

# Caring for Our People

Wakefield Council Adults Social Care Services 2016 – 2017





# Foreword

## Welcome to Wakefield Council's Local Account for adults social care services.

This Local Account provides information for Wakefield District residents about how we've spent our money, explains what we have achieved over the last 12 months and sets out our priorities for 2017/18.

We have included the real stories of Wakefield residents whose lives have been touched by adult social care and who, as a result, have been helped to stay independent, have been protected from harm or have taken control of their own care and support. We use these examples to show how Wakefield services are working effectively to help people to live the lives they want and how we work flexibly to help them to achieve the best outcome.

We remain committed to transforming and modernising Adult Social Care services to ensure that the people of the district have an enhanced quality of life, that their care and support needs are delayed and reduced, that they have a positive experience of services and that they are safeguarded from harm. However, we continue to deal with severe budget reductions at the same time working closely with an NHS under extreme pressures which means we have to make our resources work more efficiently for us. One major way we are tackling this is by working jointly with colleagues from health and other outside agencies to jointly deliver community services in our Connecting Care Hubs.

At the same time demands on the social care budget are increasing with more people living longer, often with more complex needs or long term conditions. This will bring about a further focus on preventative services for individuals to enable them to remain well and independent at home for longer, with better connections to locally based services and community resources.

Our staff, family carers, local care providers, the local health services and our local voluntary, community and private sector have all continued to work together to build strong partnerships that improve the lives of many people across the Wakefield District. We would like to thank all those involved who play a key part in ensuring that we continue to improve the quality of life of vulnerable people



**Councillor Pat Garbutt**  
Cabinet Member Caring for Our People



**Andrew Balchin**  
Corporate Director, Adults, Health & Communities

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## What is Adult Social Care?

Wakefield Council employs 917 people in Adult Social Care performing a variety of roles, including frontline service delivery, commissioning and business and operational support.

We offer a wide range of support and services to vulnerable people, aged 18 and over, with care or support needs living in the Wakefield district. We do so by providing some services directly, but also by commissioning most of the services which people need to maintain their quality of life and by working together with partners across the district including health colleagues. We work with community and voluntary sector partners, carers and small enterprises to provide access to early support, maintaining people's wellbeing and preventing or delaying the need for care and support.

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### Types of services we provide:

Older People's Services

Physical Disability and Sensory Impairment

Learning Disability Services

Mental Health Services

Services for people with Autism

Services for Carers

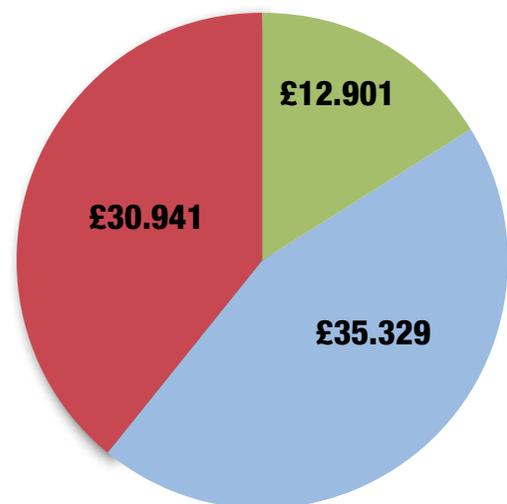


## What do we spend on Adult Social Care?

The net expenditure for Adult Social Care during 2016-17 was £79.171 million :

- Adults aged 18-64 - £35.329 million
- Adults aged 65+ - £30.941 million
- Other\* - £12.901 million
- Total - £79.171 million

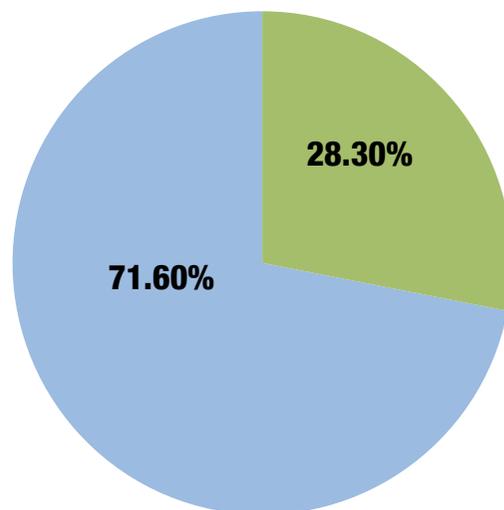
### Net expenditure £'000



\*Other is defined as: Substance Misuse, Support to Carers, Assistive Technology & Equipment, Social Care Activities, Information and Early Intervention and Commissioning and Service Delivery.

