

Adult Social Care Local Account 2016

How we are doing...



Brighton & Hove
City Council

Foreword

Karen Barford, Lead member for Adult Social Care
Denise D'Souza, Executive Director Adult Services

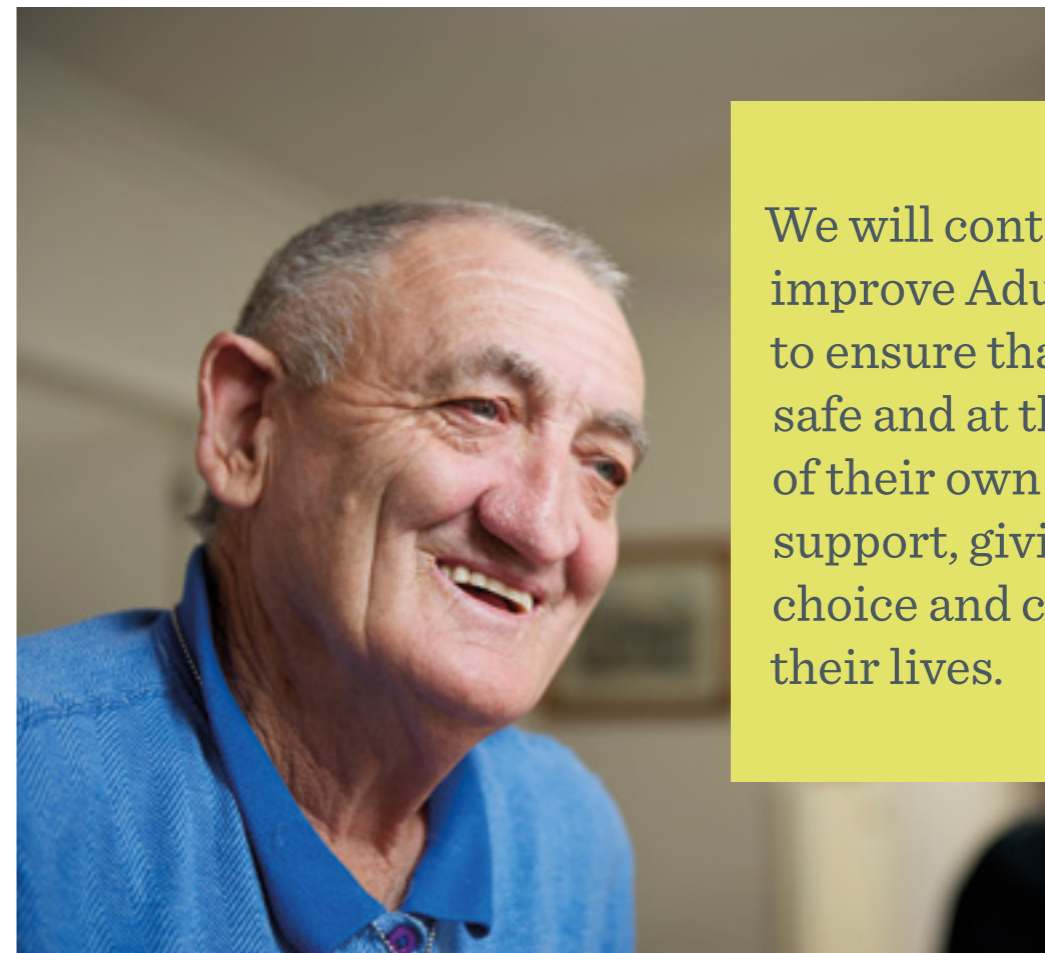
Welcome to this year's Local Account for Adult Social Care Services in the city. The past year, 2015-16, has been a significant and eventful one in the world of adult social care; the Care Act implementation began in April 2015 providing a comprehensive legal framework within which we must deliver our services, there was further progress in the implementation of the Better Care Programme and significant financial savings had to be achieved to ensure financial balance. The landscape of adult social care has substantially changed and this is reflected in our approach to the Local Account this year.

