

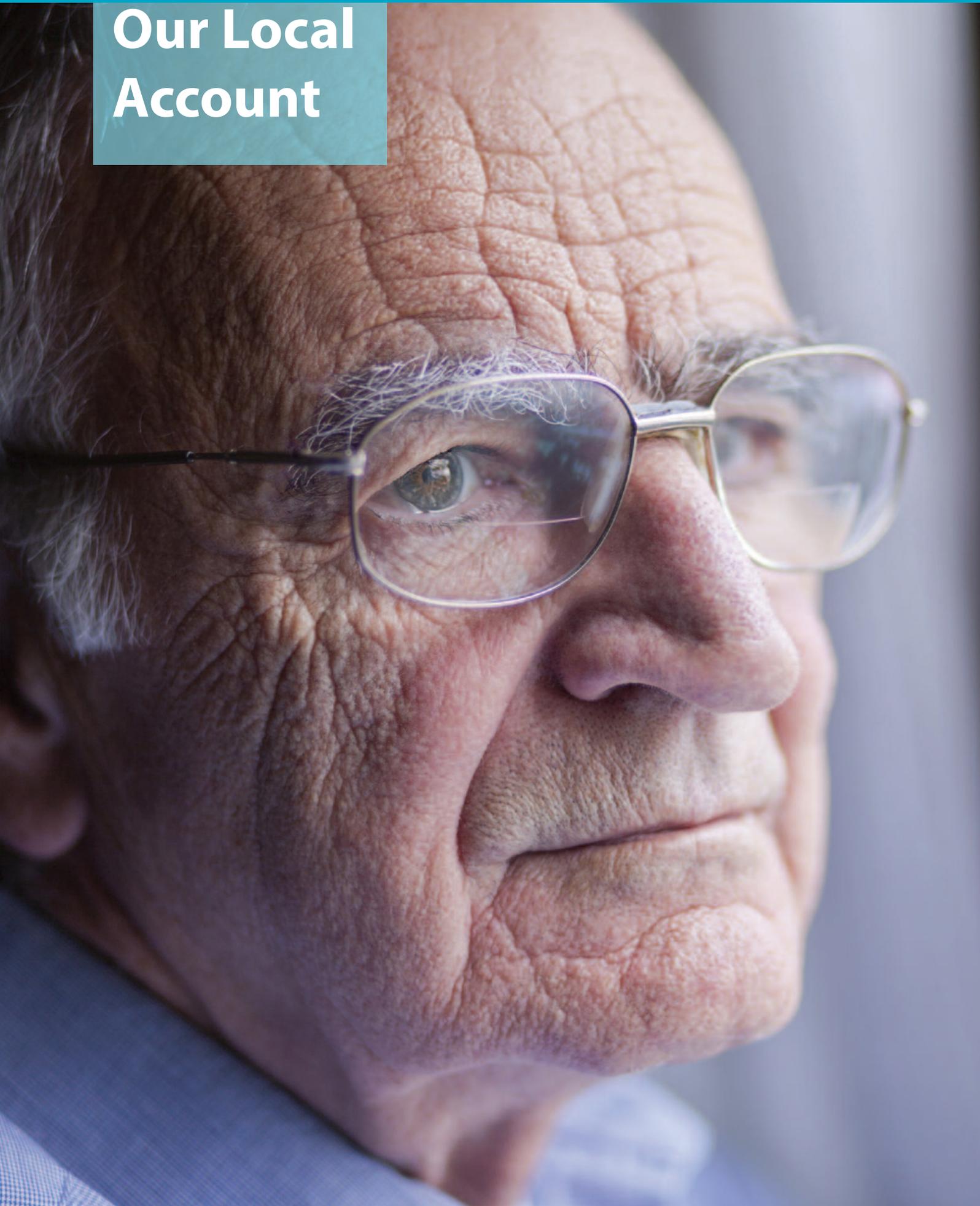
CARE AND SUPPORT IN BARNSLEY

Our Local Account 2013 -2014



BARNSLEY
Metropolitan Borough Council

Our Local Account



Foreword



Martin Farran



Cllr Jenny Platts

Welcome to this, our third, Local Account for adult social care in Barnsley. It tells you about some of the things we did well in 2013/14 and where we need to make further improvements. It's an open and honest summary of our past progress, it also sets out some of our plans for 2014/15 which we will report progress on in our next Local Account.

The Local Account is for everybody. We hope you find it easy to read and that it contains the sort of information you want to know about adult social care in Barnsley.

Like most councils, we face some significant challenges both now and in the years ahead. People are living longer, which is great, but this also means demands on care and support services are increasing but the amount of money available to provide that support is reducing. We are looking at everything we do to ensure that it provides the best value possible and makes a real contribution to helping people live better lives. One of the ways we are making sure we use our resources to best effect is by working with other organisations in the borough, particularly our NHS partners. By working together with shared priorities we can join our services together and make the money go further.

These things alone will not meet the challenges ahead, therefore we need to take a radically different approach to how we help people who have care and support needs. In future we want to make it easier for people to get good information and advice to help them stay healthy for as long as possible and to find out about services in their own area that provide support quickly when that independence is threatened. When people develop care and support needs we will concentrate on them to regain their skills and confidence so that they can continue to live in their own homes.

If people need ongoing care and support we will seek to ensure that they have as much choice and control as possible over how their needs are met, with the majority having a personal budget. It goes without saying that we will continue to safeguard the wellbeing of people at risk of harm as our number one priority.

Looking ahead, April 2015 will see the first stage of implementation of the new Care Act 2014. The Care Act brings together existing legislation into a new set of laws built around people's wellbeing, promoting them to maintain their independence, choice and control. The second phase of implementation begins a year later and will include a cap on the amount that anyone will have to contribute to the cost of their care during their lifetime. During this year we will be preparing for the changes, informing local people of the implications and training our staff in new ways of working to meet the requirements of the Act.