## Who provides Adult Social Care?

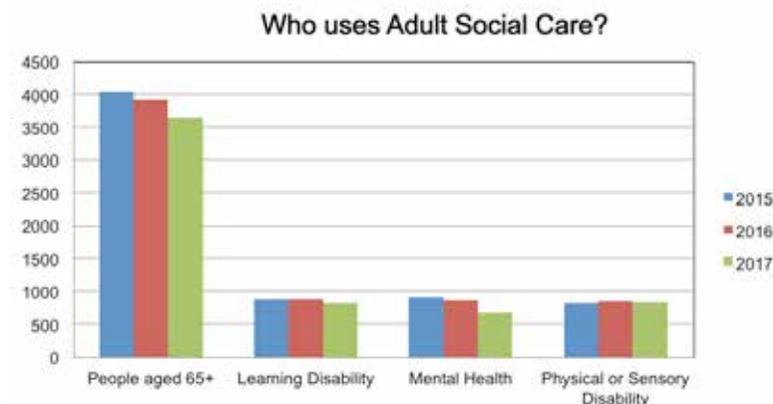
The split between in house and external provision (in terms of total gross expenditure during 2016-17) was as follows :



- In house provision £33.806 million
- External provision £85.294 million
- Total £119.1 million

## Who uses Adult Social Care?

As at 31st March 2017, we were supporting 5956 people with services, this is a reduction of 8.1% from the previous year; this reduction continues to demonstrate our commitment towards preventative services and delaying and reducing the need for care and support services.



### Number of Users

People aged 65+ years	3640
Learning Disability	819
Mental Health	669
Physical or Sensory Disability	828



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**Here are a few of our other key statistics:**



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## Looking Back at Last Year

### Adult Social Care Priorities

Last year we told you we would do the following:

#### We said we would

**Continue with the Integration of Health and Social Care**

**Ensure that vulnerable Adults are supported and safe**

#### We have

Put in place an Integrated Discharge Team (Health and Social Care) at the Mid Yorkshire hospital trust. Processes have been developed to monitor delayed transfers of care on a daily basis, resulting in a reduction in delays.

Developed a new Connecting Care model which provides a wider community health and social care service, focussing on crisis intervention, preventing avoidable hospital admission and support services to enable people to be discharged from hospital earlier.

Made good progress in co-locating adults social care and community NHS services first point of contact services. The Council's Social Care Direct (SCD) and Mid-Yorks MY Therapy are now co-located within the Council's Wakefield One building. Plans are in on track to co-locate Mid Yorks Single Point of Contact (SPOC) with adult social care, following staff consultation.

Established an Adults Safeguarding Team which has the overarching responsibility for all safeguarding concerns and enquires of all adults aged 18 and over, who meet the Care Act 2014.

By having a specialist team it ensures consistency in social work investigating, recording of safeguarding concerns and enquiries for the people in Wakefield

We have embedded Making Safeguarding Personal into both safeguarding, and assessment and care management good practice. This will help to ensure that service users and their carers are fully involved in a safeguarding process that focuses on them and their wishes.

## We said we would

## We have

**Ensure greater commercialisation and commissioning**

Reviewed, amended and implemented our market / provider failure protocol and processes (in line with published national guidance) in response to recent notification of pending care home closure. Lesson's learned and a further review will take place following the conclusion of its initial application.

**Improve workforce capacity and capability**

Published an Adults Integrated Care Workforce Delivery Plan to support managers and staff to develop skills, knowledge and support competency, which in turn will provide quality outcomes for all who use our services.

To support the integration of community health and social care, a Connecting Care Workforce Development programme is currently under development to ensure multi-agency staff within the Connecting Care Hubs has common core competencies

Worked closely with partners Leeds City Council, Leeds Beckett's University and Leeds University to create the Leeds and Wakefield Social Work Teaching Partnership to raise standards and support the recruitment and retention of social workers.

**Transform and modernise in house services**

Transformed the Council's Personal Care Team to a more short-term reablement focused service alongside a peripatetic service for a reducing number of longer term care service users, which has delivered significant savings and efficiencies. The development of the reablement service focuses on both home-based reablement outreach services and hospital discharge arrangements. The service focuses on people who have been identified as having reablement potential in order to improve outcomes for service users

**Transform and modernise Learning Disabilities and Mental Health services**

We continue to make care and services better for people with a learning disability and/or autism in the Calderdale, Kirklees, Wakefield and Barnsley areas as part of a Transforming Care Partnership. We have significantly reduced the number of people with learning disabilities care managed by Wakefield Council in out of district placements and in secure accommodation – to live more independently within a community setting.