The focus of this year's account is to share with you the planned changes in Adult Social Care over the next few years given the changing world in which we operate. As in previous editions of the Local Account, we also provide an update on the progress we have made since the last Local Account was published on

the key areas for improvement which were identified by local people. The Local Account is therefore in two parts; Part 1 is the vision over the next four years and Part 2 provides an update on progress against the key improvement areas. The two parts are closely related since the previous key areas for improvement are all central to the future plans for adult social care.

We would like to thank staff who continue to show their dedication and commitment to the services we deliver for people in the Brighton & Hove and to our health colleagues and other professionals.

Despite continued financial pressures we are confident that we will continue to provide quality services and deliver positive outcomes within the resources available.



We will continue to improve Adult Social Care to ensure that people are safe and at the centre of their own care and support, giving them choice and control over their lives.

We would also like to recognise the enormous contribution made by Carers, many of who are unpaid and the voluntary, community and private sector services who all play a key part in ensuring that we improve the quality of life of vulnerable people.

Finally, we would like to invite members of the public to feedback on any issues within this document.

Tell us about your experience and what we can do to improve by emailing: socialcare.consultation@brighton-hove.gov.uk



Karen Barford,
Lead member for
Adult Social Care



Denise D'Souza
Executive Director
Adult Services



Part
1 | How will adult social care services change 2016-2020

This section of the account is about how we are going to provide adult care services in Brighton & Hove from 2016 to 2020 and why we need to do things differently.

The changes will make a difference to:

- adults and their carers who have care and support needs
- all staff who work in Adult Social Care
- other parts of the council
- the services we work with in Brighton & Hove

People with care and support needs should live independent and safe lives and have the same opportunities as other people in the city.

This is at the centre of our vision for adult care services. However, Adult Social Care can only do this with the help of the rest of the council, our

neighbourhoods and communities, the Health Service, the Police and our independent and voluntary providers.

This is called working together in partnership.

Here are some of the additional things we thought about when we planned the changes as well as those issues identified in our previous local account.

The Care Act 2014

A law passed in England in 2014 that sets out what care and support you are entitled to and what local councils have to do. Most of the Care Act had to be implemented by April 2015, through some parts of it have been delayed by the government until 2020.

The Care Act is about ensuring that people who use services, and their carers, are at the centre of the process of working out what their needs are, choosing what support they need and having control over their life.

If you would like to know about the Care Act www.brighton-hove.gov.uk/social-care

Budget

The Council has received a reduction in central government funding as part of the Government's austerity programme and this has required significant savings to be made. In Adult care services we have already delivered £23 million savings over the last 6 years plus a further £6 million savings required in 2016/17. The financial context over the next 4 years is extremely challenging and the pace of change will accelerate as we strive to meet financial targets. Over the next 3 years we anticipate delivering further saving of £14 million.

If you would like to know more about our budget, go to www.brighton-hove.gov.uk/budget

The Better Care programme

This is a national programme about helping local people stay healthy and well. Part of this means supporting health and social care services to work better together.

If you would like to know more about our local plans www.brighton-hove.gov.uk/bettercare

Service users with complex needs

We have been reviewing the information available about how our population will change over the coming years. We think there will be more people with care and support needs and some of these will require a high level of support with many aspects of their daily life and rely on a range of health and social care services.

Good staff

We recognise the importance of having well trained, skilled staff across care and support services, both within the council and all our partners who provide care and support. We know from the feedback we receive from people using services how important this is to them. We have reviewed the current workforce across the city and identified a range of things that we need to do that will ensure we have a stable, skilled and well supported workforce over the coming years. A dedicated plan is in place and is overseen by a Board chaired by the Executive Director.

www.brighton-hove.gov.uk/socialcaretraining

We have a shared vision and commitment to the transformation of Adult Social Care



The challenge over the coming years is to:

- deliver good services and outcomes for local people
- Fulfill all our statutory duties which have significantly expanded with the Care Act.

To meet this challenge we have pictured a journey in relation to providing care and support for local people. We think this is like a journey with four steps:



1. Signposting

Good accessible information and advice will be available to everyone.