We hope as many people as possible will take the time to read this document. If you wish to let us have your comments or suggestions about ways we can further improve our services please contact us at adultsocialservices@barnsley.gov.uk

Introduction from Healthwatch Barnsley



Healthwatch Barnsley has been working with local people over the past year to gather their feedback to improve health and social care services for everyone. We have been focussing on the following areas to improve services:

- Childhood and Adolescent Mental Health Services (CAMHS)
- The Butterfly Scheme at Barnsley Hospital NHS Foundation Trust
- The deaf community - improving access to health and social care services
- Carers and the issues they face accessing GP appointments
- Improving things for people with dementia and their carers through the Memory Assessment Review.

We have fed back our findings and recommendations to service providers as well as the Health and Wellbeing Board. Our aim is to then work with the public and providers to make long-term improvements and see real impact from our work.

In the next year we will continue to gather more views about people's experience of accessing health and social care services in the borough and also to work with service providers to make them aware of some of the feedback we are gathering.

Our Healthwatch Champions and Junior Healthwatch Champions will continue to work to promote Healthwatch Barnsley and support us with our outreach and promotional activity.

We want to see real change in health and social care services in Barnsley and also celebrate what is working well in the area. If you would like to share your views about any of the services you access please contact us in the following ways:

Telephone: 01226 320106

Text: 07870 599445

Email: healthwatch@vabarnsley.org.uk

Website: www.healthwatchbarnsley.org.uk

Twitter: @HWatchBarnsley

Facebook: HealthwatchBarnsley

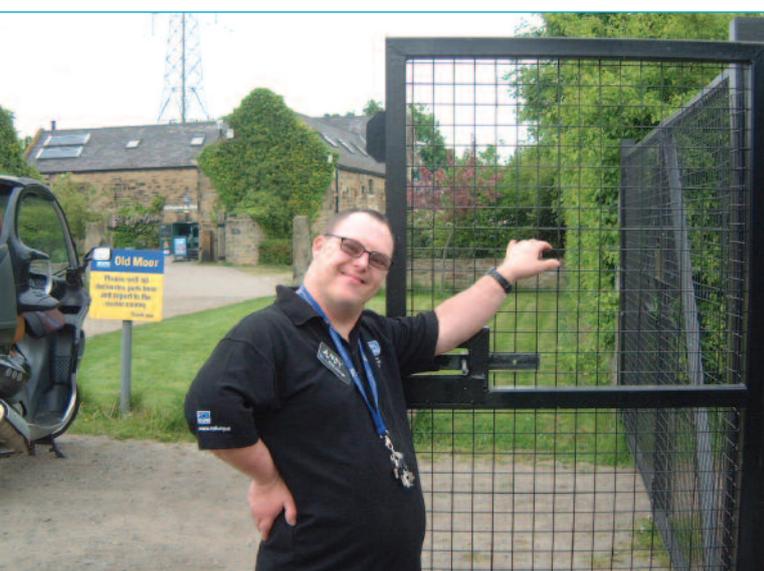
Improving quality of life for people with care and support needs

What does this mean?

- People manage their own support as much as they wish, so that they are in control of what, how and when support is delivered to match their needs
- Carers can balance their caring role and maintain their desired quality of life
- People are able to find employment when they want, maintain a family and social life and contribute to community life, and avoid loneliness and isolation

How are we doing in meeting these standards?

- ✓ 76% of people who use our services say they have control over their daily lives. This is an improvement from the previous year
- ✓ 85% of service users in Barnsley have a personal budget and manage their own care arrangements
- ✓ 86.7% of service users with a learning disability live in their own homes or with their family
- ✓ Over 5,700 older and vulnerable people in the borough were provided with some kind of care service during 2013/14. Approximately 4,000 more are connected to the Central Call service via a lifeline community alarm and don't require any other support.
- ✗ Only 2.8% of service users with a learning disability and 3.3% of adults in contact with community mental health services are in paid employment at or above the national minimum wage
- ✗ Although most people in Barnsley who need care are directing their own support, only 9.6% are doing so by using a direct payment
- ✗ Only 55.4% of people in contact with community mental health services are able to live independently
- ✗ Only 40.3% of people who use services told us that they had as much social contact as they would like





Last year we said we would:

- Provide more people with a direct payment to arrange their own services where they wish to do so. A lot of work has been done to make it easier for people to use a direct payment and although we have not yet seen an increase, we expect to see a significant improvement over the next year
- Make it easier for people to employ their own personal assistant and provide more help for them to carry on doing so
- Make it easier for people to find and arrange their support on the web
- Do more to help people with support needs to get into paid employment
- Do more to support carers, including raising awareness amongst GP's
- Improve services for people with dementia by developing specialist day care, creating dementia champions, and improving diagnosis

What we have done:

- Set up a scheme called Barnsley PA Finder to approve and register personal assistants. About 120 PAs have joined the register to date.
- Reorganised our direct payment support service to provide more help to people when they first employ their own carer(s) as well as ongoing support. The service can provide advice about being an employer, including doing background checks, employment law, recruitment and supervision
- Registered 162 providers on our eMarketplace for care services Connect to Support that offer a wide range of services and products to help people to live more independently. In addition 77 Groups are registered providing activities that are free or have a small charge. An average of 500 people visit the website each month
- Produced new leaflets and information on our website 'Connect to Barnsley' including videos to guide people through the process of having a direct payment and employing a personal assistant.
- Continued to provide a range of training opportunities for personal assistants, e.g. in caring for people with dementia
- Started to carry out earlier reviews with people using direct payments to check that things are working okay.

- Continued to work with local providers to help people with learning disabilities and mental health problems into paid work
- Through our Employment and Volunteering Service we have supported 50 people with work skills training, work placements, and volunteering. One person has been successful in gaining paid employment.
- In partnership with Healthwatch we have started to raise awareness amongst carers of registering their status with their GP. We have also been improving GP systems for recognising when someone attending an appointment is a carer and circulating regular copies of the Carers' Newsletter and other information.
- Used the Carers' Grant to help over 500 carers by providing therapy sessions (see case examples) and purchasing laptop computers for them to access information .
- Opened a new Dementia Wellbeing Centre providing personal care, therapy, socialisation and links to community activities. The centre has 15 places per day and operates five days per week
- Established a network of Barnsley Dementia Champions in different care and support services. The 'Champions' will receive training, act as a role model and mentor to help make a real difference to the lives of people living with dementia
- Improved diagnosis rates for dementia

Personal Assistant Network Group (PANG)

Bringing together people who are employed as Personal Assistants (PA's) in health and social care, this group provides peer support and mentoring. It is run by PAs for PAs, with support from the council only if it is required. They meet regularly and membership has increased to 70. The group provides an opportunity to share information, access training courses and qualifications, support any areas of concern, and have presentations about relevant subjects. A number of guest speakers have attended. If you are a PA working within Health and Social Care and would like to join this group please contact Susan Price on 01226 772372.

