

# **Working together – making a difference**

## **Dudley Council adult social care annual report 2018**

This report is a summary of our complete online adult social care annual report 2018.

### **What is adult social care?**

At some point in our lives most of us, if not all, will need help with everyday living because of an illness or a disability, because we are getting older or because we are caring for someone.

**Dudley Council's adult social care service provides adults aged over eighteen with care and support. We do this through:**

- an assessment of your needs
- planning your support
- arranging services where appropriate
- providing community care support where this is appropriate
- offering information about support and services available in the local community and throughout Dudley borough
- offering support, equipment and adaptations to enable you to safely live at home.

### **How we spend adult social care money**

Our priority is to support people to live as independently as possible throughout their lives and we continue to commit significant resources to this aim.

Overall Dudley Council spent £84 million in 2017/18 on adult social care services. This compares to £89.5 million in 2014 and is against a backdrop of increasing demand and more complex cases. This spend breaks down as follows:

- Services for people aged over 65: 46 %
- Services for people aged under 65: 48%
- mental health services: 6 %

For those aged under 65 years the majority (56%) of spend is on care services based in the community. For those aged over 65 receiving services (most will be aged over 85 years) a substantial proportion of spending is on long-term bed based care. There has however been an important shift in spending with increasing investment in reablement / short term care services rising from 13% in 2016-17 to 28% in 2017-18

## **Challenges**

In the year ahead, there will of course be challenges, both new and persistent challenges to address. Challenges going forward include:

- The impact of the living wage. This has had a huge impact on adult social care providers. We need to ensure statutory requirements are met whilst delivering excellent service. Areas under particular pressure include residential care providers, domiciliary care providers and complex dementia care.
- Pressures on preventative services and the impact on mainstream social care services as well as ongoing demographic pressures – people are living longer; there are more people with dementia and with complex conditions.
- Ensuring a greater proportion of good and outstanding adult care and support provision in the independent sector.
- The need to ensure strong safeguarding practices that places victims at the centre.
- The need to reduce demand for high intensity, long-term care – both residential and at home care.
- The aim to reduce avoidable admissions into hospital by developing community-based prevention and care and support services.
- The need to reduce the significant numbers of local people who feel lonely and isolated

## **Listening and learning from our community**

In the course of the year, we have consulted with and spoken to people who use adult social care services as well as carers, providers and partner organisations.

We have worked with people in a variety of ways including consultation events, surveys, case studies, face-to-face interviews, through social media and from the compliments and complaints, we receive.

The 2017/18 adult social care survey showed that satisfaction with services has remained similar to previous years at around 63%. The quality of life score is another key measure of performance that has also remained high 19.1 out of a possible total score of 24.

Through learning from complaints, we have made a number of improvements, for example:

- The Blue Badge team is improving communication with customers following a complaint about incorrect information
- Social care managers are improving procedures for providing financial information
- Funeral policy is being improved following a complaint concerning council funeral arrangements

## Key service areas

The following section looks at each of our key service areas, their priorities and developments:

- Access and prevention
- Assessment and independence
- Dudley disability service
- Safeguarding adults

We look at what people said they want and what we have done in response to this.

### Access and prevention

Our access and prevention service provides information, advice and early support to enable people to remain as independent as possible in their own homes.

**You said: “We want information services that link together so that what we are told is accurate and consistent.”**

**We did:**

- It is important that people who use services, their families and carers receive information that is clear and understandable. Our work has included working with community partners to deliver new and improved public information to ensure they are clear and jargon free
- Work is well underway to produce a regular council magazine designed to promote key messages, and campaigns to the public. This will be released in late 2018.
- Our staffed Community Information Point network continues to grow in popularity providing information and signposting to health, wellbeing and social care services, as well as information about where to get benefits and debt advice.
- Our vision of seamless care across boundaries continues. Approximately fifty social workers are working with Dudley’s GP Multi-Disciplinary Team (MDT). The aim of these teams is to offer an integrated approach to providing care through bringing together professionals from health, social care and the voluntary sector.

**You said “We want help to stay at home and have additional support at times of difficulty”**

**We did:**

- Dudley Falls Prevention was launched in April 2017 as a unified service operating across adult social care, public health and The Dudley Group of Hospitals. The pathway looks to streamline access to a range of advice, adaptations, specialist exercise and rehabilitation services, pharmacist and clinician support, which is supported by a standardised assessment process. In the first year of operation referral rates have increased by 30%.
- A further driver for future success will be a falls responder service (the council's Dudley Telecare Service working with West Midlands Fire Service). This paves the way for quicker and resource effective action when people have a fall.
- We have long been proud of our Dudley Telecare Service having received national recognition on a number of occasions for excellence. The service has achieved Platinum Telecare Accreditation this year, demonstrating our continued improvement and investment in smarter solutions to protect the independence of people who use our services.

