

Your Local Account of Adult Social Care Services

February 2012



easy-read

Introduction from Councillor Sachin Rajput



Dear Barnet residents,

What is the Local Account?



This is a report on what we have been doing in adult social care over the past year. We will produce a report like this every year, so you can see how our services have changed, and how well they are performing.



It has been a difficult year because we have less money to spend on services and more people need social care support from the council.



But we will not change our rules about who can get help from the council (our eligibility criteria). We want to help as many people as possible.

Instead, we have changed the way we ask people to contribute towards the cost of their support, to make it fairer.



This means that some people are now paying a bit more towards the cost of their services. We think this has to happen so that we have enough money to help all the people who really need our help.

The Government is thinking about new ways to fund adult social care services. We hope to see some new plans for this later in 2012.

The sections of this report show the different ways that social care services support people. You can also see below the new commitments we are making to people who use our services.

I hope you find this report interesting.

Yours faithfully,

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

Councillor Sachin Rajput, Cabinet Member for Adults

Our commitments to you



1. We will provide information and advice about staying independent and how to plan for your future care and support needs



2. We will work out your Personal Budget for your social care based on what your needs are. We will only change your Personal Budget if your needs change.



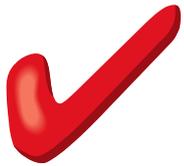
3. We will work with you and your family so that you stay independent.



4. 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.



5. We will recognise family carers as partners in care and support them in their caring role.



6. We will only ask you to contribute an amount that you can afford towards the cost of your social care services. We will always tell you how we worked out your contribution.



7. We will respond quickly to keep people safe if we find out that someone is at risk of harm.



8. We will be professional and caring when we work with you. All our staff will have the right training.

Part one – Information and Advice

Having the information I need, when I need it



What we have done to improve information and advice for people who use social care services



We have been working with **Barnet Centre for Independent Living** so that they can provide a new service for disabled people in Barnet. They will:



- provide information and advice to people about social care
- help people to speak up about the support they need
- help people to plan their social care support

They will start this new service later in 2012.



We are creating a new website for the council which will be easier to use for people with disabilities. This will be ready in April 2012.



We are putting some social care staff into the council's new customer services organisation, so that people get better information when they contact the council.

And happening soon.....



This year we will start planning how we can give better information to young people with disabilities who will be moving in to adult services.

Part two - Active and supportive communities

Keeping friends, family and place



What we have done to help communities to be more active and support people.



We have supported local groups to set up an **Older People's Assembly** and a **Learning Disability Parliament**. These groups help people to have their say about local services.



We have been involving family carers in making decisions about what support for carers should be like in Barnet.



We have given some money to the **Retired and Senior Volunteer Programme** so they can get more older people to volunteer and help others in their area.

And happening soon.....



This year we will be recruiting some volunteers called **Community Coaches**. They will work with adults who need help to gain confidence and get involved with their community.

Part three - Flexible integrated care and support

My support, my own way



What we have done to help people take control of their own support



Barnet is one of seven councils across the country trying out the **Right to Control** programme. The Right to Control is a new right for disabled people. It means that they can have control over the money for some of the different services they receive, like social care and employment support. They can then decide how the money is spent to best meet their support needs.



We are making sure that more people get **Telecare**. Telecare is special pieces of equipment like smoke alarms or bed exit sensors. This can help people to stay safely in their own home instead of needing to move to a care home, or have extra care that they don't want.



People who need equipment for their home like walking frames or bath seats now get a prescription for the equipment. This means that they can decide where to get the equipment from, and can choose different styles, or buy extra things to go with the equipment if they want to.

And happening soon.....



We want to make sure that more people receive their Personal Budget from the council as a **Direct Payment** to them. This means that they have control over all of the money for their support and can decide how to spend it to meet their needs.



We are going to have pre-paid cards which people can use to buy their support. We think that this will make having a Direct Payment is easier for people.

Part four - Workforce

My support staff



What we have done to make sure that people working in social care have the right skills



Health and Social Care staff get **training** in things like:

- Autism awareness
- drug use and administration
- managing health and safety
- manual handling
- infection control
- passenger safety
- first aid

We also give this training to staff from other organisations that we work with.



We are working with staff in six care homes on the **My Home Life** project. This project is to make sure that people living in care homes have dignity and a good quality of life.



We have an **enablement home care** service, where specially trained care staff work with someone for up to six weeks to help them to regain skills so that they can look after themselves. The staff focus on supporting people to be as independent as possible.

And happening soon.....



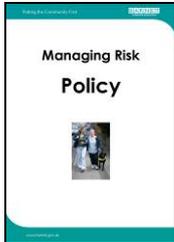
We will be putting together a new **workforce strategy**. This is a plan for how we will make sure that we have the right staff, with all the right skills to support people. The plan will include using more Personal Assistants so that people can have greater control over their lives.

Part five - Risk enablement

Feeling in control and safe



What we have done to make sure that people feel safe



We have a new policy for Adult Social Care and Health called 'Managing risk'. This tells social workers and other professionals what they need to do to make sure that people have control over their own support, but that they are kept safe.



