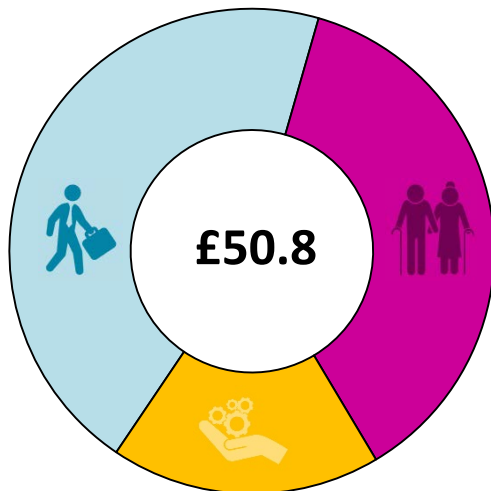
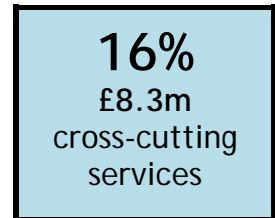
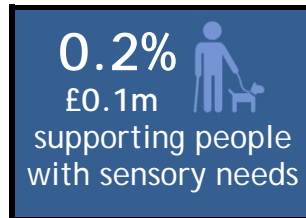
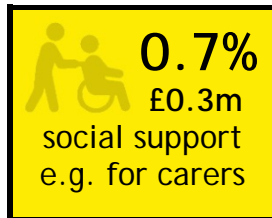
# How We Spent Our Money

34% of the Council's net budget is spent on adult social care services - the largest single area of spend for the Council.

Money in - £50,773,000



## Adult Social Care spend on different types of support



- 45% of the Adult Social Care spend supported people of working age (18-64 years).
- 37% of the Adult Social Care spend supported people aged 65 and older.
- The remaining 18% is spent on cross-cutting services

We have agreed savings of £8.3m that need to be delivered from April 2015 to March 2019. This is equivalent to 16% of our spend in this financial year (2015-16), although this percentage will change over the coming years.

Across all these groups, we spent £18m of our budget on services that support people to live in the community in 2015/16.



In 2015-16 the average cost for Reading to support a person with a learning disability of working age (18-64 years) in a care home was £1,468 a week. This is higher than the average cost to other councils in England, but similar to our neighbours.



# Our Population

Reading is the second most ethnically diverse council area in the South East. After White and White British, the most common ethnicities are Asian/Asian British, Other White, and Black/African/Caribbean/Black British.

35%



of our population are from **Black and Minority Ethnic Groups**. This has increased from 13% in the 2001 Census.

161,739

people currently live in Reading - a 13% increase since 2001. The population will increase to 193,665 by 2050.

19,433

people currently living in Reading are aged 65 and over. It is estimated this will increase to 26,700 by 2030.

26%



live in private rented homes. This has increased from 18% in the 2001 Census.

Fuel poverty



has increased in Reading from 5,600 households in 2006 to 7,264 now. (11%)

2,864

people are currently aged 85 and over. It is estimated this will increase by 15% in the next five years, to 3,400.

8%



of Reading's population -12,315 people- said they were providing some level of unpaid care at the time of the last Census (2011)

Men who live in the most deprived areas in Reading are estimated to live eight and a half years less than men in the least deprived areas.

78 years

is the average male life expectancy in Reading.

83 years

is the average female life expectancy in Reading.

The number of working age adults with a moderate physical disability is projected to increase by 600 to 7,794 people by 2030.

The number of working age adults with a learning disability is projected to increase from 2,576 to 2,672 people by 2030.

