

NORTH LINCOLNSHIRE COUNCIL

CABINET

ADULT SOCIAL CARE ANNUAL REPORT 2017/18

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1. To seek Cabinet approval for the publication of the Adult Social Care Annual Report on the Council Website

2. BACKGROUND INFORMATION

- 2.1 The Council produces an annual report of its Adult Social Care Services. It tells local the public what the Council has been doing over the year, how well services are meeting outcomes, and any key developments. It also outlines priorities for the coming year.
- 2.2 The Council continues to be a high performing authority contributing the making North Lincolnshire the #Bestplace, and has further developed or enhanced a range of care and support services to meet local needs closer to home.
- 2.3 The Key messages from this year's local account are:
- North Lincolnshire Adult Social Care is in the top 10% of Councils for outcomes performance. the top in the Yorkshire and Humber region, 2nd in our comparator group.
 - More people who use our services told us they feel safe and are able to live their lives safely than average across England, regional and comparator group.
 - More People than average are supported to get back to independence. The approach adopted in our Home First Services ensures that recovery, rehabilitation and reablement happens in a person's own home wherever possible.

- The Home First Services were 'Highly Commended' by the MJ Achievement Awards for Care and Health Integration
- Less people are experiencing delays in hospital which places North Lincolnshire within the top 10% of all Councils in England for this indicator.
- The residents of North Lincolnshire have access to the best care and support in the Yorkshire & Humber region with 86% of care homes and 100% of home care providers were rated 'Good' or 'Outstanding' (at July18)

3. OPTIONS FOR CONSIDERATION

- 3.1. **Option 1** - Approve the publication of the Local Account on the Council website.
- 3.2. **Option 2** – The report will be published and shared with local people in receipt of services.

4. ANALYSIS OF OPTIONS

- 4.1. **Option 1** – This will encourage people to engage with the Council and provide feedback on our services.
- 4.2. **Option 2** – The Council will limit the number of people who could engage and provide feedback.

5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)

- 5.1. No implications.

6. OUTCOMES OF INTEGRATED IMPACTASSESSMENT (IF APPLICABLE)

- 6.1. Statutory Implications - Adult Services is responding to the Department of Health and the 'Towards Excellence in Adult Social Care' Programme; that stipulates every council develops and publishes an annual report regarding adult social care services across their authority.
- 6.2. Environmental implications – None
- 6.3. Diversity implications – This report will be available in Easy Read and other formats to ensure accessibility.

6.4. Section 17 – Crime and Disorder implications – None

6.5. Risk and other implications – None

7. OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED

7.1. Consultation with partners and staff members across the Council took place and the information provided influenced the content of this report.

7.2. The views of service users, carers and professionals were also obtained and contributed to the development of this years' Local Account.

8. RECOMMENDATIONS

8.1. Cabinet supports the publication of the Adult Social Care Annual Report 2017/18 on the Council website.

Director of Adults and Community Wellbeing

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Date: 12/11/2018



North Lincolnshire Council

Adult Social Care Annual Report 2017/18



Foreword

Welcome to the Adult Social Care Annual Report 2017/18. This document tells you how the Council supports and enables adults living in North Lincolnshire, and the ways in which we support people to be **Safe, Well, Prosperous and Connected**

We are working together with people and their families to ensure those in need of care and support live the lives they want to live as independently as possible.

