

Local account

Adult social care report summary

2010/11



Local account

“Welcome to our first local account adult social care report summary. We are now required to feed back to you directly on the performance of our adult social care services.

We will feed back to you through a local account report which will also include details of future priorities for service delivery. This is a brief summary of the longer report which is available for you to read online at www.southampton.gov.uk/living/adult-care.

This report provides an overview of how our adult social care services perform against a new set of measures, which we need to report on from 2011/12 onwards.

The framework of this report is split into four sections:

- Enhancing quality of life for people with care and support needs.
- Promoting independence, delaying and reducing the need for care and support.
- Ensuring that people have a positive experience of care and support.
- Safeguarding people whose circumstances make them vulnerable and protecting them from avoidable harm.

The most important person in our care service is you, so please read about our performance and tell us what else you would like next year's report to include.”

Penny Furness-Smith

Executive Director of Health and Adult Social Care

Adult social care in figures 2010/11

- 10,932** number of times we were contacted by service users
- 6,122** number of times we were contacted by health care professionals on behalf of service users
- 3,659** number of new assessments
- 2,047** number of services purchased by users
- 836** new customers aged 18 – 64
- 1,211** new customers 65+

About our customers...

- 64%** have a physical disability, frailty or life-limiting illness
- 28%** have mental health issues (including those with dementia)
- 6%** have learning disabilities
- 2%** other

Which services do our customers buy?

- 9,222** receive community care
- 837** receive permanent residential care
- 410** receive permanent nursing care
- 1122** customers offered a personal budget
- 433** in receipt of direct payments, 296 aged 18-64 and 137 aged 65+
- 1,349** people provided with respite care/carer specific services

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Adult social care in Southampton

How well are we performing?

All of our directly provided services with the exception of day services are registered with the Care Quality Commission (CQC) which assesses services to ensure they meet the required standards.

All of our services currently meet the required standards.

We are finding it difficult to recruit enough staff for our adult social care services, as are other local authorities. To deal with this issue, we are developing a workforce strategy to encourage people to develop social care careers and help them get the right qualifications to do so.

We work with teams across the council and other partners to ensure we provide high quality services to local people.

Most of Southampton's care services are provided externally by both private and voluntary sector agencies.

The cost of adult social care

The council needs to save £75m between 2011 and 2015 due to reductions in government funding and increasing costs.

To help us deliver value for money we:

- have developed joint working schemes with NHS Southampton, modernising our services to help people live independently for longer, reducing the cost of residential or hospital care.
- review our contracts with private sector providers to ensure we get good value for our money.

£596m – council expenditure in 2010/11

£96m – Adult Social Care and Health expenditure in 2010/11

£2.899m – savings achieved in 2009/10

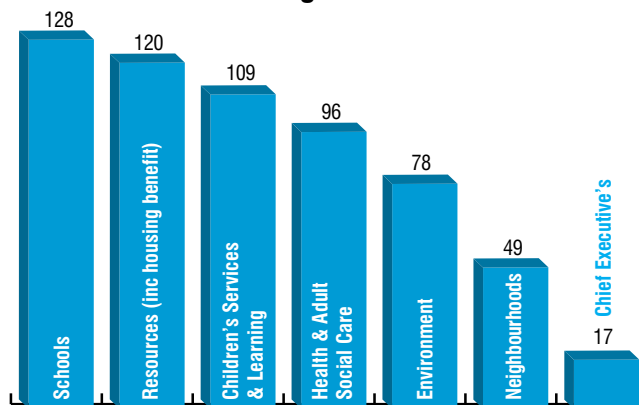
£1.4m – the savings Adult Social Care and Health achieved 2010/11

The adult social care sector

The quality and finances of some adult social care providers have received a lot of coverage in the media recently. The collapse of Southern Cross (a large UK based care home provider) in 2011 is one example of this. This had a limited impact in Southampton but is of concern and so we are monitoring the situation.

In a local case, when a domiciliary care agency ceased trading, we were only given 24 hours notice of this. We worked closely with another agency to ensure care was provided to all of the customers affected, and to establish a long term solution. This joint working approach ensures that such cases are managed speedily and effectively.