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## Our Priorities for 2017/18

We want Wakefield to be a thriving 21st century district. A place where everyone can achieve their full potential and where our most vulnerable people are protected. We will do this by building and sustaining stronger communities, creating vibrant places and investing in our future to ensure we succeed.

Wakefield district faces many challenges, including the continued cuts to the Council's and its partners' finances. As a result, it is more important than ever for the Council and its partners to work together to identify and agree what are the key outcomes required for the District to progress and prosper within the current financial climate, and to put plans in place to achieve them.

Partners across Wakefield have identified four strategic themes and specific objectives to give a sharper focus to partnership work and ensure residents and businesses see a tangible difference in the outcomes they experience.

The objectives are set out in the District Outcomes Framework

- Caring for our People;
- Caring for our Places;
- Ambitious for our Young People; and
- Modern Public Services

Adult Social Care sits within the Adults, Health and Communities Directorate of the Council; there are eight key service priorities that the Directorate aims to achieve. These are:

- Helping people receive care closer to home
- Working together better and delivering more joined up services
- Making sure adults with vulnerabilities are supported and safe
- Developing workforce capacity and skills
- Delivering change well
- Supporting employee wellbeing
- Supporting our communities to be stronger



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## Scrutiny of Adult Social Care

During 2016/17, Wakefield Adult Social Care Services have been scrutinized in a number of ways:

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### Care Quality Commission: Inspection of Externally and In-House provided Services

The new inspection regime of the Care Quality Commission rates services against the following headings: Safe, Effective, Caring, Responsive and Well Led. Here are a few comments they collected from individuals this year about their experiences of external and in-house residential care.

#### Safe:

- “Oh I feel very safe with them. When you’re in your own flat it’s hard to know who you can trust, but I really feel settled and safe”.
- “My safety is never in question”
- “I didn’t feel safe in my own abilities at first but they were brilliant with me and that came with time”
- “My trust in the staff grew and grew with each and every visit”.
- “The girls are always walking around checking that everybody is OK.”

#### Effective:

- “They do a fantastic job, they know my needs and my ways”
- “You can’t put a price on experience, the staff know what they’re doing and it’s like clockwork”.
- “They had the right skills to give me the confidence without doing everything for me”

#### Caring:

- “They never rush me, I can take all the time I need. They’re very friendly”
- “I’m 96 and I’m happy to be in my own home. They’re lovely”
- “Staff listen, they really do care you know, I feel like I really matter, they do a fantastic job”.
- “I just can’t fault the attitude of the staff. It’s so caring and kind”
- “Oh the staff just go that extra step in getting me where I need to be. I can’t fault their attitude, so caring and kind but at the same time I’m inspired to make good progress”.
- “The staff are all happy and friendly, they’ve been supportive for my physical recovery but they’ve also given me an emotional boost. I’ve become happier in myself”

#### Responsive:

- “What they provide for me suits me just right. I would never want to go into a home, so having someone help me manage is just right for me”
- “The times of my visits are alright and I can get on with my day. If they are running late, which is not often, they always let me know”
- “It’s not what they do it’s the way they do it that matters. I’m happy, very happy. I’ve nothing to grumble about”
- “They just knew how to get me motivated and doing things I used to. I’d have been lost without them”

#### Well Led:

- “It must be managed alright, or it wouldn’t work like it does”
- “I had no problems from start to finish. What we agreed at the start happened and it worked for me”
- “I’m very happy with the way the service supported me and they were so organised”

“I didn’t feel safe in my own abilities at first but they were brilliant with me and that came with time”

“I’m 96 and I’m happy to be in my own home. They’re lovely”

## Customers/Citizens: Mystery Shop of Adult Social Care Access to Services

During 2016/17, a team of Customer Inspectors from across Yorkshire and Humber undertook a Mystery Shop of Wakefield adults social care 'access to services' through the following mechanisms: telephone, website, face to face, reception, out of hours and safeguarding services.

The results were as follows:

Scenario	2015 Rating	2016 Rating
Telephone	GOOD	GOOD
Website	GOOD	GOOD
Face to Face	GOOD	GOOD
Reception	GOOD	GOOD
Out of Hours	FAIR	FAIR
Safeguarding Access	FAIR	FAIR

To ensure continuous improvement an action plan has been developed to increase our performance in these areas.