**You said: “As carers we want to know what sort of support there is that will allow us to carry on caring.”**

**We did:**

- We have launched Dudley Carers Hub. A one-stop shop offering advice, information and practical support to carers of all ages, located in central Dudley. This is being heavily promoted to local people.
- The Carers Charter for Employers has been developed and has been supported by employers in health, social care, the voluntary sector and private sector. The aim of the charter is for employers to show commitment to supporting their workforce who have caring responsibilities
- The deaf support team continues to support the “Sign Café” that meets monthly. Our teams have worked with members of the deaf community and other partners to develop an “I am deaf” alert card that can be used when the person is in an unfamiliar environment
- Our Carer Aware and Young Carer Aware e-learning courses have been refreshed helping us raise awareness of caring for others and of outreach events.
- We have teamed up with Carers UK to give carers a wide range of digital tools and essential resources intended to empower and prepare those with caring responsibilities.
- Additionally we are piloting a new sitting service ‘Preventative Home Based Replacement Care’ specifically designed to maintain carer’s health and wellbeing at crisis points. This provides short-term flexible support for those caring for individuals over the age of sixty or with a diagnosis of dementia, who cannot be left unsupervised. We will be monitoring this closely in the coming year.

## **Assessment and Independence**

Assessment and independence provides support for people who they are recovering from an illness, or hospital stay, as well as for people with long-term needs supporting them to choose their own care and support choices through personal budgets.

**You said: “We want to remain independent and together in our own home for as long as possible.”**

**We did:**

- Overall, we aim to increase support available at home and help people to choose the support and care they need. We are committed to increasing the numbers of people supported by early intervention and prevention to delay the need for care and support wherever possible.
- The urgent care team aims to reduce avoidable admissions into hospital by developing better community-based preventative services. 1261 episodes of urgent care support were provided in the community. This work has successfully reduced the number of admissions to hospital
- The hospital discharge team has continued to work effectively with partners from across health and social care. This team have supported 2,523 people to safely leave hospital sooner. Our measure of success in supporting people to leave hospital is how many are still at home after 91 days following discharge. The proportion of people in 2017-18 has remained high where 84% of people were still at home after 91 days.

**You said “I want to feel in greater control of the care I receive**

**We did:**

- A personal budget is an agreed amount of money that is allocated to you personally by the council following an assessment of your care and support needs. This is support that you decide and control, in other words you control the money for your care and support
- In 2017-18 the number of people who received a personal budget to help manage their social care needs was 2910. This figure is similar to previous years and demonstrates our commitment to giving people choice and control over their social care needs. To strengthen support for those who wish to use their personal budget to employ a personal assistant we are exploring ways of increasing the numbers of personal assistants who can provide such support locally
- We continue to prioritise crisis intervention to support people whose circumstances have suddenly changed and have substantially increased investment in reablement and preventative services. The aim of strengthening reablement and preventative service is to give people greater opportunity to enhance and in cases recover their skills for daily living.
- We aim to ensure everyone who comes into contact with adult social care in Dudley is treated as an individual, with dignity and respect.

**You said: “If I’ve got to go into hospital I want your help to return home safely and have the right support for me to stay at home.”**

**We did:**

The introduction of new working practices in September 2017 has seen a very significant reduction in delayed discharges from hospital. Adult social care is on course to meet its target with a considerable reduction in delays in people being discharged from hospital. This has been achieved through a range of improvements enabling people to return home sooner including

- **Improved emergency response** where trained staff are available in hospital to provide an emergency response and in cases can help avoid admissions to hospital where this is achievable and appropriate

- **Improved patient assessment** processes that can gather clear evidence of support needs to enable an accurate assessment of the long term care support required.
- **Improved Discharge Flow** through providing additional assessment and screening capacity (alongside increased reablement care hours in the community) have enabled the discharge team to increase the level of discharge activity.
- **Improved ways of working** using equipment designed to reduce the need for more than one staff member to provide support. ( known as single handed care ) This has strengthened the ability to provide care to a greater number of people, reducing hospital delays and enabling people to get the support they need at home

## Dudley Disability Service

The Dudley Disability Service provides care and support to children, young people and adults with special educational needs and disabilities, as well as their families and carers.

### You said

- We want simple well-coordinated services without duplication.
- We want a quicker and more flexible response.
- We want to be able to 'tell our story once'.
- We want quality and safe services.
- We want services that are close to home, and least invasive.
- We want early help.

