



How are we doing?

Your local account of
adult social care in
Barnet in 2013

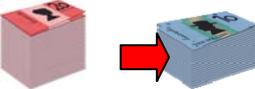
Easy Read version

BARNET
LONDON BOROUGH



Credits: Thank you to Age UK for use of their photograph on the front cover and to everyone who kindly let us use their story in the Local Account.

Introduction from Councillor Sachin Rajput

	<p>Welcome to the Local Account. This is a report on your local adult social care services for 2013 -14.</p> <p>The Local Account gives you with information about:</p> <ul style="list-style-type: none"> • things we have done well • things we are trying to make better • the problems we face and how we are dealing with them • what some of our service users and carers think about local social care services.
<h3>Changes in social care</h3>	
	<p>Social care services need to change. This is because:</p> <ul style="list-style-type: none"> • People are living for longer, so more people need social care support. There are more people with dementia and other conditions. We need to change services to make sure they get the right support.
	<ul style="list-style-type: none"> • We have less money to spend on social care services. We need to find new ways to support people.
	<p>We are making social care services and health services work better together. We want people to have a good experience of using services and that we use the money we have in the best way possible.</p>
<h3>How we are doing now</h3>	
	<p>I am pleased with how we are doing now.</p> <p>We do a survey for the Department of Health every year. It asks people what they think of their social care support.</p> <p>When we did the survey in 2013, 87% of the people who filled it in said that they were happy with their support.</p> <p>64.5% said they were extremely or very happy. This is better than what people said in 2012, and is also better than what people from other areas in London said.</p> <p>I think this shows that we work hard to give people the best support for their situation.</p>

What we want to do in the future



We always work hard to keep making services better.

We want to:

- help more people to stay in their home instead of moving in to a care home
- help more people to have a Direct Payment so they can arrange their own support
- help more family carers.

You can see how we are going to do these things later on in this Local Account.



I hope that you find this Local Account interesting and useful.

Yours faithfully,

A handwritten signature in black ink that reads "Sachin Rajput".

Councillor Sachin Rajput
Cabinet Member for Adult Services

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1. What we do

	<p>In Adult social care, we give people support to:</p> <ul style="list-style-type: none">• Stay independent• Stay safe• Stay well
	<p>Social care staff:</p> <ul style="list-style-type: none">• give people information and advice• assess people's social care needs• help people plan their support• support family carers• keep adults at risk safe from abuse.
Who we support	
	<p>We support:</p> <ul style="list-style-type: none">• older adults• young people aged 18-24• people with physical or sensory disabilities• people with learning disabilities• people with mental health problems• people who care for family members or friends.
	<p>The council supports people who have critical or substantial social care needs. This means that they need a lot of help every day.</p> <p>Some people only need help for a little while after they have had an illness or accident.</p>



If people need support for a long time, they will be told how much money is needed to meet their social care needs. They can decide how the money is spent to help them.

People can get a Direct Payment so they can buy their own support.

Or the council can buy the support for them.

What kind of support can you get?



There are lots of different kinds of support that people use, such as:

- aids and equipment to help you get around inside and outside your home
- chances to meet people and take part in activities
- short breaks for people who care for a friend or relative
- help at home, like meals or someone to help you get washed and dressed

A needs assessment by a social worker is when you discuss how much support you need and what kind of support would be best for you.



Our 8 promises to you

	<p>1. We will give you information and advice about:</p> <ul style="list-style-type: none">• staying independent• how to plan for the support you will need in the future.
	<p>2. We will work with you and your family so that you stay independent.</p>
	<p>3. We will make sure you know about your right to control your own care and support. We will make different services work more closely together to help meet your needs.</p>
	<p>4. We will treat family carers as our partners. We will support them in their caring role.</p>
	<p>5. We will act quickly to keep people safe if we find out that someone is at risk of harm.</p>
	<p>6. We will work out your Personal Budget based on what your needs are. We will only change your Personal Budget if your needs change.</p>
	<p>7. You may have to pay some of your own money towards your social care support. We will only ask you to pay an amount you can afford. We will tell you how we worked out what you should pay.</p>
	<p>8. We will be professional and caring when we work with you. All our staff will have the right training.</p>