We have put safeguarding and dignity standards into all our contracts with organisations who provide care to people.



We had a disability hate crime conference in March for health and social care staff, so that they were more aware of hate crime and could support people who might be targeted.

And happening soon.....



The **Safeguarding Adults Board** are putting together their work plan for the next year. The plan will include developing a safer recruitment guide for people who might use their Personal Budget to hire a Personal Assistant.

Part six – Personal Budgets and self funding

My money



What we have done to make sure that people can get the money for their support quickly, or the right advice if they are paying for their own care.



Nearly half of people who get support from the council have a Personal Budget. This means that they know exactly how much money is available to support them. They can then plan how to use this money to meet their social care needs.

They can choose to have the money as a Direct Payment to them, or if necessary, the council can manage their money for them.



Our Direct Payments Advisors help people with setting up their Direct Payments and give them advice



The council helped the Barnet Centre for Independent Living to set up a new peer support service. Disabled people help other disabled people to plan their support, so that they get the right support for them as soon as possible.

And happening soon.....



In the future, people will be able to use our new website to find and buy social care support. They will also be able to talk to other people using services and people who provide care through the website.

This means that they can ask questions and make sure that they are buying the right kind of support for them.

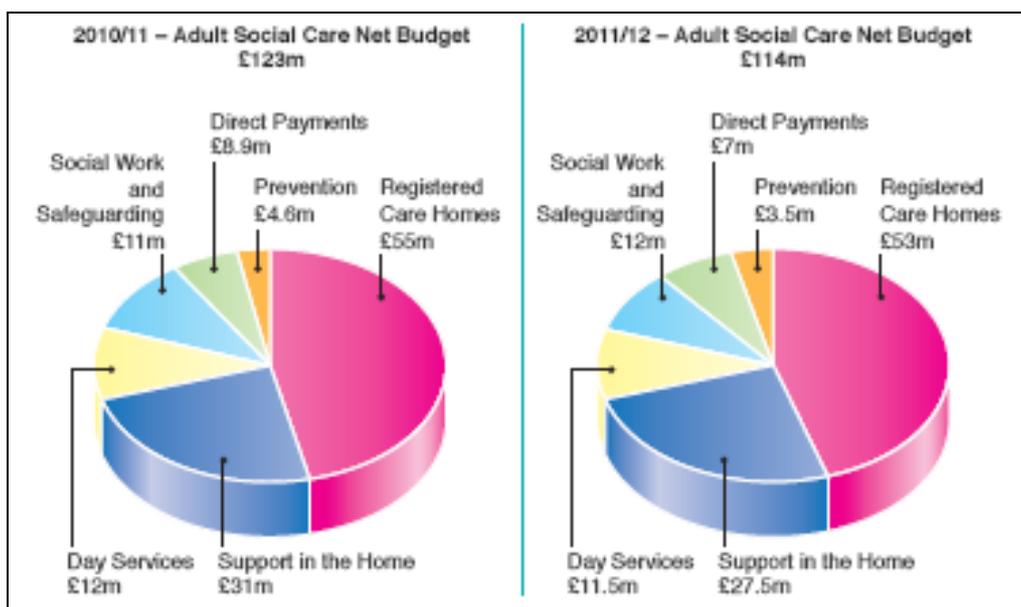
Some facts and figures about Adult Social Care and Health in Barnet

Our budget

- In 2010 - 2011, Adult Social Care and Health had a budget of £123million
- In 2011 - 2012, the budget was £114million



How the money is spent



Who uses our services?

In 2010 – 2011:

- 63% of the people who used our services had a physical disability (this is 4,649 people)
- 23% had mental health needs (1675 people)
- 11% had a learning disability (814 people)
- 3% had other support needs (256 people)

Most of these people (82%) received a community-based service such as meals at home, home care, or day services. The other 18% received residential or nursing care.

Just over one third of people getting community based services received a Direct Payment to arrange these services themselves.



Carers

1859 carers received support from the council in 2010 – 2011.

74% of them received information and advice, and the other 26% received a support service.

Our Performance

Below is some information about how Adult Social Care and Health has performed over the past year (April 2010 – April 2011).



How well have we done in helping people to have a better quality of life?

- 922 people in Barnet are receiving Direct Payments so they can arrange their own support. (Across London, the average is 696 people).
- 30% of everyone who receives social care support from the council are family carers. (Across London, the average is 13.5% of people receiving a social care service).
- 15% of people with learning disabilities in Barnet are in a paid job. (Across London, the average is 8.6%).

How well have we done in delaying and reducing people's need for support?

- 110 people in every 100,000 Barnet residents lives in a residential or nursing home. This is about 0.1% of Barnet's population.
- 84% of people who had been discharged from hospital did not need another stay in hospital because they received some short-term rehabilitation or enablement when they returned home. (Across London, the average is 85% of people discharged from hospital).

How well have we done in making sure people have a good experience of support services?

- In our user experience survey last year, 87.8% of people said that they were satisfied overall with their care and support. (Across London, the average was 85.9%).
- 91% of people who responded to that survey said that they were happy with the way their support worker treated them.

How well have we done in keeping vulnerable people safe?