It will help people to look after themselves and each other and get the right help at the right time.

It will help people to plan for the future, reduce the need for care services and help them to be independent if possible.

2. Stronger Communities

We will work with local health and wellbeing services to help people, their families and communities to build support networks where they live. Strong neighbourhoods, clubs and groups help create a sense of community, enabling people to trust each other, work together and look out for each other.

3. Getting people on the right track

When people do need specialist support, perhaps after an illness or accident, we will have services that help people stay independent for longer.

These are called reabling or rehabilitative services. It is a way of helping people remain independent, by giving them the opportunity to relearn or regain some of the skills for daily living that may have been lost as a result of illness, accident or disability.

4. Citizens will be in control of their own care

When people need extra care and support we will make sure that services are right for them.

Using personal budgets and direct payments will support this.

So when people are seeking care and support we will be taking a tiered approach

- 1. First contact** – initial assessments, work to keep as many people living independently as possible. This includes preventative work, advice and information, building on community and social capacity. 'Help to help yourself'.
- 2. Reablement (short-term)** – helping those who need extra support just for a short period. Swift and appropriate support to help people regain the independence they want and value. 'Help when you need it'.
- 3. Full assessment and care planning process** – tailored, appropriate ongoing support for the care needs of people who need it. This will need to be based on a

'strengths based' approach (making use of the skills, knowledge and relationships that people have) and conversations to find out what would make a real positive difference to individuals' lives. 'Continuing support for those who need it'.

Through this broad approach over the next four years we anticipate that more people will experience services that support them in a timely manner, before a crisis, that enable them to live independently with maximum choice and control, that connect people with their local communities and which keep people safe. We will be successful in reducing or delaying the need for long term care and support, which will always be available for those with eligible needs.

It will mean some significant changes in the way that we deliver adult social care within the council.

For example:

- The commissioning of services will be more fully integrated with colleagues both within and external to the council, most notably the Clinical Commissioning Group, to make sure the right services are in place. Commissioning is about planning the services that are needed by the local people and ensures that good quality services are available.
- Health and social care services will be more joined up both in terms of assessing people's needs and delivering services to meet those needs. People will only have to 'tell their story' once, to get the services they need in relation to their health and care needs.
- People will be able to access more services, including assessment services, on line and will be supported to do this.
- We will make full use of mobile technology so that staff can work more efficiently and support better outcomes for people.
- More people will be using direct payments as a means for receiving their care.
- Some services currently provided by the council will be provided by others, where we are assured they are of good quality and represent good value for money; this includes both our assessment services and our provider services.
- The council's own assessment service will be focused on supporting people with the most complex levels of need through a mainly qualified workforce.



- A range of services will be available on a 24/7 basis not just within office hours.
- We will increase the availability of technology that enables people to remain independent and safe in your own home, by linking your home with a monitoring centre that can respond to problems. Examples are pendant alarms that you wear round your neck, automatic pill dispensers, and sensors placed in your home to detect if you have fallen or to recognise risks such as smoke, floods or gas-leaks.

There is no doubting the size of the challenge facing adult care. The scale and pace of change will be considerable. Some difficult decisions will have to be made.

We can only achieve the outcomes set out above through working in partnership with council colleagues, local NHS organisations, other statutory agencies, the private and voluntary sector and most importantly our staff, people who use services and their carers.

We are optimistic that we can meet these challenges, by working in partnership and we know from experience to date that these partnerships are strong and positive within the city.

What progress have we made?



In the previous Local Account we grouped the key issues that people had identified for improvement under six key headings. These were derived from the national Making It Real programme, which is led by service users and carers.

This year we are providing updates from 2015/16 on our further progress in relation to these issues. However, we will not be producing the more extensive format used in previous Local Accounts with service user stories, graphics and comments from local partners. This in part is linked to our limited capacity this year and also our plans to review our local approach to sector led improvement which includes the Local Account.

Information & Advice:

Having the information I need, when I need it



What you have told us:

Being able to get good advice and information that is easy to access is important in care and support services as in other aspects of our lives.