5,846



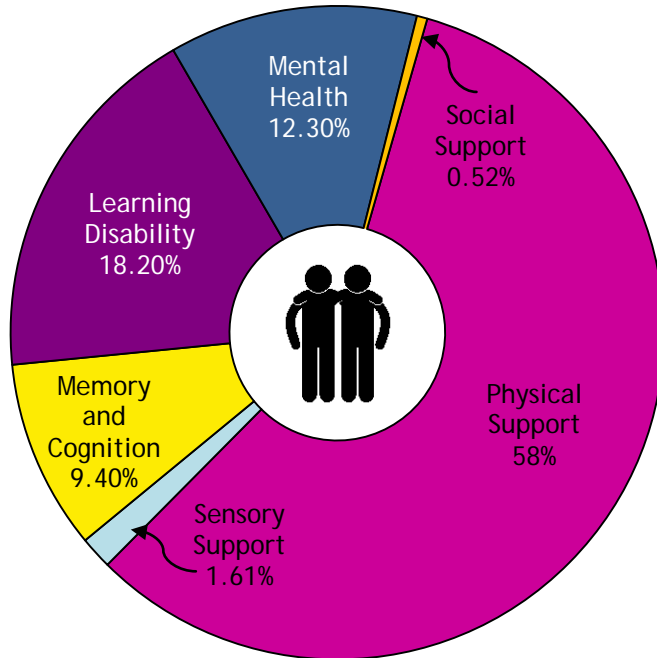
people in the 2011 Census said they had bad or very bad health - 3.8% of the population.



171 people in Reading died prematurely of heart disease and stroke between 2012 and 2014 - an average of two people every week.

# Who We Supported in Adult Social Care

**3,437** people were supported, including 948 as carers, by the Council's Adult Social Care services between April 2015 and March 2016.



**3,797** requests were received from new clients to help recover from illness or injury.

**640** people received support in a residential/nursing care home.

**1,849** people were supported to live with some help in the community.

**878** people received support from structured drug and alcohol treatment services.

**30** voluntary sector organisations that we funded with **£774,000** in grants provided support to keep people healthy and independent. This includes information and advice, self-advocacy, opportunities for carers to take breaks, supporting people to regain independence, handyman services, and opportunities for social contact to reduce loneliness.

**122** quality monitoring visits to care providers

We worked with other councils and the NHS to jointly fund information and advice services for Berkshire Carers, who support carers in Reading.

**6** established working groups are in place for people to **have their say** about services in Reading.

**212** direct payments for service users

**320** direct payments to unpaid carers

We received **1030** safeguarding concerns during the year. From these concerns, we carried out **712** enquiries.

**453** people currently with a learning disability receive adult social care support in Reading. This will rise by between **37 and 75** additional people by 2030.

# Our Key Achievements

These are some of the areas we've performed well in from April 2015 to March 2016.

- 66% of people who use services in Reading are happy with their care and support. This is higher than last year (59%) and above the England average (64%). (Adult Social Care Outcome Framework 2015/16)

- 86% of people who use services in Reading say that those services have made them feel safe and secure, compared to 81% last year, and an England average of 85%. (ASCOF 2015/16)

- 80.3% of people using social care services said they had control over their daily life - higher than last year's survey results (79%) and a bigger percentage compared to other councils (76%). (ASCOF 2015/16)

- More adults in contact with mental health services live in their own homes or with their family compared to other councils (84% in Reading and 58% nationally). (ASCOF 2015/16)

- 7.4% of adults with a learning disability are in paid employment - this is better than last year (5.8%) and better than other councils, where the average is 5.8%. (ASCOF 2015/16)

- 87% of older people (aged 65+) who left hospital with reablement/rehabilitation services to help them get their independence back were still at home 91 days later. This a little lower than last year, but better than the England (82%) and South East (81%) averages. (ASCOF 2015/16)

## Right for You: a new approach to social care

This year, we piloted a new way of working in social care. Right for You encourages a personalised approach with people, to connect them to their local community and provide timely support in crisis. Feedback was very positive, with service users feeling listened to and enjoying the quick support. Staff reported feeling more valued, and that they enjoyed working in a genuinely person-centred way.

- We published our Autism Strategy, to help working together in partnership to improve outcomes for residents with autism.
- In partnership with voluntary, community and faith organisation partners, we agreed priorities for funding community services in Reading and decided how to re-focus our investment.
- We introduced a Home Care Framework, so you can choose from our preferred providers of care with confidence,
- All our preferred providers for Home Care have signed our Dignity Charter, which will make sure vulnerable adults are treated with the dignity they deserve.
- Our Community Reablement Team was rated as 'Good' by the Care Quality Commission in July. They highlighted that the staff were "respectful and caring" and people felt safe when using the service.