2. Health and social care working together

	<p>The Care Bill will be law in 2015.</p> <p>It says that all health and social care services should work together. Health and social care should be one service by 2018.</p>
	<p>In Barnet, we are working hard with health services to make this happen.</p>
<p>What did we do in 2013?</p>	
 	<p>We have social workers working in A&E at Barnet hospital. This means that less people are going into hospital. They can get support at home quickly instead.</p>
 	<p>We have new services for old and frail people to help them stay at home.</p> <ul style="list-style-type: none"> • A new team of doctors, nurses and social workers are working together to help people in hospital. They make a plan with the person about what will happen when they go home. • When the person is at home, there is another team which makes sure that the plan is working well (the care navigation team). • If people get ill at home, there is a team who can look after them for a few days (the rapid response team). This means that they do not need to go to hospital.

Information about our services

This information is about our services from April 2012 – March 2013. We have also put information about 2011 – 2012 in some places so you can see if we have got better or worse.

If we have the information for April – December 2013, we have also shown this (shown as FY 2013/14).

This information helps us to decide which services we need to work on or make better.

Population in Barnet

Total of 362,200 people

All adults	277,400
Adults aged 18-64	227,400
Adults aged 65+	50,000

Older adults are 18% of the total Barnet population.

By 2018 the number of adults aged over 65 could be 54,900 (19% of the population).

Adult social care service users

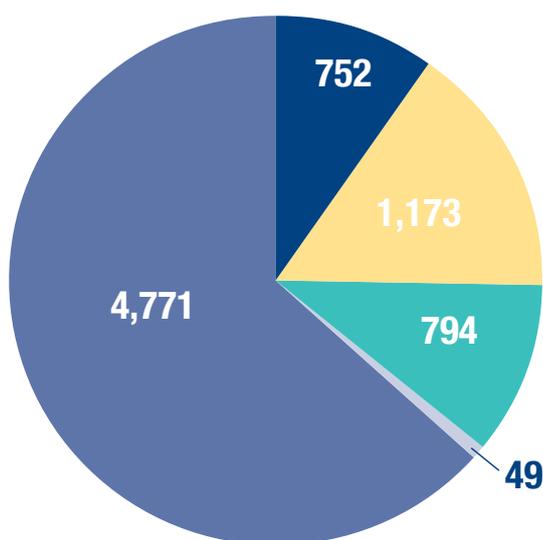
Total number 7,539

Social care users aged 18-64	2,768
Social care users aged 65+	4,771

Most of our service users are people aged over 65.

They are about 10% of all the people over 65 living in Barnet.

Types of service user



● People with learning disabilities	752
● People with mental health problems	1,173
● People with physical or sensory impairment	794
● Other vulnerable people*	49
● Older adults (65+)	4,771

*This includes people with drug and alcohol problems.

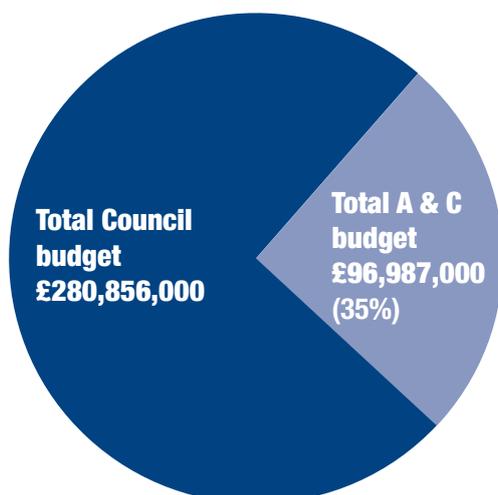
Service users receiving different types of services

	2012-13	%	2011-12	%
Home care	2,982	40	3,046	40
Day care	1,064	14	1,055	14
Enablement services*	1,458	19	1,498	20
Residential care	1,076	14	1,078	14
Nursing care	387	5	363	5
Home delivered meals	466	6	513	6
Professional support	1,076	14	1,195	16
Equipment and adaptations, including telecare	1,449	19	1,511	20

*includes both health and social care referrals.

Note: some service users get more than one service.

How we spent your money



Barnet Council: £
Total budget 280,856,000
Amount spent 280,806,000

Adults and Communities:
Total budget 96,987,000
(35% of council budget)

Amount spent 96,797,000
(34% of amount the council spent)

The social care budget for 2011/12 was £98,897,275. The amount spent was £98,896,275.