Some of the positive feedback from the Inspection team was as follows:

- The call handler was polite and customer friendly
- I got lots of information to start the process
- Website looks good and it was easy to find carers page
- The person was willing to support me to get to the right department
- Well maintained building with safe access and lighting. Appropriate signage on entrance and adequate reception area
- They gave me the information clearly and in a way that was understandable.





## Adult Social Care Survey

Each year, a cross section of Adult Social Care Service Users are asked to complete a survey about their experiences of using Adult Social Care Services during the year. Below is sample of responses for this year compared against last year's results.

Response	2015/16	2016/17	Trend
People describing their quality of life as " So good, it could not be better," or "very good"	30.8%	35.0%	Better ↑
People who said that they have "as much control over daily life as I want"	38.5%	39.1%	Better ↑
People who said that they were 'extremely', 'very' or 'quite satisfied' with the care and support that they received.	90.1%	92.1%	Better ↑
People who said they felt 'as safe as they wanted'	71.5%	72.0%	Better ↑
People who said that the services they received helped to make them feel safe	85.7%	87.8%	Better ↑
People who found it easy to find information and advice about support, services and benefits	80.8%	71.4%	Worse ↓

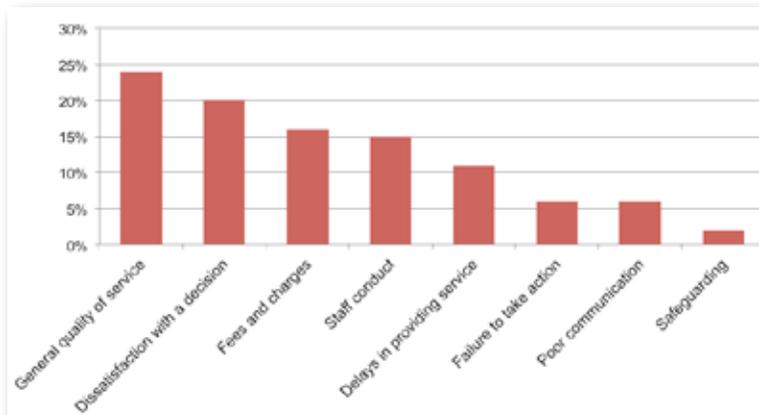
## Complaints and Compliments

Adult Social Care routinely monitors the number and themes of complaints and compliments made regarding services and learning from each complaint is embedded into continuous improvement processes.

Last year, there were 111 complaints made regarding services, a 6% increase on the previous year. The most common complaints were regarding general quality of services and dissatisfaction with a decision. Dissatisfaction and complaints about fees and charges were often cited as a secondary reason for complaining. An additional 42 comments and concerns were received but were resolved locally before they progressed to a formal complaint.

You said	We did
You were not made aware or told about charges for the service you received and then received a bill which was very upsetting.	Now a Checklist sheet has been introduced and is scanned in when visits undertaken to evidence what information has been shared with the family. This will ensure that good practice is shared and evidence of information given is always recorded.

### Reason for complaints received regarding Adult Social Care 2016/17



During the same period there were a number compliments about Adult Social Care Services received such as;

Everyone involved was up to speed they all knew what to do and get everything done in record time, from start to finish thanks to all involved

My parents are both in their 80's, they are very happy with the service and found everyone from the council and the contractor who they dealt with to be very respectful and considerate of their needs

Your staff were fantastic and took a lot of stress off me I can't thank them enough.

We did not look forward to having carers coming in twice a day when the social worker told us about the visits. The Care team that came could not have been nicer, they were very kind and pleasant and helpful. Well done and thank you for your support

The "Team" have been excellent and Pat and I have been impressed by the friendliness and professional service she has received, if you were a hotel you would get 5 stars from us

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## How well have we done against the Adult Social Care Outcomes Framework?

The Adult Social Care Outcomes Framework is one of the tools that we use to measure our performance. There are no national targets that we have to meet;

instead there are four key outcomes and a list of measures that help us judge how well we are doing. The framework also allows us to compare ourselves against other Councils and helps us identify good practice, areas for improvement and to share best practice and learning.

For more information on how we are performing against each of the measures in the Adult Social Care Outcomes Framework, please use the following link :

<http://www.wakefield.gov.uk/Documents/health-care-advice/adult-services/adult-social-care-outcomes-framework.pdf>

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### Outcome 1:

**Enhancing Quality of Life for people with care and support needs.**

#### Key achievements:

- 9965 people contacted adult social care services and were provided with high quality information and advice.
- We support 1846 carers to balance their caring roles and maintain their desired quality of life and provided them with 258 My Time breaks.
- 2536 individuals manage their own support, so that they are in control of what, how and when support is delivered to match their needs through cash budgets or managed accounts.
- We support 49 individuals with learning disabilities to find employment.
- Over 50% of people surveyed as part of the annual Adult Social Care User Survey said that they had as much social contact as they would like.