# Our Areas for Improvement

There are some areas where we know we need to focus on doing better, and we've put plans into place to work on this in 2016/17.


- The number of people who move to residential care is still higher than the national average and for similar councils to Reading.
  - Older people residential care admissions - 833/100,000 people (England - 628/100,000).
  - Younger adults residential care admissions - 19/100,000 people (England - 13/100,000).(ASCOF 2015/16)
- Increasing the number of people using direct payments to manage their care and support themselves. In 2015/16 only 10% of people with care and support needs took up this option in Reading, compared to 28% nationally.  
(ASCOF 2015/16)
- Increasing the proportion of adults in contact with mental health services who are in paid employment from 7.5% - this is still above the England average (6.5%), but lower than our performance last year (9.8%).  
(ASCOF 2015/16)
- This year, 87% of older people were still at home 90 days after discharge from hospital. This is lower than last year (92%) and but above the England average (83%)  
(ASCOF 2015/16)
- Whilst we've got better at reducing delays in getting people out of hospital when they're ready (8.7 delays per 100,000 population) from last year (11.4/100,000), we would like to reduce this number further.  
(ASCOF 2015/16)
- Improving our safeguarding practice to do more to involve people in the decisions made about keeping them safe.
- Spending less of our budget on residential care and more on community-based support and services that help people to maintain their independence.
- Working more closely with our partners in the NHS to support people more seamlessly across health and social care services.




## YOUR EXPERIENCES

D, a person with a learning disability, has recently moved up from day services to maximise his independence. D's father wrote about his experiences at the Move Up Project: *D enjoys the activities which are varied, interesting and educational. These include exercise and craft events. They also go shopping, play games and have hand massages to relax. D enjoys the activities which are varied to make people think, and use their hands.*"

# What You've Told Us


**124** compliments were received about our services in 2015/16.


**115** complaints were received about our services in 2015/16.

**“Your system of care in Reading is very organised and you have made sure that I understand every step of the path you are taking with Mother”**



57% of the complaints we received were related to the service provision people received.

We try to consider Alternate Dispute Resolution (ADR) at every stage of the complaints process. This means resolving a complaint or concern informally through a face to face meeting or telephone discussion. Of all the complaints we received this year, almost half were resolved informally.

This doesn't restrict someone's right to request a formal investigation at any stage. All complaints and concerns are a valuable source of feedback that helps us to understand where and why changes are needed to improve the services we provide. This data doesn't show the issues that are resolved informally when someone first raises a concern.



## YOUR EXPERIENCES

After a stroke, Mrs D. was able to return home but had no nearby family. She was isolated and began ringing SS with complaints about her flat. After a referral to Engage, the befriender realised Mrs D. had no community connections. She was referred to an Over 50s social club and began making friends and networks. Through these, she built up a full timetable of activities and is more happy and relaxed in her flat.

# You Said, We Did

We gather lots of views from people who use services through consultations. Some of the comments are below, with an explanation of how we put the learning from this feedback into practice.

*"The bus route to Pegasus Court involves crossing a busy road, which is dangerous"*

Residents at Pegasus Court in Tilehurst used the Older People's Working Group to raise concerns about the route Reading Buses takes to their residences. They requested that Reading Buses drop them outside the complex to avoid accidents and having to cross a busy road. Reading Buses actioned the request and residents can now remain on the bus until it drops them outside their home.

*"Some of the wording on the Carer's Assessment questions is confusing"*

Members of the Carers Steering Group requested that the wording of some of the assessment questions on the Carer's Assessment be amended to reflect more the reality of the care provided to someone. This was actioned and the changes were reflected in the revised Carer's Assessment Form.

## YOUR EXPERIENCES

Mrs G developed an ulcer on her leg which the GP was considering admission into hospital when ASC were contacted. A Right for You worker visited Mrs G and her family and Mrs G said what was important to her was that she "wanted her leg to get better and stay at home." A plan was agreed that included daily family visits, care support with meals for a time-limited period, telecare, and connection to a local organisation for benefits advice.