New people who contacted Social Care Direct

2011/12	9,748
2012/13	8,658



Social Care Direct is the team you should call with questions about social care.

In 2012/13:

- 5,459 people had their questions answered and did not need a social care service
- 581 people were told about another organisation that could support them
- 3,199 needed an assessment by a social worker/ occupational therapist

People who got enablement support

2011/12	1,498
2012/13	1,458
2013/14	1,052



25% of all our service users who were not in residential or nursing care got 6 weeks of enablement support.

64.1% people who got enablement support in 2013/14 did not need any support afterwards. Our target was 50% of people.

People who had assessments

2011/12	7,954
2012/13	7,128
2013/14	5,463



People who got Personal Budgets

2011/12	4,023
2012/13	4,024
2013/14	4,074



This is 61% of people who qualify for a Personal Budget. (In other local councils, 68% of people who qualified had a Personal Budget).

People who had Direct Payments

2011/12	750
2012/13	1,204
2013/14	1,248

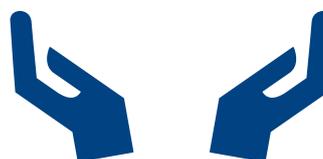
The number of people with a Direct Payment has increased by 60% in two years.

Carers in Barnet

32,320

There are 32,320 carers in Barnet.

Source: ONS Census for England and Wales 2011



Carer's needs assessments

2011/12	2,432
2012/13	2,179
2013/14	1,304



In 2013 Barnet Carers Centre started doing carer's needs assessments for us. The number of assessments we have put for 2013/14 is only the assessments that we did in Adults & Communities (not the ones the carers centre did).

Safeguarding

Alerts about abuse received		Investigations completed
2011/12	540	432
2012/13	612	406
2013/14*	521	244

* Some of these safeguarding investigations will not be finished yet. Not all alerts we receive need an investigation. The alert could be about a need for services or other help.

Written compliments from people who have used our services

2012/13	112	people wrote to us to say they were pleased with their services
2013/14	101	people wrote to us to say they were pleased with their services

Formal complaints

	Number of complaints received	Number of these that were upheld
2011/12	100	48
2012/13	86	33
2013/14	78	Not available yet

What people say about our services

This is from the adult social care survey in February 2013.



I am satisfied with services

- 87% of people said they were satisfied
- 64.5% of people said they were extremely or very satisfied

(This is 10% better than the year before; and 6% better than the results from other councils).

I find it easy to find information about social care in Barnet

- 79% of people said they found it easy.

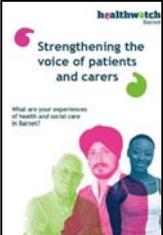
(This is 12% better than in 2011/12 and 5% better than the results from other councils)

I have adequate control over my life

- 74.5% of people said they had control over their life

(This is 6% better than in 2011/12)

4. Making services better

	<p>A good service is when people:</p> <ul style="list-style-type: none"> • are treated well • feel safe • are helped to feel more independent.
	<p>We want people to have a good service. We listen to what people say about their services so that we can make them better.</p> <p>People can take us what they think by making a comment, compliment or a complaint about a service they get.</p>
	<p>Healthwatch Barnet also listen to what people say about health and social care services. They share this information with people from the NHS and the council. They also say how they think that services can be made better.</p>
	<p>We work with lots of different care providers. If we do not think that they give people a good service, we talk to them about how to make the service better.</p>
	<p>If we are really worried about a care provider, we will talk to the Care Quality Commission. They check that services are good enough for people to use.</p>
<h3>What we did in 2013 to make services better</h3>	
	<p>We developed a Quality Assurance Framework. This tells social care staff how they should work to make sure that services are good.</p> <p>All the social care organisations that work with us have to use this too.</p>
	<p>We have been checking that social workers record information about service users properly.</p> <p>This means that we can quickly find out about someone's situation when we need to.</p>