Directorate Budgets 2010/11 £million



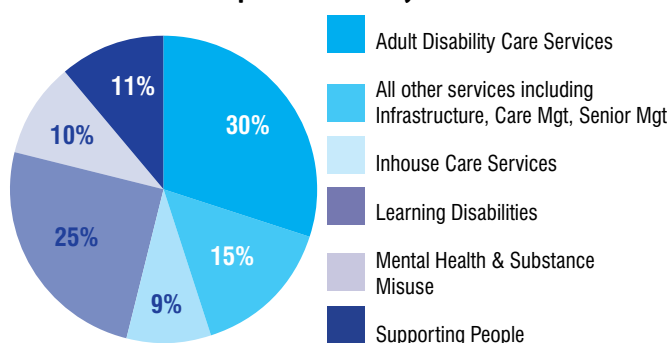
Working to improve the quality of your care

We work to ensure the financial and management capacity in the sector is large enough to ensure safe and good care is delivered, despite the wider issues of quality across the sector.

We have tackled several instances of poor practice by providers when they have been highlighted by our safeguarding and contracting processes. We also do not place any new customers with these services and have reduced the number of people cared for in others.

We work with agencies to ensure their engagement, recognition and ownership of issues and to tackle poor practice. We have put more staff and specialist resources directly into agencies to help them improve the planning and delivery of care.

How we spent the money in 2010/11?



Most money was spent on adult disability care services which we purchased on behalf of our older or physically disabled clients, or gave to these clients as a direct payment.

70% – adult social care budget spent on direct care services.

30% – adult social care budget spent on social work teams, services to support people, advice, advocacy and the support services required to run the service (i.e. administration, finance etc).

Enhancing quality of life for people with care and support needs

How well did we do?

In March 2011, the new national Adult Social Care and Support Services Survey asked social services' users about their quality of life and experience of the services they receive.

The main measure of our performance is based on the results from eight of the questions from the Adult Social Care Survey and is called "social care related quality of life." Our score on this measure was 18.46 out of 20. The average score for an authority like ours was 18.83.

In 2011/12 we will work to help customers make better use of their leisure time and help them feel safe in their homes, as we achieved below average scores in these areas in 2010/11.

We combined our services for adults with mental health problems with NHS Southampton City to deliver better care.

We agreed a joint programme of work to address the harm caused by alcohol, both to the community, and to individuals and their families. The programme will develop new services to prevent people from using alcohol in harmful ways.

We developed personal health budgets in our substance misuse service which also supports services linked to recovery and the reintegration of service users into their local community.

We reviewed contracts to identify opportunities to move away from large 'block contracts' with single providers, to more personalised arrangements which offer better value

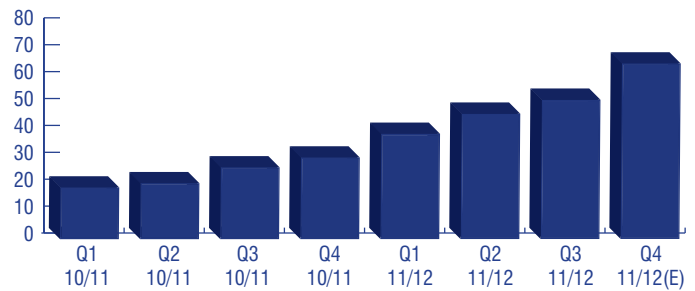
for money. We completed reviews of adult mental health service contracts and terminated them where appropriate.

We introduced a "Care with Confidence" initiative (an enhancement of the "Buy with Confidence" initiative) to allow people to check the quality of the care services they purchase.

Update on the personalisation of adult social care budgets

- Since July 2010 all eligible new clients have been offered personal budgets.
- Five out of ten people eligible to receive a personal budget have been offered one.
- We are on target to achieve the national target of 60% of customers having been offered a personal budget by April 2012.

% of eligible people offered personal budgets 2011/12 (quarter 4 2012 figures predicted)



What did you tell us?

- 73%** of our customers felt they had at least adequate control over their daily life.
- 57%** of our customers, are able to spend their time doing things they value or enjoy.
- 95%** of people with a learning disability felt they make all the choices they want and are happy not to make the ones they don't make.

What are we planning to do next?