### We did

- We worked with local people to develop a vision for a new service, to support children, young people and adults with special educational needs and disabilities in Dudley to achieve a full and happy life, in which they have independence, gain skills and knowledge, and have confidence and a sociable life.
- We worked with local people to design and develop a new service, which provides social care and specialist education services for children, young people and adults with a disability, and special educational needs.
- We consulted on the name of the new service: Dudley Disability Service.
- Dudley Disability Service is for people of all ages with a disability or special educational needs, from birth to end of life, or when they no longer need it.
- The service provides a seamless service to people of all ages who access its services, and takes a consistent approach to providing care and support.
- It was launched on 11 July 2018, at an event attended by over 220 customers and staff.
- We have developed a new customer pathway into the service, to provide a simple route to services.
- The service puts the customer at the heart of its service, and is working to improve customer outcomes because of the care and support provided.

- We have introduced a key working system for young people in transition (from age 14 to 18 years) in which they have their own named social worker. This approach has been nationally recognised as providing better outcomes for young people. Dudley Council has been invited to take part in the national Social Care Institute for Excellence Steering Group, which is developing best practice for working with young people in transition.
- We have been invited to take part in a Birmingham University research project on providing personalised support services.
- We are integrating the processes and pathways in the service to streamline them, and reduce duplication and bureaucracy.
- We are developing ways in which we can provide early help, such as through the provision of short breaks for children with disabilities.
- We are pulling together performance information across all four areas of the service. This will mean that next year we will be able to demonstrate how performance and customer outcomes have improved since the development of the service.

## Safeguarding

The council's safeguarding adults service supports people aged eighteen and over to stay safe from harm, abuse or neglect.

**You said:** *"I want to feel safe where I live."*

**We did:**

- The Adult Multi Agency Safeguarding Hub (MASH) is now operational resulting in more preventive and safer outcomes for local people. This is further reflected by the Making Safeguarding Personal audit demonstrating over 97% of people surveyed achieved the outcomes they wanted from the safeguarding process.
- In addition to using experiences of victims of abuse to improve the safeguarding process, we encourage everyone to state their hopes and expectations at the outset of the safeguarding process.
- We are working to ensure agencies continue to make safeguarding personal through sharing information, training staff and auditing agency case records
- We will enhance accountability and improvement of services through working in partnership with the Adults Alliance and People's Network. Devising policy to reduce social isolation and loneliness through the Adults Alliance is one piece of work, which is on going.
- Services continue to explore ways to promote advice and information to people who are less likely to seek safeguarding support.
- We have a newly established Dudley Scams Unit. This is operational and already recovering assets for victims of financial abuse and running a prevention campaign across Dudley Borough.
- We have also started to develop shared understanding and clarity of approaches around self-neglect.
- The Supreme Court judgement of 2014 on Community Deprivation of Liberty (DoL) widened the criteria for consideration and caused a

national influx of cases that saw waiting lists increase across the country. In Dudley through the introduction of new working practices and through a commitment to deal with outstanding DoLs assessment there has been a very substantial reduction in outstanding assessments and these should be dealt with shortly.

## **Useful numbers and web links Dudley Council**

### **Access to adult social care**

General number for all adult social care queries  
0300 555 0055 • [www.dudley.gov.uk/asc](http://www.dudley.gov.uk/asc)

### **Blue Badge enquires**

Provides parking concessions for people with severe walking difficulties  
0300 555 0055 • [www.dudley.gov.uk/bluebadge](http://www.dudley.gov.uk/bluebadge)

### **Bogus Callers Hotline**

Dedicated to protect people from Bogus Callers  
01384 812045 • [www.dudley.gov.uk/tradingstandards](http://www.dudley.gov.uk/tradingstandards)

### **Complaints team**

We want to hear from you if you have a compliment, comment or complaint about our services.

01384 814724 or 01384 -812417 Email [complaints.socialcare@dudley.gov.uk](mailto:complaints.socialcare@dudley.gov.uk)  
<https://www.dudley.gov.uk/residents/care-and-health/adult-health-social-care/do-you-want-to-get-involved-or-provide-feedback/social-care-complaints-and-compliments/>

### **Dudley Council Plus**

General number for all council enquiries including anti-social behaviour and housing  
0300 555 2345 • <https://www.dudley.gov.uk/council-community/dudley-council-plus/>

### **Dudley Home Improvement Service**

This service offers a range of services to Dudley homeowners and private rental tenants (council service)  
01384 817086 • <https://www.dudley.gov.uk/residents/housing/private-sector-housing-enforcement/dudley-home-improvement-service/>

### **Falls Service**

A service to help prevent falls  
01384 814459 • [www.dudley.gov.uk/falls](http://www.dudley.gov.uk/falls)

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[L2L@dudley.gov.uk](mailto:L2L@dudley.gov.uk)**