	<p>We have a new Quality in Care Homes Team. They work with care homes in Barnet to make sure their services are good.</p>
	<p>We have given lots of different training to social care staff so they have the skills they need to do a good job. For example, social workers have been trained to give people equipment at home.</p>
	<p>We have awards for staff who do well at making services better.</p>
	<p>We have helped people who have a Personal Assistant (PA) to find training for their PA.</p>
<p>What we want to do next</p>	
	<p>We want to make sure our Quality Assurance Framework is working well. We will have a group who will look at how good services are.</p>
	<p>We want to ask more people what they think good care is.</p>
	<p>We want to have a Leadership programme to give special training to people who could be managers in the future.</p>
	<p>We want to work with Skills for Care and social care organisations to develop Apprenticeships. We want to have more social work staff who can support people well.</p>

5. Keeping people safe

	<p>The council must keep people who could be abused safe.</p>
	<p>There are lots of different kinds of abuse, such as physical abuse, financial abuse and neglect.</p>
	<p>Anyone can suffer abuse. In Barnet, women over 65 are most at risk of suffering abuse.</p>
<p>How we keep people safe</p>	
	<p>We have a Safeguarding Adults Board where organisations like the Police, the NHS and the council work together. They talk about ways to make services safer for people in Barnet.</p>
	<p>There is also a Safeguarding Hub where the organisations work together. They talk about individual people and how to keep them safe.</p>
	<p>We have a Safeguarding Adults Service User Forum. People who use social care services tell us what they think we should do to keep people safe from abuse.</p>
<p>What we did in 2013</p>	
	<p>We worked with care agencies and care homes to make sure that they have good services that keep people safe.</p>

	<p>We made safeguarding plans for people who were at risk of abuse. The plan says how we will keep them safe.</p>
	<p>We have better information for people about abuse. The Safeguarding User Forum helped with some factsheets. They give information about staying safe at home and keeping your money safe.</p>
	<p>We gave training to people from lots of different organisations. The training was about how to tell if someone is being abused, and what you should do about it.</p>
	<p>We started the Safe Places scheme. It helps people with learning disabilities to feel safe when they are out. If they feel unsafe, they can go in to a shop that has the Safe Places sign in the window. They will look after them. The person with a learning disability will have a Safe Places card. It says the name of a friend or family member who can be called if they need help. The shopkeeper can call this person for them.</p>
<p>What we want to do next</p>	
	<p>We want to learn from the team that helps to keep children safe and the team that works with people who have suffered domestic violence.</p>
	<p>We want give more information to residents about abuse and how to stay safe.</p>
	<p>We want to make sure that all the care agencies we work with are good at helping people when they find out about abuse.</p>

6. Listening to you

	<p>We listen to what people say about their services. We think this helps us to make services better.</p>
<h3>How you can get involved</h3>	
	<p>There are lots of ways people can have their say about services. You can:</p> <ul style="list-style-type: none"> • take part in surveys and consultations, like the community offer consultation we ran in 2013 • join partnership boards • join panels to help us decide who should run a new service • take part in workshops • sit on interview panels for staff.
	<p>If you would be interested in some of these things, you can join our People Bank. This is our list of people who we invite to take part in things.</p> <p>If you join, you can decide what you take part in.</p> <p>You can join by filling in a form on our website at www.barnet.gov.uk/people-bank.</p>
<h3>Local groups we support</h3>	
	<p>Barnet Learning Disability Parliament</p> <p>The Learning Disability Parliament has eight MPs with learning disabilities. They meet every month. They give people with learning disabilities a chance to have their say about the services they use in Barnet.</p>
	<p>Barnet Seniors' Assembly</p> <p>The Barnet Seniors' Assembly speaks up for changes to services that will help older people.</p>

	<p>Carers Forum</p> <p>The Carers Forum is run by family carers for family carers. It works with health and social care services to make support for carers better.</p>
	<p>Experts by Experience Group</p> <p>This is a group of service users and family carers. They tell the council what they think of the council's ideas for new services.</p>
	<p>Partnership Boards</p> <p>Barnet's Partnership Boards include:</p> <ul style="list-style-type: none"> • Service users and carers • voluntary organisations • health and social care professionals <p>They work together to make services for people better.</p> <p>There is a Board for:</p> <ul style="list-style-type: none"> • carers • adults with mental health problems, • older adults • adults with physical and sensory impairment • adults with learning disabilities.
<p>What we want to do next</p>	
	<p>When we did our community offer consultation, people said they were worried that social care users could get lonely.</p> <p>We want to help people to go to more activities in their community.</p>
	<p>We want to start a new Direct Payments User Forum.</p> <p>We want people who use Direct Payments to be able to share their experience and ask questions.</p>
	<p>We want to get more people from all backgrounds to have their say about services.</p>