Comments from members include:

"Very informative, good speakers. Made new friends and we have something in common. Friendly environment".

"Enjoyed the group and felt very supported. It was really good to have other PAs to talk to".

"This group is a place where I feel comfortable to talk about anything. The people from BMBC are helpful, informative and always try to resolve issues for us. I enjoy the social side of the group and meeting other PAs".

Pathways to employment

'Bobby' was supported to access MIND's work club as he hadn't worked for many years due to depression and low self-esteem. Through one-to-one support to build his confidence he started to do voluntary work using his interest in computing and his IT skills and this helped him to gain more confidence and build up his experience. Following a course at Northern College and more volunteering, Bobby then had the confidence to get a full time job in computing. His journey into employment took over 12 months but with a lot of support and his own hard work, commitment and persistence he achieved something he never thought was possible..

'Amy' was referred to the work club by one of our mental health teams with emotional distress, having resigned from her last job due to the impact it was having on her mental health. She was supported to regain her self-confidence and to develop a CV. Amy was particularly nervous about interviews, so mock interviews were held for her to gain confidence. Following this she was successfully appointed to a job in the NHS at the first interview she attended.

'Rose' has been receiving support from Mencap's employment service since 2010 and this has included training, work placements and the weekly work club. She has had help writing a C.V, completing job applications and at interviews. In October Rose started work as a safety steward. Rose said 'I enjoy my job because I have a laugh with the new friends that I work with and I like having the extra money.'



'Eve' has been supported by the council's Employment and Volunteering Service to complete 8 weeks placement as a Catering Assistant at Kendray Hospital. She says 'it has been brilliant. I have served meals, learned how to use the till and deal with all sorts of customers. My confidence has grown and I had lots of positive feedback. The Catering Manager told me that although he doesn't have a permanent position, he doesn't want to lose me. He has offered me bank work and I am thrilled to bits. I have developed so much confidence with the support from the Employment and Volunteering Service. I have worked hard and each week we look for jobs together. I now have a healthy CV, confidence, training and experience to gain full time employment.

(Names have been changed)



Helping Carers to Care

Ron is 83 years old and he's a carer that has benefitted from having a free laptop with internet access. We were able to offer this scheme with funding from the Carers' Grant, with a view to getting more people online, using the web to keep in touch with people and browse for information to help them in their caring role. Ron says " I had never used a laptop or computer before, but I can now email, shop, browse the web and do my banking online. It has allowed me to keep in touch with friends in America and email my family regularly. I also feel more secure knowing that if I can't leave the house due to health problems or bad weather conditions I can always order my groceries online and have them delivered. Learning to do things online has made life much easier, banking online has saved me having to make unnecessary outings into town and I have even done most of the work to get my new mobility car online too, another journey saved. "

Progress on supporting people with a learning disability to live in the community

In 2012, we started to look at how people with a learning disability who lived in residential care could have those needs met in different ways. We felt that sometimes there was too much focus on providing a safe, caring environment at the expense of listening to people's aspirations for life and helping them to develop skills and independence.

By January 2014, 17 people had been reviewed and were able to move out of residential care and into supported living arrangements. This has resulted in an improved quality of life as well as reduced costs.

Case Studies

'Geraldine' had been moved into specialist residential care because her supported living arrangements had broken down.

She could manage daily living tasks but had struggled with anxiety. With specialist one to one support and the help of behavioural therapy, Geraldine is learning to deal with anxiety without the need for reassurance and can now live more independently once again.

'John' was admitted to a hospital outside of Barnsley because of acute mental health issues and then spent ten years living in a residential unit within the hospital grounds.

Working with John to assess his needs we identified that he could live more independently. He no longer needed help at night therefore we looked at alternatives that were better for him and more cost effective. After 6 months preparation, John moved out of the care home. He is doing voluntary work and has told his social worker he is very happy with his new home and life. John's family are overjoyed with his progress.



Skills For Moving On Programme

Skills for Moving On is a 12 week programme for people in recovery from substance misuse that aims to improve their employment skills and move on with their lives. By the end of January 2014, there were 58 people that have been through the programme, 20 are now working and 4 have gone on to university. We have more than 30 applications from people wanting to attend our next programme.

"I am now at Huddersfield University studying Criminology and this all started from the Skills for Moving on".

"The whole process of the Skills for Moving on Programme created team work, vital learning skills, preparation for employment and further education,

Supporting carers of people with Dementia

We've also used the Carer's Grant to support The Alzheimer's Society to host a Relax & Revive session for people with dementia and their carers. Carers were so pleased with the session, that consisted of relaxation techniques, poetry and creative movement, that they have asked for further classes to be arranged.

Julie Brown (full time carer) said "The trainer was a very pleasant and sociable person who made us all feel at ease. The session was very useful and relaxing and I would love to attend another one".

Sarah Isaac (full time carer) said "I really enjoyed this session, I felt very relaxed and it was a great confidence boost".

Further sessions are being planned for the coming year, in partnership with The Alzheimer's Society.



Reducing Health Inequalities

We held community health fayres in Cudworth, Monk Bretton and Royston where attendees were able to experience alternative therapies and enjoy a range of healthy food. Information was also collected with regard to resident's priorities for health and wellbeing to inform future events and initiatives.

The health fayres were very well attended by both residents and service providers, and requests have been made that they should be continued on a regular basis.

Reducing isolation and loneliness in older people.

The Central Area Council (covering the electoral wards of Central, Dodworth, Kingstone, Worsbrough and Stairfoot), identified "reducing isolation and loneliness in older people" as one of the top 3 priorities they wanted to address.