## **Outcome 2: Delaying and reducing need for care and support**

### **Key achievements:**

- This year we have delivered 963 packages of care through our re-ablement service ensuring that people and their carers are less dependent on intensive services.
- Following the establishment of an Integrated Hospital Discharge team in partnership with Mid Yorkshire Hospitals we have seen an average reduction in the number of delayed transfers of care from hospitals from 0.9 to 0.4 (for delays attributed to adult social care).
- Fewer permanent placements were made in care homes for younger adults aged 18-64 (Only 18 placements during the year)
- We have provided over 2000 individuals with telecare services using more advanced technology solutions which enable them to be independent inside and outside of their homes for longer.



## **Outcome 3: A Positive experience of care and support**

### **Key achievements:**

- 92.1% of people surveyed as part of the annual Adult Social Care User Survey were either 'extremely', 'very' or quite satisfied with the support or services they received from Adult Social Care.



## **Outcome 4: Safeguarding adults whose circumstances make them vulnerable and protecting them from harm.**

### **Key achievements:**

- We have established a standalone Adults Safeguarding team whose responsibility it is to investigate allegations of abuse against vulnerable people.
- 87.8% of people who use services said that services made them feel safe and secure
- We have Embedded Making Safeguarding Personal into both safeguarding and assessment and care management good practice which has made our safeguarding processes more person centered and provided us with information that we can use to help protect vulnerable people who use our services.
- 211 vulnerable people have signed up to the Safer Places scheme where vulnerable people can go to get support if they feel unwell, confused or have been a victim of crime. 142 local businesses including shops, offices, stations and public buildings have signed up to the scheme.



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## People's Stories of Care & Support Services

### Freedom and Independence

Mary is a carer for her husband, David, who has severe mobility problems and has also been recently diagnosed with Alzheimer's. Mary, who is a Type 1 Diabetic had been caring for her husband for a number of years and was isolated because of her caring role but reluctant to explore ways to spend time away from David.

David was unable to access the back garden to their house due to a step; they had already had a ramp fitted on the side door of the house but were still unable to access the garden or the side of the house.

The carers social worker with Carers Wakefield and District liaised with Housing Together's Care and Repair service to provide a solution and they now have a portable ramp that enables them to use either door with ease so David can now use the back garden in his wheelchair.

The social worker signposted Mary to her local carers support group which she now attends regularly. The couple were helped to complete an application for the Access Bus which they now use frequently. They were also given details of the Handyman service who helped with the removal of an old single bed so that David could have a hospital bed in the house.

Although Mary and David were initially unwilling to use the WDH Carelink service they reconsidered the social worker's suggestion after Mary hurt her neck and David had a fall. As a result of the help and support provided by the carers social worker, Mary started to realise the effect that caring has had on her life. She is now able to request and accept help that will reduce the impact on her and enable her to carry on caring for her husband.

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## People's Stories of Care & Support Services

### Reduced anxiety

Sarah cares for her husband, John, who has Vascular Dementia and anxiety. John initially attended a care home for respite and eventually became a permanent resident on a dementia unit as his condition worsened.

Sarah had concerns about the financial assessment and invoicing process for John's care bill so the Carers Social Worker made a home visit to talk through the process. Sarah also mentioned her concerns about her husband's mental health and said that he had had numerous falls while in the home.

The Carers Social Worker made some referrals and John was screened by a Multi-Disciplinary Team for a Holistic Assessment and the memory clinic reviewed his medication. As a result of this it was agreed that John now needed a nursing dementia care home. Sarah was supported by the Carers Support Worker through the process of assessment, finding a suitable home, transporting John to his new care home and passing on information about John's needs and preferences to his new caring staff.

Sarah no longer worries about John as his new home understands his needs and he appears to be happier there.

John no longer requires medicine to control his anxiety as staff in the new care home are able to reassure him when he feels anxious.

Sarah was able to focus on herself and an assessment highlighted that she needed some help with mobility in her home so the Social Worker made a referral for some support. Sarah now attends a monthly support group for carers of people who live in 24 hour care and has booked a holiday with her art group.



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## Jargon Buster

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### Adult Social Care Outcomes Framework

A tool to measure how well we are performing in adult social care.