7. Telling you about services

	<p>We give people information and advice to help them live how they want.</p>
<p>How we do it</p>	
	<ul style="list-style-type: none"> • Social workers give people advice when they meet with them.
	<ul style="list-style-type: none"> • Social Care Direct gives information to people on the phone or by email. <p>People can call Social Care Direct on 020 8359 5000 or they can email socialcaredirect@barnet.gov.uk.</p> <p>The service is open 9am - 5.15pm Monday to Thursday and 9am - 5pm on Fridays. There is an emergency service at other times.</p> <p>In 2012/13 Social Care Direct had over 8,500 calls. They helped 5,000 of these people straight away. The rest were given information about where to go for more support.</p>
 	<ul style="list-style-type: none"> • We have information on our website. <p>We have web pages about adult social; care services at www.barnet.gov.uk/careandhealth.</p> <p>We also have the social care connect directory. This has information about all the local organisations that can help people.</p> <p>You can see the directory at www.barnet.gov.uk/socialcareconnect</p>
	<ul style="list-style-type: none"> • We have booklets to tell people about services. You can find them in libraries. <p>We also have factsheets. You can see them at www.barnet.gov.uk/useful-factsheets</p>



- We pay other organisations like Age UK Barnet to give people information and advice.

What we want to do next



We want to make the council's website better. We want to include more easy-read information.



We want to make information about mental health problems better. We will work with organisations that help people with their mental health to do this.

8. Support for carers

	<p>We know that carers do a very important job looking after a relative or friend.</p> <p>We want to support carers to keep doing this. We also want to make sure that carers look after themselves.</p>
	<p>The Government's Care Bill says that carers should have a right to have a social care assessment. We are getting ready to make this happen in Barnet.</p>
	<p>We have a carers strategy. This is a plan about how we can help carers.</p> <p>We know that carers will need more help in the future. People are living longer, and we want people to be able to stay at home instead of moving to a care home.</p>
	<p>We have a carers hub. This is where lots of organisations work together to help carers. They are:</p> <ul style="list-style-type: none"> • Barnet Carers Centre • Age UK Barnet • Alzheimer's Society • Barnet Mencap • Jewish Care • Caring4Carers • Friend in Need. <p>They give information and training to carers. They also organise events for carers to meet with each other.</p>
<h3>What we did in 2013</h3>	
	<p>Carers Emergency Planning Service</p> <p>In October 2013 we started this free service for carers.</p> <p>The carer writes a plan. It says who they want to look after their relative or friend in an emergency. The carer gets a card to carry with them. In an emergency, they can ring the number on the card. The Assist call centre will contact the person who has agreed to take the carer's place.</p> <p>Over 100 carers have got an emergency plan.</p>

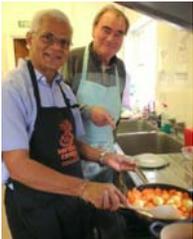
	<p>Carers Forum</p> <p>The Carers Forum meets four times a year. Family carers share their experiences. They talk about services they want for carers.</p> <p>This year, they had training sessions about how to deal with challenging behaviour. They also had an event about how to keep people safe from abuse.</p>
	<p>Young carers</p> <p>We have been doing work with the Children's Services to make sure young carers get good support.</p>
	<p>Carers looking after people with dementia</p> <p>We have dementia cafés in Barnet. Carers can meet each other and talk about caring for someone with dementia.</p>
	<p>Health Checks for carers</p> <p>We have been telling carers about health checks. We want them to take care of themselves. Carers who are between 40 and 74 years old can have a health check.</p>
<p>What we want to do next</p>	
	<p>We want to make the information on the internet about support for carers better.</p>
	<p>We want district nurses, pharmacists and health visitors to have training about carers. So they can tell carers about the help they can get.</p>
	<p>We will tell the government what we think about their ideas for supporting carers in the future.</p>