As a result, they have recently commissioned the Royal Voluntary Service (RVS) to deliver a service across the to be delivered over a two year period from July 2014 – June 2016.

The project is called BCLOOP (Barnsley Central Looking Out for Older People). Inclusion Workers take referrals from or on behalf of older people in the area who may be socially isolated and can provide information and advice to help people take part in community life.

The service also has volunteers who can provide some support for older and vulnerable people to help them to access local facilities near to where they live and to build their confidence.

It is anticipated that this will spur communities into becoming more aware of how they can support their older residents in the future.





Signposting older people to services in their community

In 2013 the Royston Ward Alliance did a piece of work to find out what groups and activities were happening in their area that older people could access and enjoy. With a small pot of money from the council's Ward Alliance Fund they produced a leaflet detailing what was available and have circulated it widely throughout Royston.

Future Plans

In 2014/15 we will:

- Help more service users to choose a direct payment to manage their own social care support
- Work with health services to develop personal budgets for health care services and combine the funding with that for social care support where applicable
- Launch a website for our Personal Assistant Approval Scheme – Barnsley PA Finder
- Employ more support planners to help people to take up direct payments.
- Continue to develop our eMarketplace for social care and support to improve the search facility, and to include a simple on-line self-assessment
- Look at how people with a learning disability currently in supported living can be helped to live even more independently
- Continue to deliver the action plan for Autistic Spectrum Conditions
- Improve choice in housing and support options for people with a mental health problem
- Continue to provide funding for specific projects to benefit Carers. Continue to work with GP's to keep carers issues at the forefront of primary care
- Review and improve advice, befriending and emotional support services for people with dementia
- Continue to support our network of Barnsley Dementia Champions
- Improve our dementia diagnosis rates
- Through our communities and area council arrangements. Continue to address health and wellbeing, by enabling local residents to access information and services that promote healthy living
- Roll-out schemes to tackle social isolation, particularly in older people that we've already started to commission through some of our Ward Alliances.



Delaying and reducing the need for care and support

What does this mean?

- Everybody has the opportunity to have the best health and wellbeing throughout their life, and can access support and information to help them manage their care needs
- Provide support earlier and reablement so that people and their carers are less dependent on intensive services
- When people develop care needs, the support they receive takes place in the most appropriate place and enables them to regain their independence

How are we doing in meeting these standards?

- ✓ We are successful in supporting people to continue to live in their own communities for as long as possible. Barnsley is below average for authorities of a similar nature in care home admissions
- ✓ During 2013/14 560 people benefited from a short period of help to regain daily living skills and get back on their feet after a spell in hospital
- ✓ The vast majority (84%) of these people were still living independently 3 months later.
- ✓ Barnsley continues to be one of the best areas in the country for getting people home quickly and safely after a spell in hospital
- ✓ We helped more than 2,500 people in 2013/14 by providing pieces of equipment or through their property being adapted in some way to help with daily living



Last year we said we would:

- Work with our health partners to review intermediate care services to ensure we have a good range of safe and effective services
- Reorganise our day care services for older people to provide more flexibility and choice
- Continue to support recovery for people with substance misuse issues
- Review our Alcohol Harm Reduction Strategy and renew for 2014-17
- Work with Bosch Healthcare to develop a new telecare alarm product to help people who live independently but are at risk of falling
- Help people with a disabilities to gain the skills and confidence to travel independently around the borough

What we have done:

- With our health partners, completed the first stage of a review to look at commissioning one co-ordinated service for intermediate care
- Improved day services for older people to make them more flexible and able to meet individual needs and choices
- Targetted work with people who have substance misuse issues tso that more people stay drug and alcohol free and do not come back to services within 6 months. We are now the 2nd best performing authority in the Yorkshire and Humber region for this statistic.
- Continued to support people to take part in our Skills for Moving On course as part of their recovery from drug and alcohol addiction, 20 people have moved on into employment, and another 38 have taken up volunteering roles.
- Expanded the Free to Go travel training service , that started in learning disability services and now helps adults with a range of needs, children and young people to have the independence and skills to travel independently around the borough (see case study)
- Recruited more Shared Lives family carers to expand capacity so that the service can be offered to people with mental health problems, older people and people with physical disabilities as well as those with learning disabilities who the scheme currently serves. (see case study)
- In partnership with BOSCH, developed Active Intelligence Monitoring (AIM) that monitors how people are moving around their home and can detect when they've fallen by their inactivity
- Provided specialist advice and equipment for severely disabled people to have their care provided by one carer instead of two so that they have greater privacy and dignity
- Set up courses for 'Living With Sight Loss' and 'Living With Hearing Loss' to provide advice on ways of making life easier and to give practical support.
- Held a Hearing Loss/Deaf Awareness event in Barnsley town centre for people to meet organisations that work with people who have hearing loss or are deaf. and distributed a guide 'How to Look After Your Ear Health'

Home Assessment and Reablement Team (HART) Inspection

In September 2013 the Care Quality Commission (CQC) carried out an inspection to check that the HART service was meeting the essential standards of quality and safety. HART provides personal care for people in their own home following a period of illness so that they may continue to live independently. The inspection found that the service was fully meeting the following standards:

- Consent to care and treatment
- Care and welfare of people who use the service
- Management of medicines
- Requirements relating to workers
- Assessing and monitoring the quality of service provision

'People experienced care, treatment and support that met their needs and protected their rights. All people we spoke with were satisfied with their care'

CQC Inspection Report September 2013

Equipment and Adaptations Service Satisfaction

In a recent survey 98% of service users said that the equipment and adaptations they had received had improved the quality of their lives.

"The bed raiser and adaptations have made a great difference to my quality of life enabling me to get in and out of bed safely"

Using technology to maintain independence

Mrs G is 90 years old and lives on her own. She suffers from various medical conditions, including dementia, she has poor mobility and has fallen in her home on a number of occasions. She has an Active Intelligent Monitoring (AIM) fall detector that monitors her movements and that will initiate a call to the monitoring centre if she has a fall. Mrs G's son said "I appreciate this new equipment. It gives me peace of mind and I can now rest better, knowing that I am not just waiting for the phone to ring."