Commitments we made in 2014-15	Progress 2015-16
<p>We will...</p> <p>Complete a full review of advice and information relating to care and support.</p>	<p>All social care information (provided by Brighton & Hove City Council) through the corporate website. Leaflets has been reviewed and updated to incorporate Care Act changes. We have developed a new My Life website in partnership with Clinical Commissioning Group and local voluntary sector.</p> <p>www.mylifebh.org.uk. We believe that we are now compliant with the requirements of the Care Act.</p>

Commitments we made in 2014-15	Progress 2015-16
<p>We will...</p> <p>Improve access to information and advice in the city.</p>	<p>Results from the annual user experience survey demonstrated that 'the proportion of people who use services and carers who find it easy to find information about services' has improved. This is reflected in the increased activity to our 'My life' site.</p>
<p>Identify what improvements need to be made to make information more accessible & personalised.</p>	<p>Social care section of BHCC website reviewed to remove jargon, use clearer language and improve navigation. Brighton & Hove City Council and My Life websites have undergone service user testing and feedback is being reviewed.</p>
<p>Jointly work with our partners (including health) to improve information provision in the city.</p>	<p>My Life website was reviewed by Healthwatch, the Fed Centre for Independent Living and Community Works; who all suggested improvements and recommendations which are being worked through.</p>
<p>Take part in national and regional opportunities to explore best practice regarding information and advice services.</p>	<p>Recommendations from TLAP (Think Local Act Personal), ADASS (Association of Directors of Adult Social Services) and Community Care implemented. We have attended regional and national workshops and reviewed best practice. There has been little in the way of networking events available. This is an area which could be improved.</p>
<p>Review all our policy and procedures to ensure they are up-to-date and compliant with the new Care Act to ensure local people can access up-to-date policies.</p>	<p>Current social care policies and procedures have been reviewed for Care Act compliance and are available publically at: brightonadults.proceduresonline.com</p>
<p>Improve current systems to help us understand if the advice and support we provide is delivered in an accessible way that meets people's needs.</p>	<p>Service user feedback is being used to improve My Life website.</p>

Active and Supportive Communities:

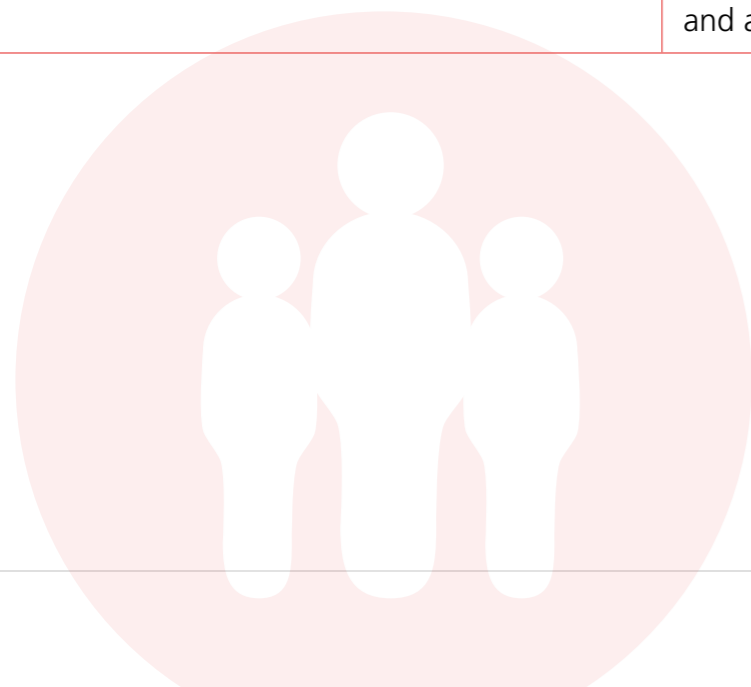
Keeping Friends, Family and Place



What you have told us:

It's important to have access to a range of support that helps me to live the life I want and remain a contributing member of my community

