

North Tyneside Council

Report to Cabinet

Date: 9 June 2014

ITEM 7(g)

Title: North Tyneside
Local Account for Adult
Social Care

Portfolio(s): **Adult Social Care**

Cabinet Member(s): **Councillor Lesley
Spillard**

Report from Service

Area: **Adult Social Care**

Responsible Officer: **Jacqui Old, Head of Adult Social Care (Tel: (0191) 6437317)**

Wards affected: **All**

PART 1

1.1 Purpose:

The purpose of this report is to provide an update to Cabinet on the production of the third Local Account for Adult Social Care and to seek Cabinet's endorsement before publication. The report will also outline the content of the Local Account this year.

Every council in England has been advised to produce an annual report, the Local Account, about the adult social care services provide by the Authority. This Local Account forms part of the Adult Social Care Outcomes Framework (ASCOF), first launched by the Department of Health on 31st March 2011, which refers to a "broader, more transparent and outcome-focused approach to presenting information on what Adult Social Care has achieved".

1.2 Recommendation(s):

It is recommended that Cabinet endorse the publication of the North Tyneside Local Account for Adult Social Care.

1.3 Forward Plan:

28 days notice of this report has been given and it first appeared on the Forward Plan published on 8 May 2014.

1.4 Council Plan and Policy Framework

The report relates to the following themes in the Council Plan, Our North Tyneside – 2014 - 18:

Our People will:

- Be listened to by services that respond better and faster to their needs;
- Be supported to achieve their full potential, especially our children and young people; and
- Be supported to live healthier and longer lives.

The report also relates to the following objectives in the North Tyneside Joint Health and Wellbeing Strategy 2013-2023:

- To continually seek and develop new ways to improve the health and wellbeing of the population;
- To reduce the difference in life expectancy and healthy life expectancy between the most affluent and most deprived areas of the borough;
- To shift investment to focus on evidence based prevention and early intervention;
- To build resilience in local communities through focussed interventions and ownership of local initiatives to improve health and wellbeing; and
- To integrate services where there is an opportunity for better outcomes for the public and better use of public money.

1.5 Information:

1.5.1 Background

The Adult Social Care Outcomes Framework (ASCOF), launched by the Department of Health on 31st March 2011, referred to a “broader, more transparent and outcome-focused approach to presenting information on what Adult Social Care has achieved”. It places much greater emphasis on the delivery of outcomes, personalisation, the promotion of choice and control, and on the direct involvement of individuals and their carers in the provision of social care services for the individual.

The ASCOF also relies much more heavily on councils ‘telling their own story’ i.e. facilitating a process through which the issues that matter to social care users and their carers locally are captured, reported on and communicated to central Government.

Every council in England has been advised to produce an annual report, called the Local Account rather than a self assessment report for central Government. The Local Account contains information about the social care services provided by the Council.

The Local Account identifies the Authority’s priorities for quality and improving outcomes in Adult Social Care. It also replaces the Care Quality Commission’s annual assessment of councils as commissioners and instead will be scrutinised and endorsed by both the Health and Wellbeing Board and Healthwatch.

Adult Social Care has worked hard to develop the ideas and content of its first and second Local Accounts, published in 2012 and 2013 respectively, to ensure that its third Local Account is more informative and provides the reader with more information about performance during the year.

The Local Account will mirror the key priorities from the Strategic Plan for Adult Social Care and will provide an overview of how the service will continue to care and safeguard

the most vulnerable residents in a climate of having less money available and the pressure of having an increasing and ageing population, many with complex care needs.

With rising demand for adult social care services, at a time of declining resources, the goal of promoting empowered individuals and communities, able to take control of their own health and wellbeing needs, has never been more important. Developing more models of self care by continuing to support more people to take greater control of their health and wellbeing, is a key priority for the Strategic Plan.

Adult Social Care will increasingly converge with other Authority services to ensure that the access or gateway points for support are coordinated and available at the right place and at the right time. This will ensure that support is targeted at those who need it and will enable a multi-disciplinary approach to the identification and management of vulnerability for those at risk.