### Advocacy

Help to enable you to get the care and support you need that is independent of your local council. An advocate can help you express your needs and wishes, and weigh up and take decisions about the options available to you.

### Brokerage

Someone whose job it is to provide you with advice and information about what services are available in your area, so that you can choose to purchase the care and support that best meets your needs. Brokerage can be provided by local councils, voluntary organisations or private companies.

### Commissioning

The process we use to plan services that are needed by the people who live in a particular area.

### Direct Payments

Money that is paid to you (or someone acting on your behalf) on a regular basis by your local council so you can arrange your own support, instead of receiving social care services arranged by the council

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### Eligibility

When your needs meet your councils criteria for council-funded care and support. Your local council decides who should get support, based on your level of need and the resources available in your area. The eligibility threshold is the level at which your needs reach the point that your council will provide funding. If the council assesses your needs and decides they are below this threshold, you will not qualify for council-funded care.

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### Equipment and Adaptations

Specialist items provided to people following an assessment by an occupational therapist or physiotherapist, to help them remain safe in their home and perform daily activities.

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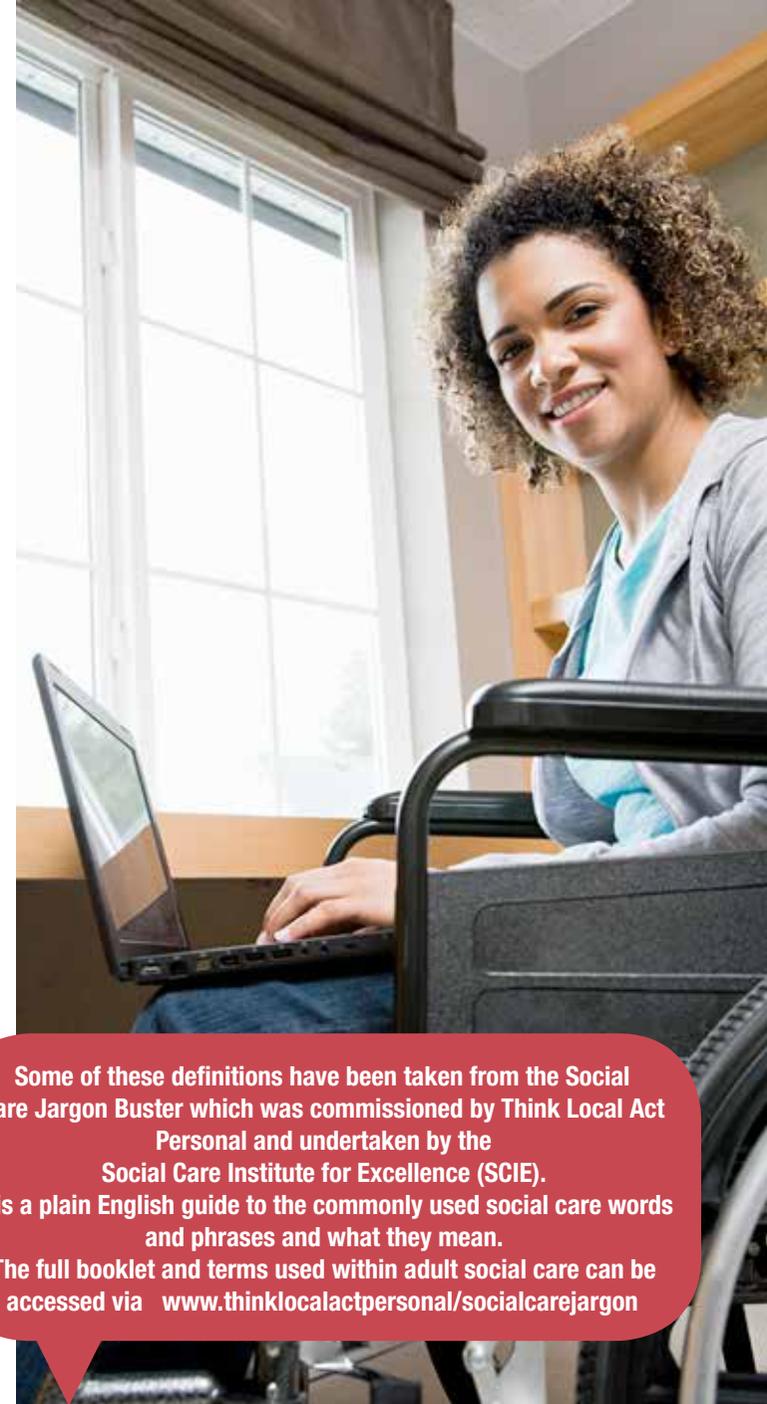
### Extra Care Services

A new way of supporting people to live independently. It provides the security and privacy of a home, with a range of facilities on-site, combined with access to 24 hour care/support services if required.