In 2011/12 we will work to provide greater social care and health choices, control and independence for Southampton residents.

Promoting independence, delaying and reducing the need for care and support

How well did we do?

In 2011/12 we launched the Care Closer to Home project to provide care for up to five people at any one time in their homes for up to four weeks. This helps our customers to stay in their own homes and live as independently as possible while supporting them to make long term decisions.

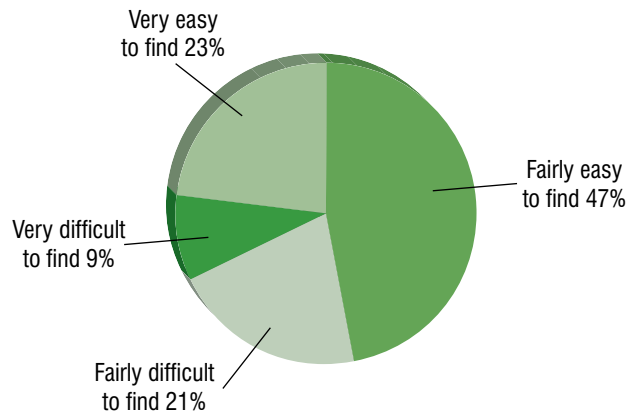
Our performance in helping older people to achieve independence through rehabilitation/intermediate care is above the national average.

“The genuine kindness and care shown to me by everyone made my early recovery. Healing for the mind and body. Brownhill House is a HAVEN, especially to the older generation.”
Mrs Ahmed

What did you tell us?

Although 70% of customers find it fairly or very easy to get information, 30% of customers do not. We will be working to improve this in a project with Southampton LINK.

In the past year, how easy or difficult was it to find information or advice about support, service or benefits?



What are we planning to do next?

In 2011/12 we will help more people to live at home for longer by maximising recovery through rehabilitation and reablement, and improving our service to support people's independence.

We reviewed the day care services in Sembal House and Bedford House and are now consulting with users and staff about the future of these services.

We are working closely with community centres in Freemantle and St. Denys to maintain and increase the enrolment of people with learning disabilities in their local community.

Local people have been working with the Woolston Community Group to plan a new care provision in Woolston.

We recruited 18 new staff members to our domiciliary service, City Care First Support, which has significantly lowered the level of care required by customers.

We recruited six new “shared lives” carers to support vulnerable people in their homes instead of in residential care homes.

Many more people were discharged from hospital as soon as they were ready to go home than in the previous year. This meant we reduced the weekly rate of delayed transfers of care from all NHS hospitals from an average of 10.6 people per week in 2009/10 to 2.2 people per week in 2010/11. This exceeded our target of five.



Ensuring that people have a positive experience of care and support

How well did we do?

- 194** ↓ formal complaints about our adult social care service in 2010/11.
- 108** complaints upheld in 2010/11.
- 78** ↑ compliments received, mainly about the hard work and caring attitude of staff.
- 3,279** carers received a joint assessment with the person they care for in 2010/11.
- 161** carers received separate assessments. This is below the national average, however, 164 separate carer assessments were completed between 1 April 2011 and 12 September 2011. Based on this, we estimate that 350 will be completed in 2011/12.

In May 2011 we published “Supporting Carers In Southampton - A Joint Strategy for Improvement 2011-2015” which was developed in partnership with carers. This demonstrates our commitment to recognising, valuing, supporting and working with local carers.

What did you tell us?

90%

of our customers were quite satisfied, very satisfied or extremely satisfied with the services they receive.

28%

of customers were extremely satisfied with adult social care services - this is higher than the national average.

10%

were not satisfied with our adult social care services. We are working to ensure that we improve services for them.