Commitments we made in 2014-15	Progress 2015-16
We will...	
Work with the Fed Centre for Independent Living to promote the 'Out and About' work as a best practice approach to social isolation.	The City Wide Connect Programme has continued to support isolated people to access their community.
Work with other statutory providers to be better connected to the voluntary & community sectors, including faith groups, to increase people's awareness of the activities available in the city.	Jointly commissioned service by Adult Social Care, Public Health and NHS Brighton and Hove facilitating connections between organisations working with vulnerable adults. This service has developed 'It's Local, Actually'. (www.thefedonline.org.uk)
Continue with the review of day activities for people with learning disabilities, ensuring that all day services are modern, flexible and meet the needs of service users and carers.	The review of day activities continues and in 2015 new activities were set up in the community to replace traditional day centres, for example an art activity at Dorset Gardens Methodist Church and a cooking and catering group at the New Larchwood café.
Use the Learning Disability Development Fund to fund projects that support people with learning disabilities to make friends and feel more confident using activities in the community.	Learning Disability Development Fund has funded Compass Card available to adults (18-24) with learning disabilities and / or autism which gives access to activities. Also increased opportunities for people to meet with friends, access the community and art groups for people with autism.



Flexible and Integrated care and support:

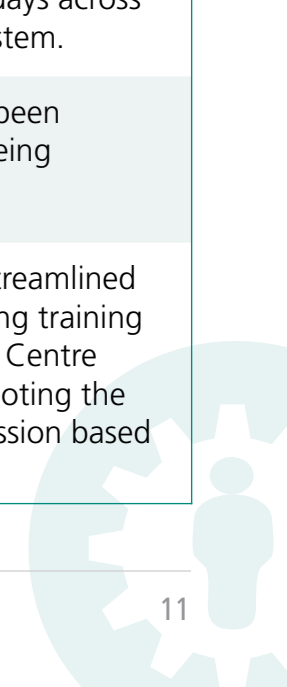
My support, my own way



What you have told us:

People want care and support that is responsive to their needs, that they have control over and where any changes are discussed with them

Commitments we made in 2014-15	Progress 2015-16
We will...	
Work with Housing and partners to develop appropriate housing solutions to meet accommodation needs across the city; this will include developing the Shared Lives model and Extra Care Housing provision in the future.	A business case for Extra Care Housing was commissioned jointly by Adult Social Care and Housing which recommended that both areas of the council work together to consider accommodation options for people who require Adult Social Care services and support. A new extra care housing scheme in central Brighton with 45 flats, will open in May 2017. Brookemead will be for people with dementia.
Continue to work with Public Health and Mental Health colleagues to support the development of a new mental wellbeing strategy that will take a preventative approach to improving the wellbeing of people.	One of the outcomes of the Better Care Plan is 'Keeping People Well'. Public Health are working with the council and the Clinical Commissioning Group (CCG) to ensure there are a number of programmes and initiatives that support people to stay well and supported in their communities.
As part of the Better Care programme we will make the most of opportunities to provide more flexible, integrated & responsive services for people; phase 1 will begin in Autumn 2014 and we will feedback in our next Local Account.	The Better Care programme is well underway. Integrated working is being tested out in locality areas and there will be a workshop in 2016 to gather stakeholder views on the best way to roll this out.
Continue to develop services that are available during the evenings, weekends and '24-7' to respond to people's needs.	Ongoing work with the CCG to consider how people's needs are met over seven days across the whole health and social care system.
Improve the number of reviews we undertake with clients in a year.	A pilot project where reviews have been undertaken externally is currently being evaluated.
Complete our review of the 'Support with Confidence' scheme and promote this service so people have a choice of selecting personal assistants they know have been trained and vetted.	Support with Confidence scheme streamlined with one home care agency providing training for the Personal Assistants. The Fed Centre for Independent Living is now promoting the scheme and delivering a training session based on service user experience.



Workforce: My support staff

What you have told us:

It is important to have considerable support delivered by competent people.