Free to Go

Free to Go supports people to develop skills to travel independently and safely. This helps people to get out and about more, to feel less isolated and to be more involved within their communities.

The service started within learning disability day opportunities and has since expanded to provide help to adults with physical disabilities, older people, people who do not have the confidence to travel alone because of mental health issues and people with sensory impairments. Free to Go is also working with children on home to school travel and young people who are in transition between children's and adult social services.

Through a team of travel trainers, the service meets with people to find out what their ambitions to travel independently are. A bespoke support plan is developed to include public transport, walking routes and road safety. The plans can be produced in easy read and on flip-books, dependent on what the service user needs to make it accessible for them.



What service users said:

"I used to go everywhere in a taxi...it cost a lot of money... working with Free to Go and becoming an independent traveller on public transport has saved me £s"

"Free to Go' taught me how to use my mobile phone. If there is a problem when I am out I can easily contact someone".

"I am proud of how far I have come. Without the support of Free to Go I would be stuck in the house. Now I have a job, and Free to Go has helped me along the road to independence".

Reshaping Day Services for Older People

During 2013 we looked at the range of day opportunities for older people that are currently available in the borough with the aim of:

- Ensuring there is a good range of activities for the benefit of those requiring them and importantly to support their carers,
- Ensuring that future services are tailored to peoples needs.
- Ensuring that older people with health and social care needs are supported to regain their independence, as well as the skills they need for daily living. This includes spending time doing activities that people enjoy and having better access to community opportunities
- In April 2014 we delivered a plan to redesign older people's day opportunities, by developing three new health and well-being community centres plus a well-being centre for people with dementia. This has resulted in:
 - An improved range of day services particularly for people with dementia;
 - A focus on prevention and independence
 - More focus on healthy life styles and good health
 - Activities to support people to remain valued members of the community

- Better access to local communities and the use of ordinary community facilities for people with all levels of need and dependency
- Support to access relevant sources of information
- Older people in particular being more valued members of the community and less socially isolated.

The new Health and Wellbeing Centre offers:

- Cooking and baking facilities, with, older people being encouraged to cook their own lunches and bake for the centre.
- Spa treatments and beauty therapy Arts and craft room to enable people to take up hobbies
- Visits outside of the centre to shops and local facilities
- Reablement – improving daily living skills and increasing independence e.g. doing laundry, bed making, sewing and road safety
- Information and advice on healthy lifestyles, nutrition and exercise sessions
- Welfare benefits advice





Shared Lives

Barnsley Shared Lives provides an alternative to home care and care homes, for older and disabled people. Formerly called 'adult placement' it is where a family or a person invites an adult who needs support to live with them in their home. It can be short-term for a fixed-period, for a regular day or overnight stay or as a permanent living arrangement. All Shared Lives carers are professionally recruited and trained and receive ongoing support from the council.

In 2011 John (not his real name) was living in a residential secure unit outside Barnsley but, all his family still lived in the borough. As an alternative to this and to enable him to move back to Barnsley he was matched with a Shared Lives family, and, over a 3 month period left the residential home and moved in

with his Shared Lives carer. He has been supported to go to college, do some voluntary work and with getting used to living back in the community. Being part of the carers family for 3 years he joined them on holidays and at family celebrations. He became more confident, able to manage his money and with the skills to live independently and has since moved into his own home with his partner. He's also become a father himself and still has a strong bond with his former Shared Lives family.

You can read more case studies about how people are benefitting from living in Shared Lives families, as well as what it's like to become a Shared Lives carer on our website www.barnsley.gov.uk/sharedlives

Future Plans

In 2014/15 we will:

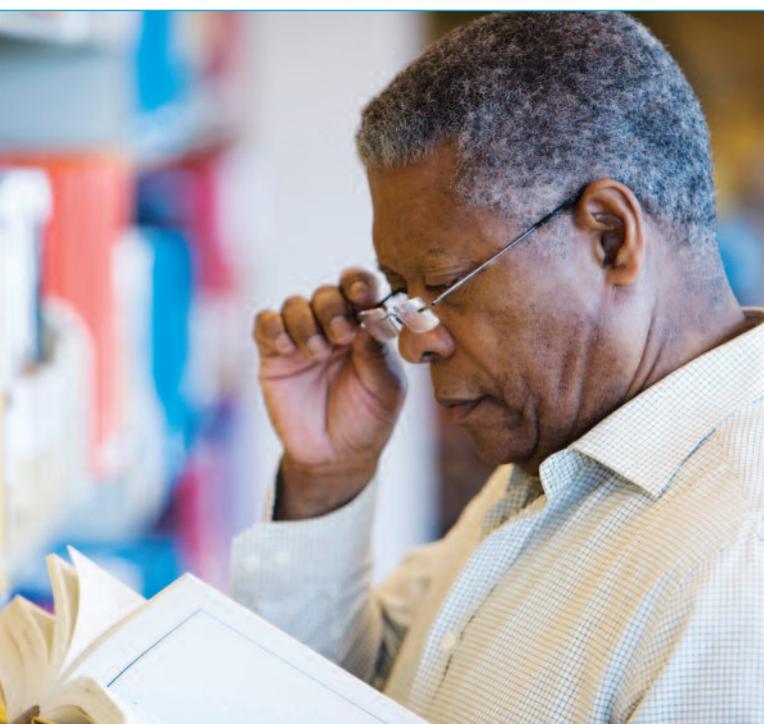
- Completely redesign the way that people with some care and support needs first come into contact with us for help or advice. Our first contact service will focus on providing better information to enable people to look after themselves for longer at home. It will put people in touch with services available in the local community, and provide advice to prevent any deterioration in independent living skills for as long as possible
- Review Extra-Care housing facilities in Barnsley to find out how they meet the needs of current and future residents;
- Provide more people with electronic monitoring systems (Telecare) to help them live independently.
- Support more young people with learning disabilities to develop the confidence and skills to travel independently around the borough
- Re-organise the Home Assessment and Reablement Service (HART) to have more opportunity to grow the business, develop more products and offer them to more people in the borough.
- With our health partners, commission a range of health and social care services to reduce hospital admissions, enable people to leave hospital quicker and more safely and promote independent living at home.
- Continue to expand our Shared Lives scheme, that provides live-in care with a family to include other client groups for example older people and people with physical disabilities.
- Continue to fund services for people who are recovering from substance misuse issues, including funding for our 'Skills for Moving On' course.
- Provide more co-ordinated advice and support for people who are facing financial difficulties.