9. Supporting people with learning disabilities and autism

	<p>We want to help people with learning disabilities and autism to stay healthy, happy and safe.</p>
	<p>We know that people with learning disabilities might find it harder to make friends.</p> <p>They might also have more health problems than other people.</p>
	<p>People with autism can find it hard to get a job and their own house.</p>
<h3>What we did in 2013</h3>	
	<p>We have been making the Barnet Learning Disabilities Service better. We are making health and social care staff work more together. This includes:</p> <ul style="list-style-type: none">• social workers• community nurses• speech and language therapists• psychologists <p>They help each other to give good support to people with learning disabilities. For example, they can help someone move to better housing. They can sort out benefits. They can also help someone to learn new skills or meet new people.</p>

	<p>We have been helping some people with a learning disability that are in a residential or nursing home to move out.</p>
	<p>We checked that Sarnes Court is a good place to live. It is somewhere that 18 people with learning disabilities live and get support.</p> <p>We wanted to make sure that people who live there feel independent.</p>
	<p>We opened Speedwell Court in North Finchley in December 2013.</p> <p>It is housing for people with autism. It helps them to live more independently. After they have lived at Speedwell Court, we hope that people will be able to live in their own flat.</p> <p>One person who lives at Speedwell Court said: "I like it - the support is good. It's more independent and I don't disturb my mum anymore."</p>
	<p>We have been helping people to get jobs.</p> <p>Working for You helps people to:</p> <ul style="list-style-type: none"> • Solve their problems • find activities they like • find training or a job <p>20 people got paid work in 2013-14. Nearly 300 people use Working for You to support them.</p>
<p>What we want to do next</p>	
	<p>We will check that the learning disabilities service is working well for people.</p>
	<p>We want to make sure that people with autism can get support more quickly.</p>

10. Supporting older adults

	<p>The number of older people in Barnet is getting bigger. More people are getting dementia.</p> <p>Some older people get lonely because they find it hard to get out and about.</p>
	<p>Because there are more old people to support, we need to think of new ways to support them.</p> <p>We want people be healthy and independent. We want them to be able to stay in their own homes.</p> <p>There are lots of organisations who support older people that can help us. We work a lot with Age UK Barnet.</p>
<h3>What we did in 2013</h3>	
 	<h4>Neighbourhood services</h4> <p>In April 2013 we started new activities for older people across Barnet.</p> <p>There are lots of different activities, like:</p> <ul style="list-style-type: none"> • tai chi • cooking • reading groups • gardening clubs • dance • computer classes. <p>17 different organisations work together to run these activities.</p> <p>Because of these activities, 1,000 more people than before are getting support.</p>
	<h4>Casserole Club</h4> <p>In Barnet, there is now a casserole club.</p> <p>When people cook at home, they can share the food with neighbours who cannot cook for themselves.</p> <p>You can see how to join at www.casseroleclub.com.</p>



Dementia support

We worked with the Alzheimer's Society to set up dementia cafés. There is a café in:

- New Barnet
- Mill Hill
- Golders Green
- Finchley Memorial Hospital

The cafés are for people with dementia and their carers. They can:

- have a chat
- get information about dementia and services in Barnet
- enjoy some art and craft activities (like dance, music and painting).

The NHS has a new Memory Assessment Service. This service makes sure people who have problems with their memory get the help they need.

Barnet Alzheimer's Society has advisors who tell people with dementia and their carers about good places to get support.



Altogether Better

Altogether Better is the name of a project to bring people in a community together. It is to make the community a great place to live and work.

There are 4 Altogether Better projects. They are in:

- East Finchley
- Burnt Oak
- Edgware/ Stonegrove
- High Barnet/Underhill.

Local people are working together to do things like:

- give IT training to older people
- give cooking skills sessions to people
- take people in care homes out and about



Timebanking

Timebanking is starting in Barnet.

People go on a website and say how much time they can spend helping someone. In return, they can get help from someone else.