Commitments we made in 2014-15	Progress 2015-16
We will...	
Re-balance the workforce to ensure that we have the right amount of qualified staff to meet the increasing complexity of demand.	Commenced re-organisation towards different staffing arrangements; whilst developing closer integration with health partners.
Continue to invest in the annual training programme and events such as the Safeguarding Conference and Social Care Showcase.	Comprehensive programme of training, conferences and qualifications available for the city's adult social care sector. Training updated and extensive eLearning produced to include implementation of the Care Act and Care Certificate. Systems moving online to provide an easier to access, self-service learning platform.
Continue to run Dignity Champions networks and Quality Assurance groups.	Dignity champions meetings continuing quarterly and the provision of provider forums, which will include quality assurance, is being reviewed.
Explore involving more service users in the design and facilitation of training.	Continuing to explore involving more service users in the design and facilitation of training. The Assessment and Support Pathway course, part of the Care Act training, has been delivered with the involvement of a service user and carer.
Learn from Winterbourne View; and ensure that people with learning disabilities or autism who also have mental health conditions or behaviors viewed as challenging, are supported with high quality services.	<p>We are part of the Pan Sussex Transforming Care Board to ensure there are enough high quality services in Sussex for people with learning disabilities and / or autism who also have behaviors that can be challenging.</p> <p>We have enhanced the crisis response element of our Community Learning Disability Team to support people at risk of hospital admission to remain in the community.</p> <p>We have a new framework agreement in place with specialist hospitals to ensure good quality provision in the event that a person does need to be admitted to hospital.</p> <p>We have developed a new local Learning Disability and Mental Health Admission process to support people with learning disabilities and / or autism at risk of admission.</p>

Risk enablement: Feeling in control and safe

What you have told us:

It's important that you feel safe so you can live the life you want and that you are supported to manage any risks.



Commitments we made in 2014-15	Progress 2015-16
We will...	
Remain committed to raising awareness and use of telecare as a tool to support safe and independent lifestyles.	The number of people who use CareLink Plus increased by 16% last year. The service continues to engage with residents at community events, day services and groups. Training for professionals is regularly available and telecare prompts are integral to the assessment process.
Review the function and effectiveness of the Safeguarding Adults Board which will become statutory under the Care Act, in line with Children's Safeguarding Boards.	The Safeguarding Adults Board was reviewed in preparation for the implementation of the Care Act, a key recommendation was the recruitment of an Independent Chair. An Independent Chair has now been appointed [funding was made available from statutory board members], who is also the Chair for the Brighton & Hove Safeguarding Childrens' Board and for East Sussex Safeguarding Adults Board which offers good opportunities for joint working and shared learning.
Review the Sussex Multi Agency Procedures for Safeguarding Adults at Risk (http://pansussexadultsafeguarding.proceduresonline.com) to ensure safeguarding work undertaken is compliant with the new regulations.	The Sussex Multi Agency Procedures for Safeguarding Adults at Risk (http://pansussexadultsafeguarding.proceduresonline.com) have been fully reviewed to reflect the new duties under the Care Act. The process, pathway and language has been changed and updated and agreed by the three Safeguarding Adults Boards across Sussex (and were effective from April 2015).
Explore the developments which are required to maintain our Deprivation of Liberty work to ensure local citizens are safe, their care is provided appropriately and human rights are not compromised.	The number of people assessed under Deprivation of Liberty Safeguards (DoLS) legislation has risen significantly, due to changes in criteria identified by recent case law. Resources and training have been allocated to ensure that applications are dealt with in a timely manner and arrangements will continue to be developed to ensure that legal requirements, best practice and increasing demand are met.