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### Health and Wellbeing Board

Councils are required as part of the Government's vision for social care to establish a Health and Wellbeing Board. The Board has a joint duty, alongside GP commissioning consortia, to prepare and implement a joint health and wellbeing strategy.



Some of these definitions have been taken from the Social Care Jargon Buster which was commissioned by Think Local Act Personal and undertaken by the Social Care Institute for Excellence (SCIE). It is a plain English guide to the commonly used social care words and phrases and what they mean. The full booklet and terms used within adult social care can be accessed via [www.thinklocalactpersonal/socialcarejargon](http://www.thinklocalactpersonal/socialcarejargon)



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### **Healthwatch**

Healthwatch is an initiative set up by the government. It will be a champion for people using health and adult social care services, to ensure everyone has the chance to have their say about services and make services accountable to local people

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### **Mystery Shopping**

An evaluation tool used to measure the quality of a service and/or to gather specific information about a service.

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### **Making It Real**

An initiative aimed at supporting the Council to monitor its progress towards personalisation and making plans to improve.

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### **Personalisation**

A way of thinking about care and support services that puts you at the centre of the process of working out what your needs are, choosing what support you need and having control over your life.

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### **Personal Assistant**

Someone you choose and employ to provide the support you need, in assistant the way that suits you best. This may include cooking, cleaning, help with personal care such as washing and dressing, and other things such as getting out and about in your community. Your personal assistant can be paid through a direct payment.

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### **Personal Budgets**

A sum of money that is allocated to you by your local council to pay for care or support to meet your assessed needs. The money can either be managed by the Council or paid to you as a Direct Payment.

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### **Preventative Services**

Services you may receive to prevent more serious problems developing. These include things like reablement, telecare, befriending schemes and falls prevention services.

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### **Public Health Services**

Services to prevent health problems and keep people healthy, including services around stopping smoking, alcohol and drug misuse, tackling obesity, mental health, dental health and sexual health.

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### **Re-ablement**

A way of helping you remain independent, by giving you the opportunity to relearn or regain some of the skills for daily living that may have been lost as a result of illness, accident or disability.

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### **Safeguarding**

The process of ensuring that adults at risk are not being abused, neglected or exploited, and ensuring that people who are deemed 'unsuitable' do not work with them

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### **Sector Led Improvement**

An approach to measuring and increasing performance in adult social care. Councils are now working together to identify where improvements could be made and make sure that services are accountable to local people.

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### **Self-Directed Support**

An approach to social care that puts you at the centre of the support planning process, so that you can make choices about the services you receive.

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### **Self – funders**

When you arrange and pay for your own care services and do not receive financial help from the council.

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### **Shared Lives Scheme**

A scheme in which carers provide long-term placements and short breaks to vulnerable people, in the carers own home.

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### **Signposting**

Pointing people in the direction of information that they should find useful. Your local council should signpost you towards information about social care and benefits through its helpline or call centre website and through local services such as libraries and health centres.

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### **Telecare**

Equipment, devices and services that are installed in a persons' home to help them stay safe and independent, for instance fall sensors and safety alarms.

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### **Voluntary and Community Organisations**

