

# HEALTH AND WELLBEING BOARD

17 SEPTEMBER 2013

<b>Title:</b>	<b>Adult Social Care Local Account 2012/13</b>		
<b>Report of the Cabinet Member for Adult Services &amp; HR</b>			
<b>Open Report</b>	<b>For Decision</b>		
<b>Wards Affected: ALL</b>	<b>Key Decision: NO</b>		
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<b>Sponsor:</b> Cllr Linda Reason, Cabinet Member for Adult Services & HR			
<b>Summary:</b> The Local Account is the Council's statement to the local community and service users about the quality of social care services. It is intended to replace a system of annual audit undertaken by the Care Quality Commission, as part of measures to re-assert local democratic accountability and reduce the bureaucratic burden on councils.  This year's Local Account describes social care by service user group, and the services that are provided to each of six areas: mental health, older people, learning disability, physical disability, sensory disability and complex needs. It provides an overview of performance and finance.  It also includes the statutory report on complaints received and the response to them.			
<b>Recommendation(s)</b> Members of the Board are recommended: <ul style="list-style-type: none"><li>• to comment on the Local Account document, and raise any questions or concerns that they have;</li><li>• 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.</li></ul>			
<b>Reason(s):</b> 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 replaces the Care Quality Commission's regime of annual audit.			

## **1. Background/Introduction**

- 1.1. When the role of 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 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 themed around the main service user groups. In addition to looking at each type of service (older people, mental health, learning disability, physical disability, sensory needs and complex needs), the Local Account summarises performance and finance information and gives the wider national context for adult social care. The safeguarding section is brief, signposting readers to the Safeguarding Adults Board annual report.

- 2.2. There is also an obligation upon the Council to produce an annual report of complaints received, under the statutory regulations for the handling of social care complaints. This year it is included as a section within the Local Account.

### **Highlights from the Local Account**

- 2.3. The Local Account includes information about some of the successes and important developments in adult social care in Barking & Dagenham during 2012/13, including:
- Continued increase in the numbers of people receiving personalised services through a direct payment, and the increased use of personal assistants to provide day-to-day support;
  - Improvements made to extra care schemes, improving the accommodation and opening the facilities up to the wider community;
  - Integrated care and the wealth of work that is undertaken in partnership with local health service providers and commissioners;
  - Wider health and wellbeing for older people, including the uptake of the free leisure offer, Olympic volunteering, and facilities available in Active Age Centres;
  - The safety and consistency of mental health service delivery, and the importance of the recovery focus of those services;
  - The popularity and success of the disabled adaptations direct payment scheme, helping people to take control of the adaptations needed in their home;
  - Projects to support those with sensory disabilities, including the '*Bridge to Vision*' project to improve eye care for people with learning disabilities, and the Sign Translate service that aims to improve access to BSL in mainstream services;
  - Capital works to improve the living environment and facilities at 80 Gascoigne Road residential home for people with learning disabilities, and refurbishment of Healthlands and Maples day services;
  - The response to Winterbourne View from across the partnership as well as the Council;
  - The Fulfilling Lives vision for the development of learning disability day services and community-based support (including the new Relish café);
  - The detailed and important work the Council's Complex Needs Unit undertakes with those with multiple problems and who may have difficulty engaging with services.
- 2.4. Areas for development 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:

## **National developments**

- Responding to the Care Bill and the changes to the future delivery of social care (including changes to the financial regime and links to health services);
- Delivering the Winterbourne View concordat commitments and seeing through the Fulfilling Lives vision for learning disability services;
- Development of information and advice systems including a new website that will put more choice and control in people's hands and on their desktops;

## **Local developments**

- The further development and expansion of the Integrated Care cluster approach, as has been covered elsewhere in papers to the Health & Wellbeing Board;
- A more co-ordinated overall 'offer' for older people, covering the full range of ways to keep active, to get involved, to maintain independence and to get the care that they need;
- To revisit the Section 75 agreement for mental health and to work with NELFT on the future of joint mental health service provision;
- Further expansion of the recovery approach for mental health, ensuring that there are the services in place to help people with mental health problems back into the workplace - which will also be linked to work that is being led through the Health & Adult Services Select Committee on the impact of austerity and welfare reform;
- Implementation of the Low Vision service proposals to which the Health & Wellbeing Board gave approval towards the end of last year;
- Continuing the development of accommodation options for people with learning disabilities that promote independence and provide choice;
- Continuing to develop the 'micro-provider' market in social care services, as part of the next steps in improving choice and control;

2.5. Once approved, the Local Account will be published and comments will be sought from local service users, residents and partners. The document will be populated with images and some case studies, and will be given a more engaging look and feel.

2.6. 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. However, it does not yet satisfactorily incorporate the 'user voice', with commentary on services and priorities for improvement. This will be a priority for development in the next Local Account, and we look forward to working with Healthwatch and other service user representative organisations, as well as the service users, carers and other residents themselves, to incorporate this into the future draft.

### **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 easily be accommodated within existing budgets.

#### 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.

### **4. List of Appendices:**

Appendix A: Barking & Dagenham Adult Social Care Local Account 2012/13