74%

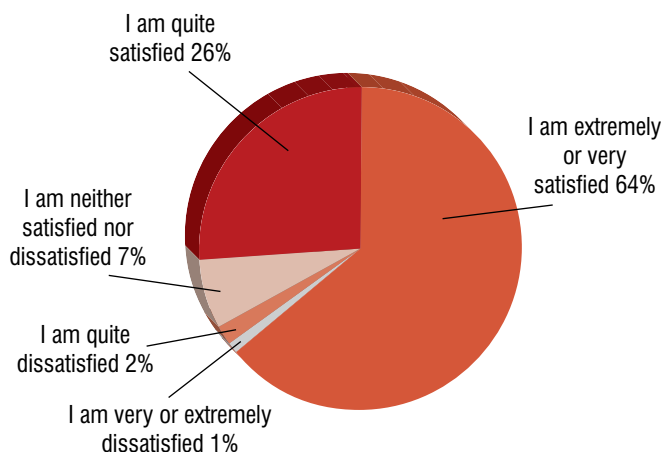
of our customers with learning disabilities were happy with the way staff help them - this is higher than the national average of 69%.

“Words cannot adequately express our gratitude for your considerate and sensitive support of us that enabled our mum to remain at home with dignity in her last days.”
Mrs Chiles

We used your feedback (through complaints and compliments) to make changes to improve the service. For example, following complaints about the waiting times for blue badges, we changed our processes to reduce the time required to process blue badge applications.

We set up a new forum with residential and nursing homes to ensure ongoing quality. We held resident and carer meetings in our homes and with our day service users and carers, so they could feed back to us about the services directly. All users told us they were happy with the services.

Overall, how satisfied are you with the care and support services you receive?



What are we planning to do next?

In 2011/12 we will ensure that we provide high quality care that meets the needs of our customers, and focus on improving the services available to carers.

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

How well did we do?

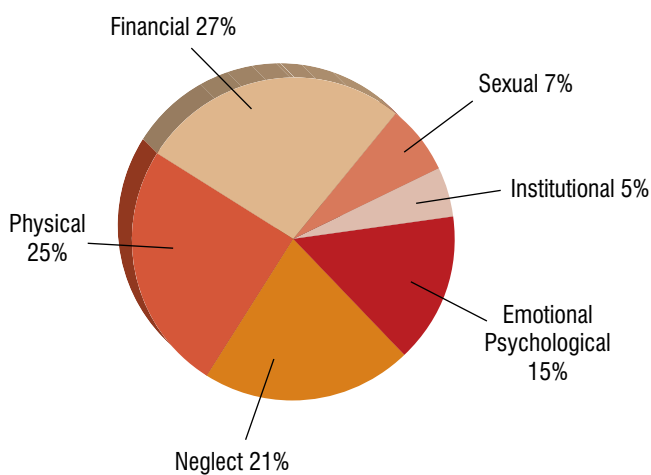
Total number of referrals we received for most types of abuse = national average.

Financial abuse referrals = ↑ than national average.

Physical abuse referrals = ↓ than national average.

As people gain more control over their personal budgets, we will be prioritising the need to ensure we protect our customers from the heightened risk of financial abuse.

Percentage of adult safeguarding referrals by type of abuse 2010-2011



64% of our referrals involved safeguarding concerns about people in their own homes (national average is 41%). Referrals for those living in residential or nursing homes were lower than the national average. We believe this is due to the different ways authorities collect information concerning allegations of abuse.

What did you tell us?

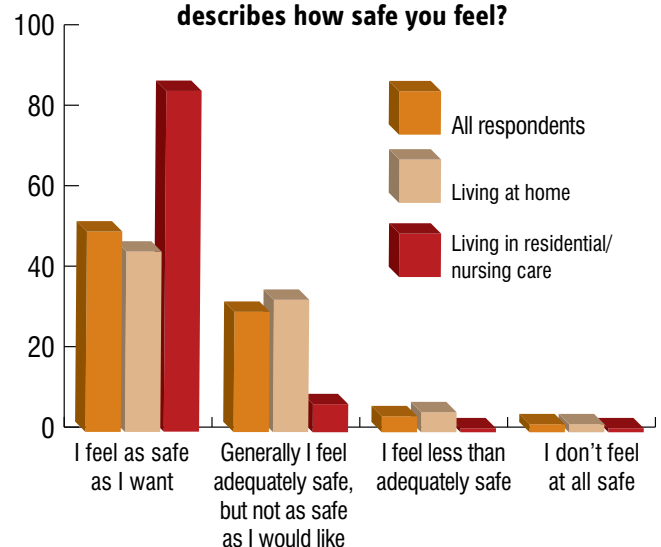
Feedback from the Adult Social Care Survey told us that although the majority of people feel safe, those living in residential or nursing homes feel safest.