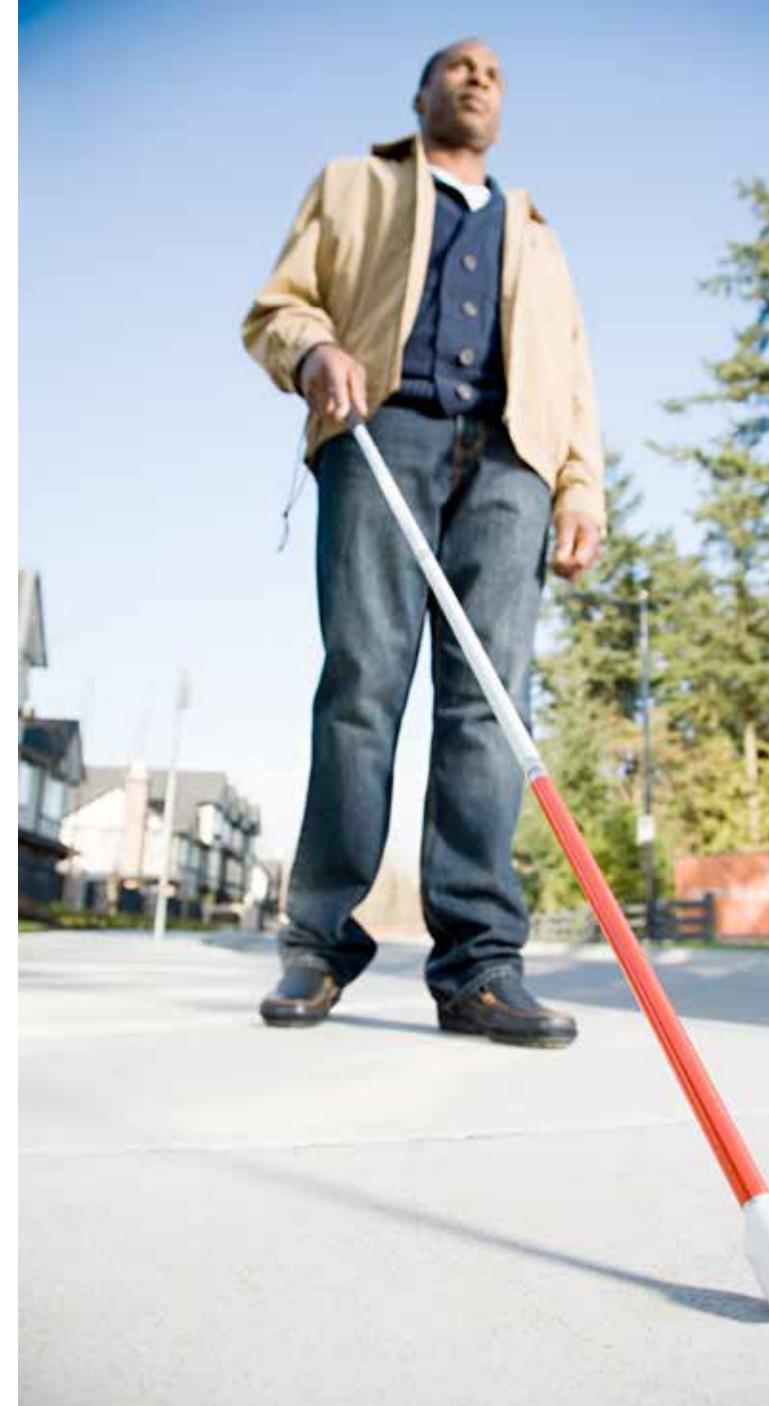
(Also 3rd Sector)

Organisations that are independent of the Government and local councils. Their job is to benefit the people they serve, not to make a profit. The people who work for voluntary organisations are not necessarily volunteers – many will be paid for the work they do. Social care services are often provided by local voluntary organisations, by arrangement with the council or with you as an individual. Some are user-led organisations, which means they are run by and for the people the organisation is designed to benefit – e.g. disabled people.

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### **Wellbeing**

Being in a position where you have good physical and mental health, control over your day to day life, good relationships, enough money, and the opportunity to take part in the activities that interest you.



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## Useful Contacts

### Social Care Direct

If you or someone you know needs any help or support then your first point of contact is Social Care Direct.

If you have a concerns about the welfare or safety of a child, young person or vulnerable adult then please contact Social Care Direct. Any information you give will be treated with confidentiality.

Social Care Direct is open 24 hours, 7 days a week. Telephone **0345 8 503 503**.

### Healthwatch

Healthwatch Wakefield is the consumer champion for health and social care services across the Wakefield District and will:

- Provide information and advice and also signpost people to local health and social care services;
- Gather views and experiences of local people on the way services are delivered; they have the power to enter and view adult social care services and get a firsthand experience of how it is delivered;
- Influence the way services are designed and delivered based on evidence from those who use services.

- Influence how services are set up and commissioned by having a seat on the Wakefield Health and Wellbeing Board.
- Pass information and recommendations to other local Healthwatch, Healthwatch England and the Care Quality Commission.

To contact Healthwatch Wakefield please call:

- **01924 234007** – for information, advice and signposting
- **01924 787379** – for all other enquiries
- **[www.healthwatchwakefield.co.uk](http://www.healthwatchwakefield.co.uk)**

### Connect to Support- helping you to connect to the support you need

Connect to Support Wakefield is a new website for adults in Wakefield who need support to live independently.

The website offers information, advice, goods, products and services.

**[www.connecttosupport.org/Wakefield](http://www.connecttosupport.org/Wakefield)**