Personal budgets and self-funding:

My money



What you have told us:

It's important to be able to decide on the support you need and when, where and how you receive it

Commitments we made in 2014-15	Progress 2015-16
We will...	
Work towards increasing the range of social care services available in the community for people to purchase using direct payments or their own money. This includes day services that could be available to purchase by the session and care homes that could provide meals and activities.	There is a range of work being planned, including work focused around Older People Locality Areas and the council's day options service, to consider how people's social care needs can best be met in their communities.
Review the Support with Confidence scheme as we are concerned by the lack of take up of Personal Assistants signed up to this.	Support with Confidence scheme has been reviewed and the Fed Centre for Independent Living promote the Personal Assistants as do Trading Standards.
Increase awareness of the Support with Confidence scheme through targeted promotional events and through closer working links with the Fed Centre for Independent Living.	The Fed Centre for Independent Living is now a training partner for Support with Confidence and is also promoting the scheme along with Trading Standards. The Fed's Continuing Independence Agency ensures that any Personal Assistants they employ are Support with Confidence trained.
Complete work on implementing back-up plans.	Currently exploring options around procuring a back-up service.
Strengthen our reporting into the Care Governance Board in relation to the quality of service provided through direct payments.	Work is underway to review the direct payments systems and this will include a consideration of how any quality issues are monitored by the Care Governance Board.
Implement our plans to introduce prepaid care service.	Some cards are now in use with others being set up. All people with Supported Bank Accounts will be transferred over to the prepaid cards.
Participate in a national research programme (POET- Personal Outcomes Evaluation Tool) to help us to improve our understanding of the outcomes for people receiving a personal budget.	After consideration by senior managers a decision was made to not participate in this programme, as it would have required time commitment from frontline services who were already under a lot of pressure with current resources.

Carers

The support I have



What you have told us:

It is important that carers have access to information and that the services that support them are flexible

Commitments we made in 2014-15	Progress 2015-16
We will...	
Improve outcomes for carers in the city.	Feedback from the bi-annual carers survey showed improved outcomes for carers in the city www.brighton-hove.gov.uk/adult-performance
Launch a supported self-assessment process for carers to help them to access the right information, advice and support at different stages in their caring role.	The new self-assessment process is in place and we going to be launching the online process officially in June during national Carers Week.
Be using the new Carers Register assessment forms to see what issues carers want us to look at. How we can improve the support that is available within the voluntary organisation.	Assessment forms replaced to ensure Care Act compliance and to better understand the needs of carers. Feedback is also obtained from carers via a variety of other avenues. A recent survey with key carer organisations has been completed to obtain feedback and identify any gaps in service. A meeting will be arranged to discuss next steps.
Continue to build on the range of excellent dedicated services provided across the city, to ensure that carers get the support they need when they need it.	This continues through feedback from carers, and current work includes developing links with the Wellbeing Service and Recovery College to improve support for carers' emotional wellbeing.
Develop the carers' pages on the council website to have good up to date information about services, opportunities and activities either provided or funded by the council.	Website pages have been updated and will continue to be reviewed, particularly with reference to the online self-assessment pilot.
Work much more with carers and key organisations within the city to ensure a more joined up approach to supporting carers.	Work is ongoing, links developed with Clinical Commissioning Group, assessment teams and training to promote good practice with carers.

If you have any questions about this Local Account or would like a hard copy, please access the document at: www.brighton-hove.gov.uk/adult-performance or email: socialcare.consultation@brighton-hove.gov.uk

Translation? Tick this box and take to any council office

ترجمة؟ ضع علامة في المربع وخذها إلى مكتب البلدية. Arabic

অনুবাদ? বক্সে টিক চিহ্ন দিয়ে কাউন্সিল অফিসে নিয়ে যান। Bengali

需要翻译? 请在这方格内划制, 并送回任何市议会的办事处。Cantonese

ترجمه؟ لطفاً این مربع را علامتگذاری نموده و آن را به هر یک از دفاتر شهرداری ارائه نمایید. Farsi

Traduction? Veuillez cocher la case et apporter au council. French

需要翻译? 请在这方格内划勾, 并送回任何市议会的办事处。Mandarin

Tłumaczenie? Zaznacz to okienko i zwróć do któregośkolwiek biur samorządu lokalnego (council office). Polish

Tradução? Coloque um visto na quadrícula e leve a uma qualquer repartição de poder local (council office). Portuguese

Tercümesi için kareyi işaretleyiniz ve bir semt belediye bürosuna veriniz Turkish

other (please state)

This can also be made available in alternative formats, eg large print, Braille, audio or BSL. Please contact us to discuss options.