The Authority is committed to commissioning quality services that are tailored to the needs of local people and achieve value for money while also delivering positive sustainable outcomes. To achieve this, the Authority will explore a wide range of options for service delivery and make selections based on the greatest whole life value. The Council will continue its commissioning approach to Adult Social Care and will directly provide services when appropriate within the market.

The Local Account details Adult Social Care's commitment to customers, their carers and residents of North Tyneside, as well as the work carried out during the year, key performance measures, relevant facts and figures, and the planned work for the year ahead.

Case studies will also feature within this year's Local Account, focusing on issues around independent living, welfare support, and accessing employment.

Some changes and additions have been made to this year's Local Account and these are as a result of a national review of Local Accounts, which identified the areas of strengths and weaknesses for Authorities to consider.

1.5.2 North Tyneside's Local Account

This year's Local Account for Adult Social Care will include key service delivery and performance highlights from 2013/ 2014, which are detailed below:

1.5.3 Supporting people to be independent and in control of their lives

- We have spent time during the year understanding what groups, clubs, and other community networks exist in the borough to produce a 'community map' detailing what was happening, where and when. Our customer contact centre and social workers are now using this map to advise and direct people to activities in their community which can offer help and support, without the need for formal health or social care services.
- We provided reablement services to help support over 1,600 people this year to stay at home, living as independently as possible for as long as possible.
- We provided over 30,000 pieces of equipment, technology, Care Call and adaptations to help people live independently in their own home for longer.
- The Care Call Crisis Response Service received around 130,000 calls from 5,246 customers.

- We have provided 1900 reablement services to those people coming out of hospital to support them to get better and stay better. 91.4% of people who have used the service this year were still living independently at home 3 months after being discharged from hospital.
- Elderly people coming out of hospital have been supported this year through the Elderly assessment centre, which opened in the summer 2013. This service is provided by both adult social care and health services (CCG) in North Tyneside and provides a 24 hour response to people coming out of hospital so they are given the right support and services they need to stop them going back into hospital.

1.5.4 Adopting a 'gateway' approach, working with other services, to ensure services are accessible and targeted to the right people at the right time

- Our Gateway customer contact team answered nearly 35,000 calls last year, 20% more than in 2012/13.
- In the last 14 months our customer contact centre integrated with our welfare benefits team to ensure that when people contact us we can respond quickly and with the right answer. When people contact our service they rarely have one issue, query or problem, and so the team provide a holistic approach to supporting them, working collectively to support their welfare, accommodation, finance or social care needs.
- Being subject to any harm or abuse is extremely distressing. We have reviewed the way we work with people to ensure that the outcomes they want to achieve are achieved through our investigations. We also work closely with families through group conferencing to identify what support they can provide to ensure the safety of their family member.
- We completed an extensive programme of consultation with people who use our service, their carers and family this year. The consultation events called 'Partners in Care' reached residents at over 30 events across the borough. Feedback from these events has formed a set of standards we will follow when consulting and engaging with people in the future.

1.5.5 Providing the right support to the right people at the right time

- Fewer people were admitted to residential care homes during the year, as we offer people more support to live independently at home through joint working with health services to provide reablement services, equipment and adaptations and assistive technologies.
- Over 92% of people were offered a personal budget in the last 12 months, allowing them to understand how much money they might receive to support them with their social care needs. This has allowed people to tailor their care and support packages to their needs and has given them more choice and control over how they live their lives.
- The Planning Café, setup in 2012, has gone from strength to strength this year, supporting more people to take control of their own care and support packages, as well as supporting them to build relationships in their community.

1.5.6 Effective Commissioning: Working with Services to provide the care and support

- Ensuring that we respond quickly to people who request care and support services is a key part of keeping people safe from harm. During the last 12 months we have reduced the waiting time for an occupational therapy assessment from 7 weeks to only 3 weeks.
- We began carrying out joint monitoring visits with the North Tyneside Clinical Commissioning Group this year, visiting care homes within the borough to monitor

the quality of care provided to residents. This work will continue over the next 12 months and will cover all 34 residential and nursing care homes in the borough.

- We have worked with the Riverside Housing Group over the last 12 months to secure a new Extra Care Housing scheme in the borough. This new scheme, which provides more support than sheltered housing but less than residential care, is located in Wideopen and opens at the start of May 2014.

