

HEALTH AND WELLBEING BOARD

28 OCTOBER 2014

Title:	Adult Social Care Local Account 2013/14		
Report of the Cabinet Member for Adult Social Care and Health			
Open Report	For Decision		
Wards Affected: ALL	Key Decision: NO		
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Sponsor: Councillor Maureen Worby, Cabinet Member for Adult Social Care and Health			
Summary: <p>The Local Account is the Council's statement to the local community and service users about the quality of social care services.</p> <p>Our Local Account for 2013/14 has been structured slightly differently to previous years. A main Local Account document has been produced which gives the overview of our performance and spend in Adult Social Care, key highlights of what we did in 2013/14 and our plans for 2014/15. It also contains our statutory complaints report. However, key summaries have also been produced for some of the key areas of Adult Social Care in Barking and Dagenham, including learning disabilities, carers, physical disabilities and sensory impairment, mental health and older people.</p> <p>Following approval from the Health and Wellbeing Board, the Local Account will be published on the Council's Care and Support Hub website. A questionnaire will be open throughout the year to receive the views of service users, partners and the community about Adult Social Care services. This feedback will be fed into services and will inform our Local Account for 2014/15.</p>			
Recommendation(s) Members of the Board are recommended:			
<ul style="list-style-type: none">• to comment on the Local Account document, and raise any questions or concerns that they have;• to approve the Local Account for publication, with any amendments required, as a version on which the views of service users, partners and the community can be sought.			

Reason(s):

This is the basis of an on-going 'conversation' about the quality and future development of social care services. It is the Council's way of accounting to the local community for the quality of its services and is an essential component of the performance management system that replaced the Care Quality Commission's regime of annual audit.

1. Background/Introduction

- 1.1. When the role of the CQC was redefined and consideration was given to how social care was regulated a decision was taken that there was sufficient maturity in the adult social care sector to move away from the approach of holding an Annual Review Meeting and awarding star ratings to local authorities.
- 1.2. It was agreed that, in response to representations from the Local Government Association and others, a 'sector-led approach' to service improvement would be adopted. Thus putting the onus on adult social care services to lead that agenda at local, regional & national level.
- 1.3. There are a number of aspects to this work being steered at a national level by the 'Towards Excellence in Adult Social Care' (TEASC) Board chaired by the Association of Directors of Social Services (ADASS) and serviced by the Local Government Association (LGA). Its membership also includes (amongst others) the Department of Health (DH), Care Quality Commission (CQC), and the Social Care Institute for Excellence (SCIE).
- 1.4. The London Social Care Partnership Group also has a group, chaired by Anne Bristow, which has developed the regional response. Some external challenge is being provided through Chief Executives of London Councils.
- 1.5. Key points of the approach in London are:
 - Participation in a peer review challenge process
 - Publication of Local Account
 - Participation in the voluntary national quarterly data collection exercise from Q3 2013/14.
- 1.6. The Local Account is a way of opening up information on adult social care. It should foster a conversation between the Council, service providers, commissioners, service users and the public. The Local Account should empower people to challenge or commend local services as they see fit. It should promote accountability and engagement, delivering a clear account of adult social care services which can be disseminated, discussed and challenged, with services being improved as a result.

2. About the Local Account

Structure

- 2.1. This year, the Local Account has been structured slightly differently to previous years. A main Local Account document has been produced which gives the overview of our performance and spend in Adult Social Care, key highlights of what we did in 2013/14 and our plans for 2014/15. It also looks at the local and wider national context for adult social care and contains our statutory complaints report.
- 2.2. Additionally this year, key summaries have also been produced for some of the key areas of Adult Social Care in Barking and Dagenham, including learning disabilities, carers, physical disabilities and sensory impairment, mental health and older people. These summaries give a more comprehensive overview of the services, performance, achievements for 2013/14 and plans for 2014/15 in each of these areas. Crucially, they also provide more information on what residents have told us about Adult Social Care services in each of these areas.
- 2.3. Once the Local Account 2013/14 has been agreed by the Health and Wellbeing Board, it will be uploaded to the Care and Support Hub website. The document will be downloadable in pdf format, either in full or in part in order that residents can download the sections that they are interested in.

Highlights from the Local Account

- 2.4. The Local Account includes information about some of the successes and important developments in adult social care in Barking & Dagenham during 2013/14. These include:
 - Launching our new online source of support and information about social care services, the [Care and Support Hub](#)
 - The Care Quality Commission inspected Kallar Lodge, Millicent Preston House and 80 Gascoigne Road Residential Care Homes, recognising that they provide good quality, safe services
 - Extending hospital social work support to weekends so that people had a better experience when discharged from hospital into social care services
 - Distributing grants to over 100 local people so that they could choose and arrange their own minor adaptations to their home when they needed them
 - Continuing to raise awareness about safeguarding vulnerable adults to residents and amongst council staff and social care agencies
 - Continuing to work closely with local GPs to make sure that health and social care were planned together for those that needed both
 - Setting up a Personal Assistant accreditation scheme, so that there is a local 'quality check' for this important new part of the social care workforce
 - Co-ordinating Older People's Week, with around 1,100 people taking part
 - Opening Relish@BLC, a café which prepares adults with a learning disability for employment opportunities

- Continuing to support new small enterprises, with an innovation fund of around £47,500 to support new prevention initiatives aiming to become self-sustaining
- Commissioning Healthwatch to strengthen the voice of social care users, carers, patients and the public.

