



## Who used our services in 2013/14?

- Older people represent the largest group of people receiving social care support from the Council: 70.6% of our service users
- There was a monthly average of around 330 in residential care through the year; 136 were admitted into permanent placements in the year (125 residential, 11 nursing placements)
- 2,248 received community-based services, including 763 people who were in receipt of aids and adaptations for their home
- 522 people at the end of the year were receiving a direct payment.
- 318 older people received new/additional services following an assessment or review
- 88.3% of older people (65+) discharged from hospital into crisis intervention were still living at home 91 days after discharge
- 707 safeguarding alerts were raised about older people
- 13.4% of the over 60s population are members of the borough's leisure centres: the number visiting leisure centres increased by 20.1% from 60,217 in 2012/13 to 72,328 in 2013/14; 69.4% of visits were to Becontree Heath Leisure Centre.



**Local resident Carol and her Personal Assistant, Teresa. Carol employs Teresa through the use of her personal budget**

## What did we spend in 2013/14?



- The Council spent £4.2m on direct payments to older people in 2013/14. It spent £3.3m on homecare and crisis intervention; this bought a monthly average of 9,600 hours of care
- £8.6m was spent on residential and nursing placements for older people, with an additional £2.1m spent on the Council's own residential and extra care services.
- The Council offset those costs with £3.3m in income from charges to service users for their care
- In addition, the Council spent approximately £3m on the social work teams that plan and co-ordinate that care, and which are co-located with GP surgeries in 'clusters'.

**Do you agree with what we have said in this document about older people?**

**Take part in our Local Account questionnaire and tell us what you think!**

## Services for Older People

- The Council's approach to co-ordinating the care and support of older people in the borough is built around the borough's six clusters of social workers, nurses and GPs.
- Most of our service users receive a direct payment, which allows them to make choices about their care. We work with people to form their plans for the care, often starting with a personal assistant to provide their flexible support. By 31 March, 42 personal assistants were accredited with the Council.
- Nine privately owned residential and nursing homes in the borough have a combined capacity of 578 beds; in addition the Council runs Kallar Lodge, a specialist home for people with dementia.
- 8 extra care schemes have a bed capacity of 285; some provided by the Council and some by independent providers.
- A range of day opportunities, including six Active Age centres, offer a wide range of activities for older people. In addition, the Council offers free leisure centre use for older people, and a range of volunteering opportunities,



## What do Older People think about Adult Social Care services?

Based on the 2013/14 Adult Social Care survey:

- 72% of older people felt that they had as much control over my daily life as they want and adequate control over their daily lives
- 54% of older people felt that they have as much contact as they want with people they like
- 65% of older people said they were 'extremely satisfied' or 'very satisfied' with the care and support they receive
- 81% of older people found it easy or very easy to find information and advice about support, services or benefits
- 83% of older people said they felt as safe as they want
- 88% of older people said that care and support services made them feel safe

These are good results on feelings of safety, and reasonably positive around feeling in control. The Council will be looking at how it can improve the satisfaction with services (particularly bearing in mind the emphasis on personalisation). The low score for older people having social contact reaffirms the Council's commitment to its Active Age Offer, volunteering and promotion of other community activities.

We spoke to residents at Older People's Week about the Local Account and the majority of people agreed with what we have listed overleaf as our achievements for 2013/14 and our plans for 2014/15.

In particular, we had strong support for our work around the Dementia Needs Assessment and plans to look at improving dementia services next year. There was also strong agreement for joint working arrangements with GPs in our clusters. Residents were also really positive about the Borough's Active Age Offer, although they said that more computer training should be offered and that leisure classes were often very busy and booked up at Becontree Heath Leisure Centre. It was also said that there are not enough leisure classes in Barking.

The building of the new Abbey Leisure Centre in Barking, opening in late 2014, will provide many more first-class sporting facilities in the Borough and it is hoped that this will ease the problems regarding full classes and availability in Barking. We will look at how expanded computer training can be offered through our Active Age offer.



### What did we achieve in 2013/14?

- ✓ Launched the 'Care and Support Hub', our new Adult Social Care website - <http://careandsupport.lbbd.gov.uk/> - to help service users have more information, choice and control over their social care services.
- ✓ Kallar Lodge, and Millicent Preston House were recognised as providing good quality, safe services for older residents following unannounced inspections by the Care Quality Commission (CQC).
- ✓ During Elder Abuse Week the Adult Safeguarding and Neighbourhood Crime Reduction Teams worked with the Police, Fire Service, Victim Support, Safer Homes Project, Blue Bird Care and Carers of Barking & Dagenham to hold '*Keeping Safe in Barking and Dagenham*', an event attended by about 92 people.
- ✓ The 2013 Older People's Week saw 14 events take place across the borough, in e.g. libraries and community centres to care homes and leisure centres. Voluntary and community organisations were given the opportunity to bid for small grants to run local events, leading to a significantly extended programme. 1,100 people took part in tea dances, three 'Silver Sunday' computer support sessions, sewing, knitting, cricket, beauty therapy and a workshop on remembering our history, as well as advice sessions on finances, benefits/entitlements and health. People were encouraged to join local clubs and societies.
- ✓ Carried out a Dementia Needs Assessment to gain a local picture of need, services and areas for improvement in order to plan for current and future need.

### Examples of our plans for 2014/15

- Improve dementia diagnosis rates and access to memory clinics. Following the Dementia Needs Assessment, the Council will be putting together an action plan to look at how, with our Partners, we can improve and strengthen the services that we offer around dementia.
- Expand the six Active Age centres offering activities older people and better link it to the free leisure offer at the borough's leisure centres, including the new Abbey Leisure Centre opening in late 2014.
- Launch the Joint Assessment and Discharge team, bringing together social care and health services from across three boroughs, so that people are better able to leave hospital as soon as they are ready
- Continue our work to raise the awareness of safeguarding amongst residents and service users
- Improve 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
- Undertake a programme of Councillor Visits to care homes to support quality assurance
- Launch a Market Position Statement, in which we 'signal' to providers of social care services the sorts of services that our local residents want, so that people have more choice in how they meet their needs
- Expand the number of accredited Personal Assistants in Barking and Dagenham

Many older people are now choosing to employ Personal Assistants (PAs) to help care and support them. In 2013, the Council launched the PA accreditation scheme. All of the PAs accredited by the Council have gone through a number of checks, including a Disclosure and Barring Service (DBS) check provided free of charge by the Council, and a reference check. They have also signed up to a Code of Conduct with the Council to ensure that they meet the Council's standards of care, including the promotion of rights and independence, confidentiality, safeguarding, and risk. In return, the Council offers free training to the accredited PAs and promotes the PAs through the Borough's PA register and online [PA Finder](http://careandsupport.lbbd.gov.uk/). The PA Finder is part of the Council's new Care and Support Hub website <http://careandsupport.lbbd.gov.uk/>. PAs also regularly come together in a 'PA Forum' in order that they can discuss their work, support each other and talk through issues and training needs.

By 31 March 2014, the Council had 42 accredited PAs listed on the PA Finder and another 48 pending Council checks. The Council is receiving great satisfaction rates for the PAs in the scheme with 143/144 telephone spot checks in March 2014 recording satisfaction with a PA.