Information, advice and a positive experience

What does this mean?

- People who use social care and their carers are satisfied with their experience of care and support services
- Carers feel as though they are respected as equal partners throughout the care process
- People know what choices are available to them locally, what they are entitled to, and who to contact when they need help
- People, including those involved in making decisions on social care, respect the dignity of the individual and ensure support is sensitive to the needs of each individual



How are we doing in meeting these standards?

- ✓ 65% of people who use our services are satisfied with their care and support
- ✓ 75% of people who use our services, and their carers, find it easy to find information about services:

Face to face: customer rating 'good'. 'The lady was very helpful and listened to what I said. She found a number for community equipment for me.'

Reception: customer rating 'good'. 'Really liked the fact that you could speak to someone straight away'

Out of hours: customer rating 'excellent'. 'All appropriate advice given'

- ✓ Waiting times for assessments for equipment and adaptations has been further reduced

Telephone contact: customer rating 'fair'; 'I was passed about and I didn't like it'. We know that we have work to do to make it simpler for people to contact us by telephone and to route them quickly to the best person to help them with their enquiry.

Website: customer rating 'fair'; 'I did not find the information easily...' We have been working hard to improve our website and make it easier for people to quickly find the information they want.

Last year we said we would:

- Further develop our adult social care and wellbeing website, Connect to Barnsley
- Make it easier for people to apply and pay for services on-line
- Introduce a booking system for face-to-face appointments at our public offices, so that people know they will be seen promptly when they arrive
- Improve our telephone contact service and enable more people to be served by telephone without having to come to one of our offices
- Establish a Customer Service Quality Checkers Scheme to ensure that the service is continually improving and responding to peoples experiences

What we have done:

- We have continued to improve our Connect to Barnsley website to make it easier for people to find what that they are looking for by improving the search function and rewriting pages to make them easier to understand.
- Our website now features video clips as well as more easy read content and case studies from people who are already receiving services.
- In Customer Services we have implemented an appointment system so that people can get an appointment at a time and place that's convenient for them
- We will develop a new telephony system in 2015

- We have developed reports to tell us how people are using our website and which pages are the most popular. This helps us to plan future developments to meet people's information needs. Our website has continued to grow to include new information that our service users have told us is important to them, as well as to reflect new services and legislation about adult social care and wellbeing services
- In 2013 we have integrated our local Public Health campaigns 'Be Well Barnsley' into our website, to cover all aspects of physical and mental wellbeing in one place.
- We are reviewing our approach to assessing the quality of residential care and the development of quality checkers will be a part of this

Future Plans

In 2014/15 we will:

- Continue to develop our Connect to Barnsley website. Improve information and advice services to ensure that they are fit for everyone, including those who fund their own support, people who don't meet our criteria for services and those who have more intensive care and support needs.
- Look at the guidance that will be published in the Care Act and use this to strengthen our current services for information and advice.
- Improve our computer facilities that are available in libraries and provide help for people to get online.
- Further develop our Books on Prescription' service in libraries and promote this with GPs.

Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm

What does this mean?

- Everyone enjoys physical safety and feels secure
- People are free from physical and emotional abuse, harassment, neglect and self-harm
- People are protected as far as possible from avoidable harm, disease and injury
- People are supported to plan ahead and have the freedom to manage risks in the way they wish

How are we doing in meeting these standards?

- 71% of people who use our services say they feel safe
- 81% of people who use services say that those services contribute positively to their feeling of safety
- 134 *Deprivation of Liberty Safeguards (DoLS) applications were processed during 2013/14
- The number of cases of people becoming homeless reduced during 2013/14

Safeguarding access: customer rating 'good'.
'Someone came down to see me and I was offered a private room. The experience for someone genuinely distressed was reassuring'. 'Good telephone manner and information about avenues to go down'

Last year we said we would:

- Review the care of people with a learning disability and challenging behaviour who are living in hospitals or other in-patient facilities to determine if their needs are being properly met
- Establish Safeguarding Champions within partner organisations and the community
- Increase awareness and reporting of safeguarding
- Redesign our programme of safeguarding training
- Develop a training package on dealing with domestic violence
- Review the roles and responsibilities of members of the Safeguarding Adults Board
- Improve our approach to information sharing about adults who may be vulnerable to abuse

What we have done:

- Reviewed the care of all people with a learning disability living in secure residential facilities and identified 27 who can move into supported living arrangements One person, GD, has already moved into his own accommodation with some living skills support, giving him much greater independence
- Established a number of Safeguarding Champions in partner organisations and in the community and begun to deliver training for them
- Refreshed our online Safeguarding training programme to include domestic violence, terrorism and extremism.
- Written new procedures for across South Yorkshire about responding to Safeguarding referrals
- Hosted a Hate and Harassment conference for members of the public to talk about their experience of crimes of this nature
- Provided more early support and advice to people who are at risk of homelessness and continued to work with our partners for them to raise concerns as soon as they are identified.
- Applied for funding from the government to help alleviate some of the problems that young and single people are having and to avoid them becoming homeless, as a result of welfare reforms and the current economic situation.
- Adopted a 'No Second Night Out' (national scheme) approach to rough sleeping to reduce the number of people who become established rough sleepers. To support this, an organisation has been commissioned to provide work with rough sleepers and to find alternatives to sleeping on the streets.



Review of Adult Safeguarding

The council's Overview and Scrutiny Group (made up of elected Members) was invited to carry out this in July, 2013 as part of the overall work programme for the council in 2013.