1.5.7 Financial Performance

- In 2013 / 2014 Adult Social Care budget was £59.5 million pounds. The greatest proportion of this money, over 85%, was spent on supporting older people and those with a learning disability.
- In 2013 / 2014 Adult Social Care achieved savings of £4.04 million in line with the CEI (Change Efficiency and Improvement programme) target for the service. Many of these savings were achieved through the review of Independent Supported Living accommodation for learning disabled people, Integrating all in house Reablement services, review of Public Health related health activities, review of Mental Health commissioned services contracts, Income generation and recycling within the Aids, Adaptations and Equipment and Loan Service.
- The CEI target for the Service in 2014/2015 is £5.3m.

1.5.8 Priorities for the year ahead 2014/15

The service delivery aims for 2014/15 are as follows:

- **Supporting people to be independent and in control of their lives**
 - We will launch a new range of services called 'Care and Connect' during the year. These services are aimed at helping people and communities to make best use of the resources they already have so they are better able to support themselves and each other.
 - We will continue to provide good quality reablement and intermediate care services to support people leaving hospital. As part of this we will be working with our health partners to identify any barriers for people coming out of hospital, so we can reduce the number of people who are re-admitted, as well as identifying the right support for the right people through our reablement service.
 - Adult Social Care has received funding from Macmillan Cancer Care to employ 2 Palliative Care social workers within North Tyneside. These social workers will work with people with cancer who are coming out of hospital or currently living in the community to ensure that they are supported in the right way with care and support services. The workers will support them with all aspects including benefits advice.
- **Adopting a 'gateway' approach, working with other services, to ensure services are accessible and targeted to the right people at the right time**
 - This year we are going to introduce our new 'Single Front Door' for access to all social care services, including adults and children's, and wellbeing services. This front door will be a single contact number, email address and fax number for all social care issues relating to children and adults in the borough. The merged service will aim to provide the right information at the right time to the right people.

- Northumberland, Tyne and Wear NHS Foundation Trust are working with their partners this year to develop a single point of access for MH services so they can better respond to those who are vulnerable in relation to mental health conditions to ensure they provide the right response. As a partner, North Tyneside Adult Social Care are working with the Foundation Trust to ensure that our support and services are joined up and streamlined.
- SAFE Week is a new initiative developed by the Safeguarding Adults Board for 2014/15. Safeguarding Adults For Everyone week will take place between 15th and 20th June and will be a coordinated week of awareness raising and activity in Newcastle, Northumberland and North Tyneside. A schedule of events has been developed to involve people and to share information about how to recognise and report abuse, as well as the different forms of abuse that take place against people every day. There will be a picnic, a debate, a Bake Off and Coffee Morning, a Big Tea dance and a conference, as well as information shared across social media, TV and radio through out the week.
- **Providing the right support to the right people at the right time**
 - The Older Peoples Commissioning Board, which consists of representatives from Adult Social Care and the North Tyneside Clinical Commissioning Group are looking at the journey a person takes from hospital back to their own home, to understand what services they are offered and then use. This work will help to streamline the support provided so that it is offered at the right time and to the right people, to reduce the risk of them being re-admitted to hospital.
 - Reshaping services provided to older people to ensure that we are responding to the growing demand for care and support services from people with dementia. This work will involve our health partners and will look at any gaps in the way services are provided, particularly reablement, to ensure that the support is appropriate for all.
- **Effective Commissioning: Working with Services to provide the care and support**
 - Understanding what support is required and how people want that support to be delivered is essential to care providers so they can ensure their services are suitable. Adult Social Care will be working this year with care providers to help them plan for the future, specifically for those offering support to people with learning disabilities and those aged 65 years and over. This work will also include working with housing partners so they can also prepare themselves for the changing housing needs of people within our borough over the coming years.
 - Home care contracts will be re-commissioned jointly with the Clinical Commissioning Group in North Tyneside this year, to ensure that home care providers are offering personalised support to improve the health and well being of individuals and supporting them to stay independent for longer. We will be working with providers to improve training for staff and increase the skill set within their organisations.
 - 'North Tyneside Living' is the new name for the council's sheltered housing schemes across the borough. North Tyneside Living is providing hundreds of homes for older people across the borough under a private finance initiative and work will begin soon to provide 26 schemes offering 922 apartments. The work will take three years and will provide high quality spacious homes as well as offer residents opportunities to be more independent.
 - Work has already begun to merge the commissioning teams within adult social care and children's social care into one team. This team will work together to

ensure that we are offering and delivering the right support services to the right people in North Tyneside.