*"Provide information about home care companies who provide Nepalese speaking carers"*

Healthwatch Reading asked the ex-Gurkha community to report on their experiences of health and care in Reading. It became clear that information about home care agencies who provided carers who spoke Nepalese was not readily available, so we have made this information available to anyone on request.

*"Support carers - work with us."*

Under the Care Act, the Council is now responsible for promoting wellbeing for adults with care or support needs. We talked to people about what wellbeing means and how the Council can support people. 'Recognising and supporting all carers' is now proposed as one of the cornerstones of Reading's Health & Wellbeing Strategy, which sets priorities for the Council and local healthcare providers.

# Our Plans for the Future

We are ambitious about enabling people to live more fulfilling lives, despite the challenges we face. These are the areas that we are intending to focus on to help us meet our vision and priorities:

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## The budget context

The Council has made savings of nearly £65 million since 2011. Following the Government's spending review we will need to make further substantial savings over the next four years.

We are working hard already to deliver savings in the budget for this and future years. We have agreed savings of £8.3m that need to be delivered by Adult Social Care by March 2019.

Despite the budget pressures, Adult Social Care services will still support people who need it in Reading.

## Our future plans

Over the next two years we will:

- Achieve bronze status in 'Making Safeguarding Personal' - a national scheme that will make sure we work closely with people to get the outcomes that are important to them during Safeguarding investigations.
- Continue implementing the Care Act, as we better understand the changes to the law, making sure the whole Council is doing its part to meet the new Wellbeing duty for people in Reading.
- Publish our strategies for Learning Disabilities, Mental Health, Older People, and Accommodation with Care to set out how we will commission these services in the future and make sure we have the right support for people.

- The Right for You principles have been extended to larger pilot sites to continue to test the approach and will continue to be applied to how Adult Social Care works with service users in the future. Thought is currently being given to what this will look like and how to embed the principles into practice.

- Continue to work with partners to provide more Extra Care Housing schemes, including sites in South Reading and Caversham.

- Build 10 new supported living flats for people with learning disabilities at Whitley Rise, South Reading, as an alternative to residential care.

- Modernising Day Services - ensuring there is a range of day opportunities linked to local community and neighbourhood services, while providing a specialist service at a new venue co-located at Rivermead Leisure Centre.



# Have your say on care and support

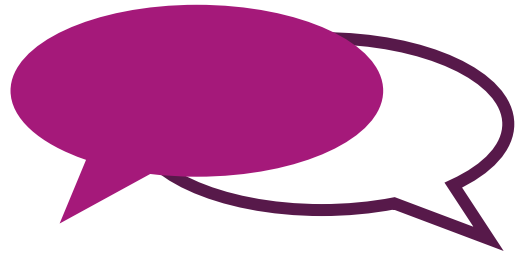
Your view of care and support services is really valuable to us as we aim to keep on improving our services, and there are lots of ways you can get involved.

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We have a number of groups and partnerships which hold regular meetings and are always open to new people taking part:

- Older People's Working Group
- Carers Steering Group
- Physical Disabilities and Sensory Needs Network
- Learning Disabilities Partnership Board
- Learning Disabilities Carers Forum

If you would like to find out more about any of the groups or if you are interested in sharing your views, phone 0118 937 2383 or [email us](#).



## Older People's Day 2016

This year's event was a huge success, with new information stands and speakers who attracted an increased number of previously unknown older people who took part in the activities on offer. The Nepalese community were able to take part thanks to local volunteer interpreters. Feedback from all was extremely positive and highlighting the need for such an event to take place in Reading.

## National Carers Week 2015

Unpaid carers in Reading were thanked for all they do with the chance to attend free, fun, relaxing and informative drop in sessions across the town as part of National Carers Week. Unpaid carers were invited to a Riverside Garden Party alongside an information event to explore how we could build a carer friendly community in Reading

## Local Information and Advice Consultation

Reading residents were given the opportunity to tell us how they felt we should provide information and advice about adult social care and support. The feedback helped us to make decisions about how information is best provided, by whom, and which formats residents found most useful.





*keeping adults*  
**safe and well**  
**care and support**  
*to those who need it*

*helping people to live*  
**fulfilling lives**

Adult Social Care Local Account  
November 2016