	<p>For example, you could help someone with their shopping, and someone could teach you how to cook.</p> <p>People can join up at www.barnet.timebanking.org</p>
<p>What we want to do next</p>	
	<p>We want to make Barnet a good place to live for people with dementia.</p>
	<p>We want more social care staff to have training.</p> <p>They need to know how to help older people who could have falls.</p>
	<p>We will have a later Life Planning service. Age UK Barnet run the service.</p> <p>They will give information and advice to older people to help them to stay well and happy in the future.</p>
	<p>We want to start Altogether Better projects in North Finchley and New & East Barnet.</p>

11. Supporting people with physical disabilities

	<p>We want people with physical or sensory impairments to have control of their own support and live as independently as possible.</p>
	<p>Barnet Centre for Independent Living</p> <p>We work with Barnet Centre for Independent Living (BCIL).</p> <p>BCIL gives services to people with any kind of disability who live or work in Barnet.</p> <p>In 2013, BCIL helped 165 people to plan the support they needed to live the life they wanted.</p>
	<p>We have been working with BCIL to design a new building for them. Social care users have been helping with this.</p> <p>The new building will open in 2016. It will be in Colindale.</p> <p>BCIL will share the building with Grahame Park Library and Barnet and Southgate College.</p>
<p>What we did in 2013</p>	
	<p>Accessible housing</p> <p>We have been working with the council's Housing Service and Barnet Homes on some new housing that people can rent.</p> <p>There will be 25 homes for people who use wheelchairs.</p> <p>The homes will have:</p> <ul style="list-style-type: none"> • lower kitchen work surfaces • accessible bathrooms • wider doorways. <p>People who will live in these homes will be able to say if they have any special access needs. The design can then be changed to suit them.</p> <p>The first seven properties should be ready to move into in 2015.</p>

	<p>Stroke services</p> <p>We have been working with the Stroke Association to make services better for people who have had a stroke.</p> <p>People leaving hospital now get some help at home for a little while to help them recover.</p> <p>Someone will also visit them six months after they have left hospital. They will check that the person feels they are getting enough support.</p>
 <p>We are open every Tuesday from 10am to 1pm.</p>	<p>BSL Tuesdays</p> <p>We have been supporting BSL Tuesdays.</p> <p>BSL Tuesdays is run by the Jewish Deaf Association. It supports deaf people to be as independent as possible.</p> <p>Every Tuesday, people can come and get help with lots of different things like understanding letters and getting advice.</p>
	<p>Telecare</p> <p>Telecare is technology to help people at home. This includes things like personal alarms and flood detectors.</p> <p>We now have Telecare Advisors. They help social workers to understand how they can use telecare to support people.</p> <p>Over 700 service users in Barnet now use telecare. We hope that more people will use telecare soon. We give people six weeks of free telecare to try it out.</p>
<p>What we want to do next</p>	
	<p>We want more people to use telecare.</p> <p>We also want more people to have Direct Payment, like Carl.</p> <p>Carl uses his Direct Payment to pay for a Personal Assistant. She helps him with tasks like shopping, cooking and cleaning. This means that he can live a normal life and look after his children.</p>



We want to tell more people about the stroke support service.

We also want to set up an Aphasia café. The café would be for people who find it hard to communicate after a stroke.



We want to have more support for people who have problems with their sight.

12. Supporting people with their mental health

	<p>One in four people will have a mental health problem at some time in their life. For some people, this can make them lonely.</p>
	<p>In Barnet, we think there are about 40,000 people with depression and anxiety problems. Most people get help from their GP.</p> <p>People with bad mental health problems get mental health services. These are run by the Barnet Enfield and Haringey Mental Health Trust. There are about 4,000 people who use these services.</p>
	<p>We work with lots of different organisations who help people with their mental health:</p> <ul style="list-style-type: none"> • Eclipse • Barnet Refugee Services • Barnet Depression Alliance • Barnet Bereavement Service • Barnet Asian Women's Association • the Chinese Mental Health Association.
<h3>What we did in 2013</h3>	
	<p>Eclipse</p> <p>We started a new service called Eclipse in April 2013. The service is to help people to stay well and have good mental health.</p> <p>The service is run by Richmond Fellowship, Mind in Barnet and the Barnet Centre for Independent Living.</p> <p>People can:</p> <ul style="list-style-type: none"> • get one to one support • get support in a group to share their experiences • take part in activities they enjoy • have training and get help to find work • get advice about staying well.
	<p>The Network</p> <p>The Network gives people support for a short time if they have used mental health services before. They get help to learn new skills and to be more confident about doing things in their community. This could help them to</p>