1.5.9 Commitment to engagement

Following on from a significant programme of consultation with its customers, provider market, staff teams and other key partners, including the NHS, Adult Social Care has used the feedback received to develop eight key principles for how all future commissioning decisions and service delivery should be based. There was broad agreement for these principles but many people wanted to see the specific detail or actions behind these. These actions or key deliverables are detailed in the Strategic Plan as commissioning intentions and will be published as part of the annual Service Plan for Adult Social Care.

Based on the feedback from the Partners in Care engagement work the core principles for commissioning adult social care services are as follows:

- Be honest about the challenges the Authority faces and manage expectations about what public services can and cannot offer;
- Simplify how health and social care organisations work together and make better use of the assets of the borough;
- Work with people and communities to make best use of the resources they already have so they are better able to support themselves and each other;
- Break free of organisational boundaries and build care and support around the needs of people, not processes;
- Work with people and communities to understand and overcome the barriers that prevent them from adopting healthier lifestyles;
- Enable providers of social care services to work together to find new ways of collaboration and innovation;
- Ensure that everyone understands the money that is available for care and support and that each partner fairly contributes towards the cost of this; and
- The Authority will be open and inclusive and collaborate with customers when designing services and where possible, offer face to face contact in accessible community settings.

1.6 Decision options:

The following decision options are available for consideration by Cabinet:

Option 1

Cabinet may endorse the publication of the North Tyneside Local Account for Adult Social Care.

Or

Option 2

Cabinet may not endorse the publication of the North Tyneside Local Account for Adult Social Care.

1.7 Reasons for recommended option:

Option 1 is recommended for the following reasons:

National guidance on the Local Account states that councils are advised to publish and share their performance for 2013/14 and outline plans and priorities for the year ahead to residents, adult social care customers and other stakeholders.

1.8 Appendices:

None.

1.9 Contact officers:

Haley Hudson, Senior Manager Strategic Planning, Partnerships & Business Transformation tel. (0191 6437008)

Ruth Battey, Senior Performance Officer, Adult Social Care, tel. (0191) 643 7350.

Alison Campbell, Finance Business Manager, tel. (0191) 6437038

1.10 Background information:

The following background papers/information has been used in the compilation of this report and is available at the office of the author:

- (1) [Transparency in outcomes: A framework for quality in Adult Social Care. Department of Health January 2011.](#)

PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING

2.1 Finance and other resources

The financial implications of the service changes detailed in the document were included within the 2014-18 Financial Planning and Budget Setting Process.

2.2 Legal

There are no legal issues directly arising from this report.

2.3 Consultation/community engagement

2.3.1 Internal Consultation

Consultation has been undertaken with staff and relevant stakeholders, including Elected Members as part of the Partners in Care consultation exercise detailed in section 2.3.2 below.

2.3.2 External Consultation/Engagement

From December 2013 the Adult Social Care service has carried out a significant programme of consultation (30 events) with its customers, provider market, staff teams and other key partners such as the NHS. This programme was called *Partners in Care* and was designed to engage with all partners about the future of adult social care services in North Tyneside.

In addition to this, results from the annual Adult Social Care survey, a sample of 1500 customers whom we support with services, and the Local Adult Social Care survey, a monthly survey of people assessed or reviewed, are also reflected in the document.

2.4 Human rights

There are no human rights issues arising directly from this report

2.5 Equalities and diversity

There are no issues in relation to equality and diversity arising from this report.

2.6 Risk management

There are no identified risks directly arising from this report.

2.7 Crime and disorder

There are no crime and disorder implications directly arising from this report.

2.8 Environment and sustainability

There are no environment and sustainability issues arising directly from this report

PART 3 - SIGN OFF

- Deputy Chief Executive X
- Head of Service X
- Mayor/Cabinet Member(s) X
- Chief Finance Officer X
- Monitoring Officer X
- Strategic Manager –
Strategic Services X