The investigation findings were as follows:

- Members were satisfied that everything is being done to safeguard vulnerable adults living both in residential care and in their own homes and that the process appears to be robust and rigorous. They commended, officers and staff from across all agencies for their commitment to safeguarding vulnerable adults in Barnsley.
- Members were pleased to see that Barnsley is leading the way in staff training for care workers, and the additional money that this is bringing into the council. Take up of Telehealth needs to expand still further and Members will be interested to see the details of the forthcoming marketing programme when available.
- It is essential that all partners continue to be engaged in the work of the Adult Safeguarding Board, particularly in the current difficult economic climate when families may be under increased pressure. The involvement of all partners should be monitored by the Board and corrective action taken if required.
- Members queried if it would be possible to raise the profile of safeguarding in Barnsley with the general public, as safeguarding is everybody's business, perhaps along the lines of the current national children's safeguarding campaign.
- Once the Care Bill has been implemented, the Overview and Scrutiny Committee may wish to look at the implications of the Bill for safeguarding in Barnsley as part of its future work programme.

- Finally, Members felt that dementia assessments should continue to be monitored with a view to meeting the 66% target in line with the Prime Minister's challenge 2013. It is hoped that the development of the new Dementia day service will go some way to meeting this target.

Future Plans

In 2014/15 we will:

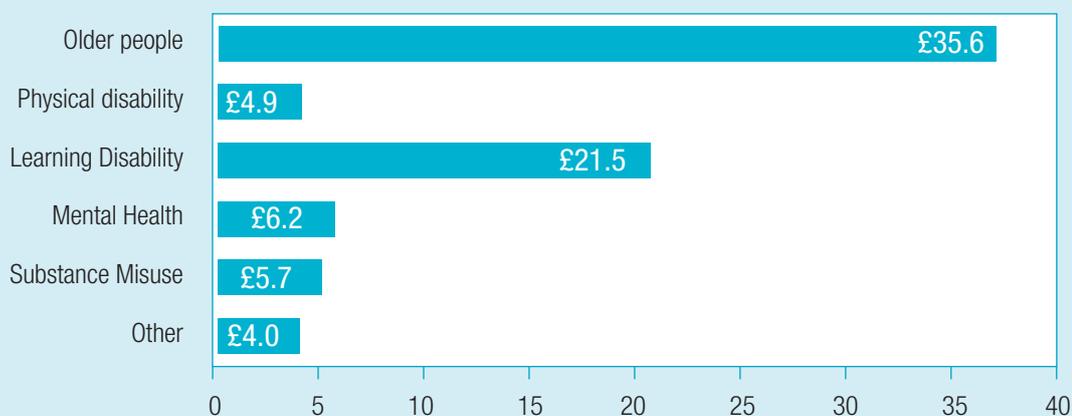
- Build upon the existing network of Community Safeguarding Champions & recruit more
- Consider whether it will be beneficial to appoint an independent chair of the Safeguarding Adults Board
- Continue to raise awareness and deliver training for reporting and investigation of safeguarding concerns
- Develop a Hate and Harassment Strategy to improve reporting and recording and reduce incidences of crimes of this nature
- Raise awareness of homelessness amongst single people, and work to reduce the number of people who will potentially become homeless by commissioning a theatre group to perform at schools and other venues.
- Arrange training to ensure that single people are aware, prior to taking on a tenancy of their responsibilities and rights as tenants and the potential pitfalls which could result in home loss.
- Review how we provide our Approved Mental Health Professionals service

Efficiency and value for money: every penny counts

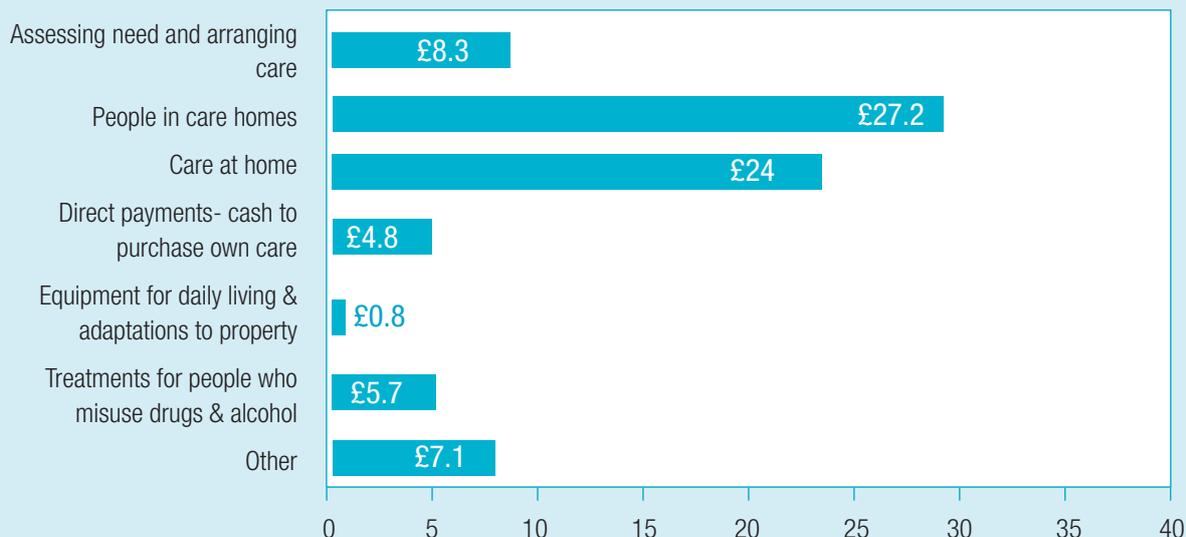
Ensuring all spend provides value for money;
Ensuring the right processes are in place and are consistently applied

How much we spend on services

Expenditure by Client Type (£ millions)



Expenditure by Service Type (£ millions)



Reducing costs and being more efficient

In 2013/14 the Adults and Communities Directorate, in common with the rest of the Council, delivered significant savings of £6.3m as a result of the Governments ongoing austerity measures and reduction in funding for Local Government.