	<p>get a job.</p> <p>People also learn how to look after their own mental health.</p> <p>In 2013 The Network supported 311 people.</p> <p>A report by Middlesex University said that they thought the support at The Network was good.</p>
	<p>Getting help quickly</p> <p>It is now easier for people to get mental health treatment when they need it quickly.</p> <p>People can call a new team. It is called the Crisis Resolution and Home Treatment team. You can call the team at any time.</p>
<p>What we want to do next</p>	
	<p>We want to have a new service for people from black, minority ethnic and refugee (BMER) groups.</p> <p>These people don't often use mental health services. We want to make sure there is a service they feel happy to use when they need.</p>
	<p>We want there to be more support for people who have drug and alcohol problems.</p>
	<p>We will have another event for world mental health day in 2014.</p> <p>We had world mental health day on 10th October 2013. About 200 people came to the Greek Cypriot Centre in North Finchley.</p> <p>There were information stalls about local mental health organisations and services. There was also lots of activities like art sessions, music and Zumba.</p>
	<p>We will check that the Eclipse service is working well.</p>

13. Supporting young adults

	<p>We want young people with disabilities and their families to get good information at the right time.</p> <p>This will help them young people to decide what they want to do in the future, and to live a more independent life.</p>
	<p>The Transition Team supports young people if they:</p> <ul style="list-style-type: none">• are 16 – 25 years old• have complex disabilities (like a learning disability, physical disabilities, or sensory needs)• will need social care support when they are an adult.
	<p>The team works with young people and their carers. They talk to them about:</p> <ul style="list-style-type: none">• what will be different about adult social care• What they want to achieve in the future (like living independently) and what support they need to do it• Personal Budgets (so that people can decide on their own social care support).

What we did in 2013



We worked with family carers and the council's Children's Service on a 'transition pathway'.

This is a diagram to explain what support you get when you are a young person with a disability. It talks about support from when you are in year 9 at school up until you are 18. It also tells you when decisions need to be made about the future.

This information is on the council's website at www.barnet.gov.uk/supporting-younger-adults.

What we want to do next



By September 2014, the children's service has to have a Local Offer. This is a list of every service in Barnet to help young people with Special Educational Needs. It will be on the council's website.

We are helping the children's service to get all of this information ready.

14. Useful Contacts

Information and advice in Barnet

For disabled people

Tel: 020 8359 2444
www.barnetcil.org.uk



Barnet Centre for
Independent Living

Planning and improving later life
for over 55s

Tel: 020 8203 5040
www.ageuk.org.uk/barnet



About looking after someone

Tel: 020 8343 9698
www.barnetcarers.org



About mental health and wellbeing

Tel: 020 8359 4999
www.eclipsebarnet.org.uk



About autism and learning disabilities

Working for you service

Tel: 020 8349 3842 or 020 8343 8897
www.barnetmencap.org.uk
www.dimensions-uk.org



On health and social care services

Tel: 0844 826 9336
www.healthwatchbarnet.co.uk



On your rights - and for welfare
benefits and debt advice

Tel: 0844 826 9336
www.barnetcab.org.uk



On care options and paying for care

Tel: 0800 731 8470
www.mycaremyhome.co.uk



Social Care Direct

	<p>Social Care Direct is the team that you can call if you have any questions about adult social care.</p>
	<p>You can talk to Social Care Direct if you are worried about someone being harmed or abused. But if it is an emergency, call 999.</p>
	<p>Social Care Direct Tel: 020 8359 5000</p>
	<p>Email: socialcaredirect@barnet.gov.uk</p>

More information

	<p>If you want to find out more about adult social care, you can go to our website: www.barnet.gov.uk/adult-social-care.</p>
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15. Tell us what you think about the Local Account

	<p>We want to know what you think about this Local Account.</p>
  	<p>Please tell us:</p> <ul style="list-style-type: none">• What you thought was good• What you thought was not so good• What you want us to tell you about in next year's Local Account
  	<p>To tell us what you think, you can:</p> <ul style="list-style-type: none">• Fill in our online survey at https://www.surveymonkey.com/s/Barnet-Local-Account-2013• Email us at engage.adults@barnet.gov.uk• Call us on 020 8359 7150

Alternative formats

	<p>If you need this information in another format (such as Audio CD or in large print, please contact the Adults and Communities Communications Team.</p>
	<p>Tel: 020 8359 7150</p>
	<p>Email: adultsocialcare@barnet.gov.uk</p>