- In our user survey, 58% of people said that they felt safe. (The average across London is 57%).
- 66% of these people said that their support services made them feel safer.
- We developed safeguarding plans for 85% of vulnerable people who might have needed one last year. Just over half of these plans were reviewed by social work managers within the time they were set.



You wanted to know.....

...what services there are for people with autism

Barnet uses lots of services outside Barnet to meet the needs of people with autism, but we want to develop more local services. In Barnet, we have the Flower Lane day service and Warren Shawe supported living service.

We have an Autism Action Plan to make sure that people with autism get the right support at the right time. In the first year of this plan, we are concentrating on having better training for social care and health staff working with people with autism. We want them to have better understanding and awareness of the condition.

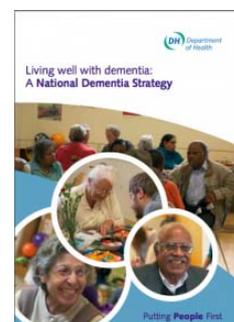


...what is being done to help people with dementia

We launched a dementia Action Plan in July 2010. This included a conference for professionals to raise awareness of dementia. Training was also provided to front-line workers in Adult Social Care and Health to improve their knowledge of dementia.

Future actions included in the dementia action plan include:

- Planning how to better support people with dementia to live longer at home with the right support. This could include using Telehealth technology like flood detectors to help people to stay in their own homes for as long as possible, instead of having to move to a care home.
- support the work of Barnet's memory clinic



...how many carers Barnet support and how they are involved in the assessment for the person they care for?

We know that carers are extremely important to the support and care of people with health and social care needs.

In 2010/11, we carried out 1,868 carers assessments. 480 of these carers received services and 1,388 had information and advice only.

Carers are very concerned about the support for the person they care for, and they often have the best knowledge of that person's needs. We see family carers as expert care partners when we are planning support for people.





You wanted to know.....

...what we are going to do to make services better for deaf people in Barnet

The council is working closely with representatives of the deaf community to develop support for deaf people. This year, we are planning to try out a drop-in surgery for people with a sensory impairment.



...what we are doing to raise awareness of mental health issues and to support people with mental health problems

Raising awareness

Barnet has a Multilingual Wellbeing Service, which supports people from lots of different community groups to improve their health and wellbeing. The service also raises awareness of mental health issues amongst these communities.

In October, some events took place to mark World Mental Health Day. These events were supported by the Mental Health Partnership Board, and were organised by lots of organisations working together, including Richmond Fellowship, Barnet, Enfield and Haringey Mental Health Trust, Barnet Voice for Mental Health, Barnet Carers Centre, Barnet Asian Women Association, Mind in Barnet and Jewish Care.

At the moment, the council is re-commissioning its mental health day opportunities service.

The new service will include working with other organisations to provide information on how to stay well and training to improve awareness of mental health problems.



Supporting people with mental health problems

During 2010-2011 we did some work to make sure that our social work staff were in the right teams within the mental health service. We wanted to make sure that people with social care needs had their needs assessed quickly and got the right support.

We found that the social workers in the Crisis and Emergency services were carrying out many of the tasks usually done as part of in-patient psychiatric care. Because of this, we reduced the overall number of social work posts within the mental health service by 5.5 full time equivalent posts. However, the council still pays for a total of 54 social care posts in mental health - 39 of these are qualified social workers.

We will review which teams social work staff work in again, to make sure that they are in the best place to support people. We have just signed a new agreement with the Mental Health Trust, which says what we expect them to do to support people with social care needs.

You wanted to know.....



...about our new Fairer Contributions Policy

Some Barnet residents have said that they are worried about the contributions some social care users are being asked to make towards the cost of their services. Some people are now being asked to make a bigger contribution, which some residents think is unfair.

Before the introduction of the Fairer Contributions Policy not everyone had a financial assessment to see if they could afford to contribute towards the costs of their care services.

This was unfair, because some people did have to pay towards the costs of services, but other people who were in a similar financial situation did not. The new policy means that **everyone** who receives a Personal Budget from the council to arrange their social care support will have a financial assessment. At this assessment, the council works out what your contribution towards the cost of your care should be.

People only have to contribute an amount of money that they can afford. To decide this, we look at the person's income and savings, as well as the money that spend on housing, bills etc.



If someone disagrees with the contribution we work out, they can ask for a review of the financial assessment.

We will always make sure that vulnerable adults we support stay safe and get the care that they really need. Because of this, there is a "waiver clause" applied to charges in some circumstances.

Get involved

If you would be interested in joining our 'Experts by Experience' panel of social care users and family carers, please contact us.

This group gives us feedback when we are thinking about future developments to social care services, and gets involved in lots of different projects. You can be involved as little or as much as you want to be.



Email: adultsocialcare@barnet.gov.uk

Tel: 020 8359 4366

Please also let us know if you have any ideas for what we should include in our next Local Account for 2012 – 2013.

If you need this report in another format, like in Braille, on a CD or in another language, please contact the Communications Officer for Adult Social Care and Health on 020 8359 7150 or email adultsocialcare@barnet.gov.uk.