In the current financial year 2014/15 the financial challenges continue with a further reduction in budgeted expenditure across the Adults and Communities Directorate of £4.6m. What we have been doing to achieve these savings is set out below:

- A total re-design of how day care is provided for older people, and some minor changes to learning disability day care services
- A review and subsequent improvements to the mental health services that we commission from South West Yorkshire Partnership Foundation NHS Trust
- Reviewing our assessment and care management services and looking at how people can access the service.
- A reduction in the costs of long term care packages, enabling people to do more for themselves, reducing dependency and the need for ongoing care

- By looking at the housing related support that we provide to individuals and reassessing their needs we have been able to reduce the funding for these services.
- Reviewing the services that we fund in advocacy, prevention and service user engagement and support and improving what is on offer within a reduced budget.
- The potential to generate income by trading some of our council adult social care services to other local authorities and the general public.

The financial pressures across the council are set to continue and we are facing a current estimated further funding gap of £28m over the period 2015/16 to 2016/17. This amount could be increased by government decision making and through the actual funding settlements that we receive.



It's OK to Complain

We value all kinds of feedback to let us know how we are doing, and about the services that other organisations are providing on our behalf. We want you to tell us about your experiences, good and bad, of accessing and using our services. We particularly encourage people to let us know if they have a complaint because this gives us an opportunity to improve our services for the future, based on the real experience of our service users and their family and friends. Complaints and other feedback help us to identify what has gone wrong, correct things where we can for the person concerned and ensure the same thing is not repeated in the future.

If you make a complaint we will ensure that the matter is investigated thoroughly and impartially in partnership with you, and try to reach a swift resolution. We will also ensure that appropriate redress is given whenever the complaint is upheld.

Examples of where we have learned from complaints in the last year:

A customer complained about receiving a bill for a service that was backdated by six months, and was for a significant amount. The customer told us that they had made several requests over this period for the bill that hadn't been actioned. An apology was offered for this error and it was agreed that future invoices should be sent monthly.

Feedback from our customers has highlighted some concerns with the standard of record keeping in some of our contracted services. As a result of this we have put an audit system in place for contracted providers to monitor the quality of their record keeping.

We received a complaint about how we were working jointly with other services, for example mental health. The learning from this has led to us establishing joint service meetings to share information, case updates and any concerns that are identified collectively.

Glossary

Adult social care

Adult social care covers a wide range of services or help, provided by local authorities and the independent sector to people either in their own homes or in a care setting.

Advocacy

Support to help a person say what they want, secure their rights and represent their interests

Area Council

Carers

Carers are people who look after a relative, neighbour or friend of any age who has a long term illness, disability or is older or frail.

Commissioning

Commissioning is an on-going process which applies to all services, whether they are provided by the local authority, the NHS, other public agencies or the independent sector. It covers assessing the needs of a population; setting priorities and developing commissioning strategies to meet those needs in line with local and national targets; securing services from providers to meet those needs and targets; monitoring and evaluating outcomes. There is an explicit requirement to consult and involve a range of stakeholders, patients/service users and carers in the process.

Customer journey

This is a term that describes all the interactions and steps an individual goes through in order to receive care and support.

Deprivation of Liberty (DOL) Standards

The Mental Capacity Act Deprivation of Liberty safeguards were introduced into the Mental Capacity Act 2005 through the Mental Health Act 2007 and are a series of safeguarding standards that apply to anyone who is aged 18+, who suffers from a mental disorder or who lacks capacity to give informed consent for their care and for whom deprivation of liberty is considered, after an independent assessment, to be necessary in their best interests to protect them from harm.

Direct payment

Cash payments given to people buy their own support services such as personal care, respite and day services, minor home adaptations, and specialist equipment. They are intended to give people greater choice in their care. The payment must be sufficient to enable the person to purchase services to meet their needs and must be spent on services that he or she needs.

Equipment and adaptations

Specialist items and/or property adaptations to help with daily living provided following an assessment by an occupational therapist or physiotherapist

HealthWatch

A government funded organisation, acting as an independent consumer champion created to gather and represent the views of the public for all aspects of health and social care. It can also offer signposting and advice services to patients and people who use social care services.

Home care

Home care, (also referred to as domiciliary care), is supportive care provided in the person's own home, such as washing, dressing, help with toileting, etc.

Individual budget (also called personal budgets)

Money allocated to someone who needs support that they can determine themselves how to spend on meeting their needs. It may be managed by the person themselves as a direct payment or alternatively by the local authority or other third party.

Intermediate Care

A range of services provided in the home and in care homes help people to stay independent, prevent unnecessary hospital admission, and help people to return home quickly and safely after a stay in hospital

Outcome

The changes, benefits or other results that happen as a result of getting support from social care.

Partner agencies

Partner agencies can be companies not for profit organisations, charities, public sector organisations such as other local authorities, the Police, fires service etc who work together to achieve a common goal.

Peer assessment

Peer review is a process used for checking the work performed by one's equals (peers) to make sure it meets a required standard.

Personal assistant (PA)

A personal assistant is someone that is employed by an individual to help them achieve their agreed outcomes. This may be in the form of providing hands-on personal care and/or assistance to access community facilities, social events or employment.

Personalisation

A modern approach to adult social care tailored to people's needs and putting them in control. Personalisation means recognising people as individuals who have strengths and preferences and putting them at the centre of their own care and support.

Reablement

Short-term, intensive therapy and care in a person's home to help them regain daily living skills such as getting up, getting dressed and preparing meals and have the confidence to manage independent, daily living.

Residential care

Care provided in a care home

Safeguarding

Safeguarding is the term used to explain how agencies work together to protect vulnerable adults in the borough from abuse, ill-treatment and exploitation. Abuse can take many forms such as physical, sexual, emotional, neglect or financial, and can take place in many different settings

Scrutiny Commission

The Overview and Scrutiny Commission is body of councillors who are not on the Executive Committee (Cabinet) of that council, set up to independently review the services and policies of the Council and hold decision makers to account

Self Directed Support

Support that a person chooses, organises and controls to meet their needs in a way that suits them, using and individual/personal budget

Signposting

Giving a person information about another organisation or service available to them.

Telecare (or assistive technology)

Specialist equipment, devices and services, linked to a central control system, to help vulnerable people stay safe and independent at home, e.g. fall sensors and safety alarms

Voluntary Sector

A term used to describe those organisations that focus on wider public benefit as opposed to statutory service delivery or profit. They are also known as Third Sector or not for profit organisations.





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