2.5. Areas for development for 2014/15 that are highlighted within the text include those that respond to national developments, and those that arise based on improvements and developments needed to local services. They include:

- Getting ourselves ready for the implementation of the new Care Act on 1 April 2015, which will bring major change to how we deliver social care services
- Better promotion of the Care and Support Hub web directory of services, and work to make the information more comprehensive
- The launch of the Joint Assessment and Discharge team, which brings hospital, community health and social care teams into one so that people coming out of hospital get a better service
- Improving our systems for responding to Deprivation of Liberty Safeguard applications (where people are prevented from doing something for their own protection) to meet rising demand
- Continuing our work to make sure that residents, service users and staff all know how to raise safeguarding alerts when they are concerned about someone's safety or wellbeing in social care services
- Launching our first Market Position Statement, that sets out how we think local services need to develop in order to meet the demands of people using services
- Improving our processes for ensuring the quality of local services, focusing our attention on those that are a concern, and working closely with the Care Quality Commission
- Developing a new Carers' Strategy, with input from local carers and their support organisations, and work out new ways to deliver services for carers in the future
- Working with HealthWatch to strengthen the voice of social care users, carers, patients and the public, and to make sure their voice gets heard at the Health & Wellbeing Board.

2.6. Once approved, the Local Account will be published and comments will be sought from local service users, residents and partners through a questionnaire that will run throughout the year. The questionnaire has been included in the back of the main overview document and can be sent directly to the Adult Commissioning team by post or by email. Alternatively, the questionnaire can be filled out online on the Care and Support Hub 'Local Account' webpage. The questionnaire asks residents about their thoughts on Adult Social Care services, as well as asking for feedback on the Local Account itself. Feedback received throughout the year will be given to managers to inform service delivery, as well as shape the Local Account for 2014/15.

Consultation with residents

- 2.7. The document provides some overview of the feedback received through the service user and carer surveys, and the complaints that the Council has received and responded to.
- 2.8. This year we have also taken drafts of the Local Account to the following meetings and events that were taking place in September and October:
- The Carers Strategy Group
 - Learning Disability Carers Forum
 - Learning Disability Service Users Forum
 - User-led disabilities group
 - Residents during Older People's Week events
 - Residents during World Mental Health Day events
- 2.9. We asked residents and groups to specifically tell us what they thought about the Local Account, anything that they thought was missing and what they would like to see in Adult Social Care in 2014/15. This feedback will inform our planning for 2014/15 and has been incorporated into the Local Account 'key summaries' where appropriate. A list of the comments that we received during this process can be found on page 24 and 25 of the main Local Account document in Appendix 1.
- 2.10. It is recognised that we still have some way to go in incorporating the 'user voice' within the Local Account. We have carried out some consultation on the document and we have asked Healthwatch to look at the Local Account and provide us with feedback which will be included in the main body of our Local Account for 2013/14. We also hope that the inclusion of a questionnaire at the back of the document and on the website will enable us to receive feedback throughout the year on Adult Social Care which we can use to inform services and future Local Accounts. However, service user involvement will need to be a key priority for development in the next draft and we will look to work further with Healthwatch and other service user representative organisations, as well as the service users, carers and other residents themselves, to incorporate feedback into the Local Account 2014/15.

3. Mandatory Implications

3.1. Joint Strategic Needs Assessment

The Local Account is a stocktake of the performance of adult social care in Barking & Dagenham and, as such, complements the identification of need and the priorities for future action described in the JSNA. The data from the annual returns, which is the basis for the performance section of the Local Account, will in time come to inform the refresh of the JSNA.

3.2. Health and Wellbeing Strategy

The commitments set out in the Health & Wellbeing Strategy are consistent with the views expressed in the Local Account as to the future development of social care services: towards more integrated delivery and greater personalisation. The two

documents therefore complement each other and, where the Local Account may flag up issues not dealt with in detail in the Strategy, the broad thrust for the future of social care remains consistent.

3.3. **Integration**

Integration is a theme that occurs in a number of places in the Local Account, and the document reaffirms the Council's commitment to work with partners in the development of integrated services, including specifically:

- Integrated care with local primary care partners;
- Joint mental health services;
- Joint community learning disability services.

3.4. **Financial Implications**

There are no significant immediate financial implications arising from the Local Account. No large mailing of hard copies is planned, and such requests for paper copies as are made can be accommodated within existing budgets.

Implications completed by: Roger Hampson, Group Manager, Finance (Adults)

3.5. **Legal Implications**

The Council is required to issue an annual overview of complaints received, which forms part of the Local Account. Whilst there is no legal requirement to publish a Local Account, it stands in lieu of more assertive performance management by regulators, and lack of a Local Account of suitable quality could be taken into account should formal regulatory intervention be necessary. The report details the preparations the Council is making for the change in adult social care legislation introduced by the Care Act 2014.

Implications completed by: Dawn Pelle, Adult Care Lawyer

4. **List of Appendices:**

- Appendix 1: Barking & Dagenham Adult Social Care Local Account 2013/14: Overview
- Appendix 2: Key Summary: Learning disabilities
- Appendix 3: Key Summary: Older people
- Appendix 4: Key Summary: Mental health
- Appendix 5: Key Summary: Physical disabilities and sensory impairments
- Appendix 6: Key Summary: Carers