11% of respondents feel 'less than adequately safe'.

36% claim to feel 'safe, but not as safe as they would like'.

We are committed to improving these figures in the future.

Which of the following statements best describes how safe you feel?



What are we planning to do next?

Our priorities continue to be:

- Protecting people from harm before it occurs
- Improving early identification of abuse.

Mrs Brown's story

Mr Brown* lived with his mother who had recently been diagnosed as having a moderate form of Alzheimer's. She suffers from short-term memory loss and has difficulty carrying out functional tasks. Her son assisted with much of her day-to-day living requirements (eating, drinking, mobility, domestic chores etc). Mr Brown works full time and was his mother's primary carer.

Although Mrs Brown already had a small care package in place, Mr Brown's work was frequently interrupted in order to attend to his mother's needs; he felt she could not safely be left on her own due to a tendency to wander – the care package just did not meet their requirements anymore.

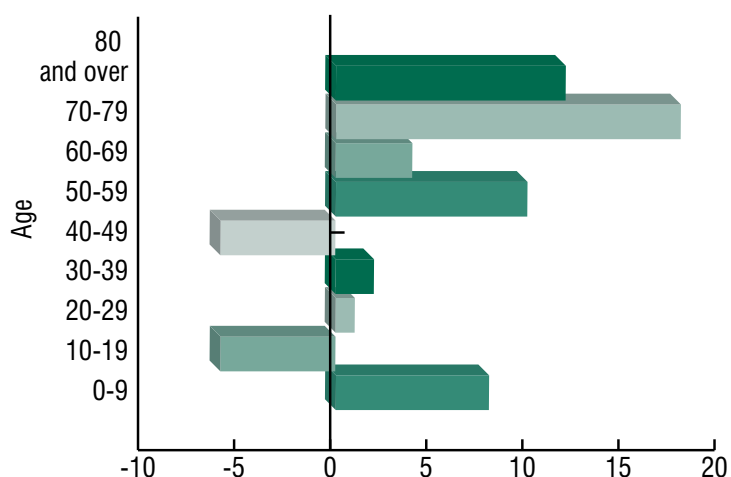
Following an assessment of Mrs Brown's situation, a twice weekly visit to the day care centre was arranged along with a daily mid-afternoon call to monitor Mrs Brown's wellbeing. Her son said, "This has been a godsend, brilliant, I was under huge pressure but now feel able to go to work without worrying."

*Name has been changed to protect the privacy of customer.

The future

As the population continues to increase, Southampton will face an increasing demand for social care services over the coming decades. We will require more carers to tend to the needs of both young and elderly people.

Percentage change in Southampton population 2010-2017 by age



We are aiming to provide more personalised services across both health and adult social care. We will work to ensure customers have a good selection of service providers to choose from, so they can choose the provider that suits their needs and so that fewer adult social care services are delivered directly by the council.

As part of the changes taking place in the NHS, groups of general practitioners (GPs) will be given budgets to buy care on behalf of their local communities. Our new relationship with GPs will result in the creation of a Health and Well-Being Board. This Board will bring together representatives from a range of health and adult social care organisations in order to plan the right services for Southampton.

There will be an increasing strain on resources for health and social care services across Southampton and across England, however, please be assured we are committed to delivering quality services regardless of the economic climate.

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Mr Long's story

Mr Long* has severe learning disabilities and had a care package in place so his parents could care for him at home. When his father died, his mother could not look after him alone, so Mr Long's support network and other professionals who knew him well searched for a suitable alternative home.

He moved into a local, supported living placement with 24 hour support, not far from his mother's home. This meant he could stay in his support network and keep the same general practitioner (GP).

His mother says he is extremely settled and happy in his new home and always keen to go back after visiting. Mr Long is very proud of his own home and often shows his social worker photographs of it. He is proud to have his own front door key and his skills and vocabulary have both greatly increased since moving.

Having devotedly cared for her son for 42 years, Mr Long's mother now has more independence and can 'just be mum' to him again.

*Name has been changed to protect the privacy of customer.

This written information is available on request in other formats or languages. Please contact 023 8083 2548 for help.

www.southampton.gov.uk/living/adult-care