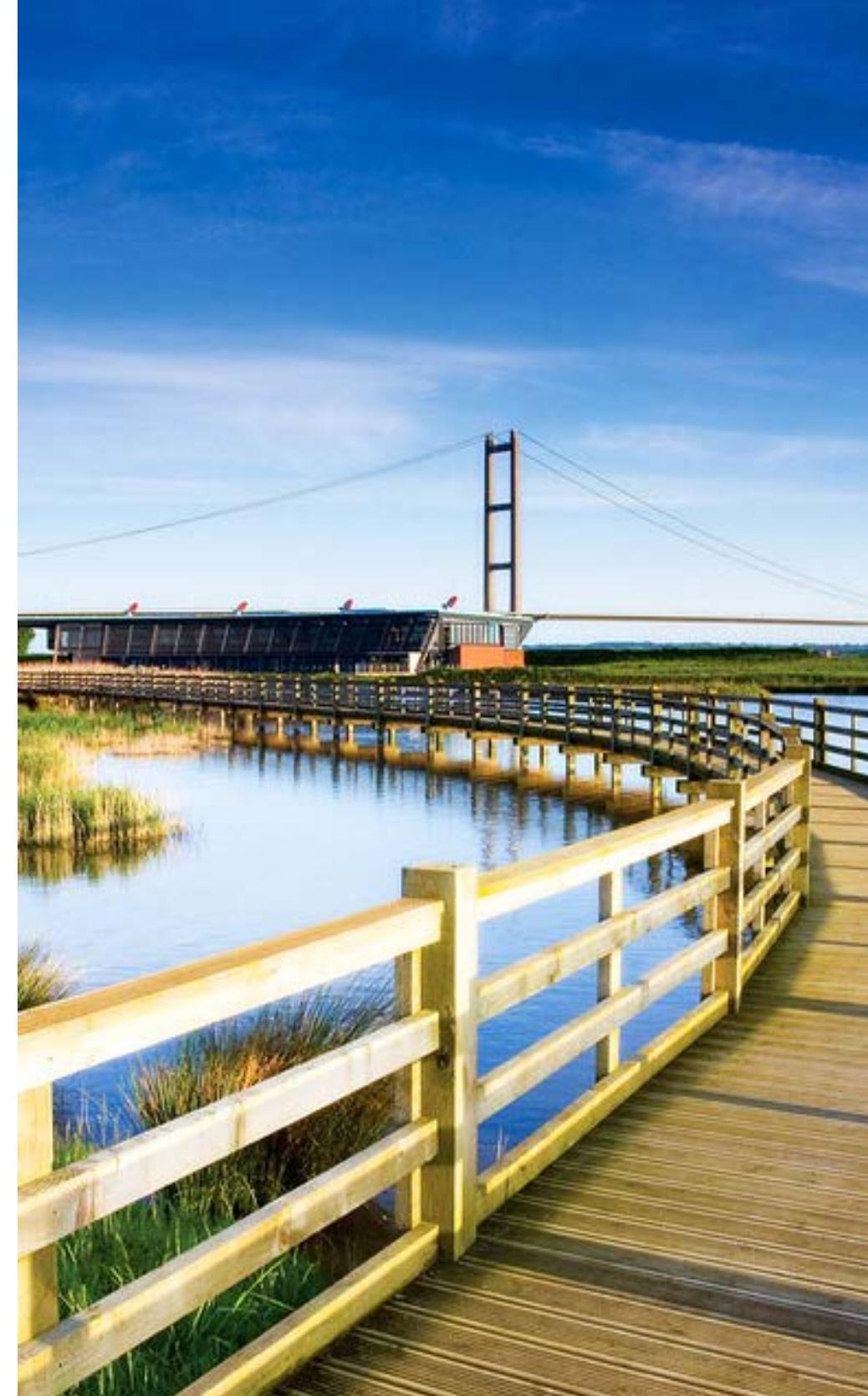
We remain committed to providing integrated solutions, with our partners, based around the individual at the earliest opportunity, and supporting people in our communities who have the high levels of need.

We will continue to co-produce approaches and responses based on your voice and feedback, enabling us to keep our pledge – ‘Nothing about you without you.’



Cllr Richard Hannigan

Cabinet Member for
Adults, Health and
Community Wellbeing



#BestPlace

LIVE • WORK • VISIT • INVEST

Who we support

We support and enable people over the age of 18 to remain as independent as possible and have choice and control over how they live their lives.

We support **adults** who experience frailty due to old age, people living with learning disability, physical or sensory impairment/s, long term health conditions, and mental ill health.

We work with partners to understand the needs and aspirations of **young adults** who will be moving into adulthood.

We support **carers**, people who are caring for a family member, friend or neighbour, to ensure they have the right support to continue to care for their loved one.

We support **organisations** that provide services through training, advice and monitoring to provide the best outcomes for people.



Who have we supported in 17/18?

Total Adults Living in North Lincolnshire: 136,600

By providing support at the earliest opportunity, we aim to ensure people are enabled to remain as independent as possible.

11,996

people with early help to stay independent.



7,024

people with short-term support to enable them to get back to independence after events, illness or injury.



2,474

people with longer-term needs, enabling them to have choice and control over how they want to live their life.



Our Approach

We focus on people's strengths and look for solutions with people and their families/supporters and the resources and support are available to them.

We enable people to have the best opportunities to remain in their own home.

We ensure that everyone has equitable opportunities to live the best lives they can with the fewest restrictions, irrespective of their individual backgrounds or circumstances.

We equip people with help and information at the earliest point, so that people and families get the help they need to remain or become independent of services.

We establish the level of support that is appropriate to a person's needs, enabling them to live as independently as possible.

Achievements in 17/18

- North Lincolnshire Adult Social Care is in the top 10% of Councils for outcomes performance, the top in the Yorkshire and Humber region and 2nd in our comparator group.
- More people who use our services told us they feel safe and are able to live their lives safely than average across England, regional and comparator group.
- More People than average are supported to get back to independence. The approach adopted in our Home First Services 'why not home, why not today' ensures recovery, rehabilitation and reablement happens in a person's own home wherever possible. The Home First Service was 'Highly Commended' by the MJ Achievement Awards for Care and Health Integration.
- Less people are experiencing delays in hospital which places North Lincolnshire within the top 10% of all Councils in England for this indicator.
- The residents of North Lincolnshire have access to the best care and support in the Yorkshire & Humber region with 86% of care homes and 100% of home care providers were rated 'Good' or 'Outstanding' (at July 18)



What did we spend?

Adult Social Care have remained within budget, delivered improvements throughout the year and increased the number of people supported.

Gross Expenditure: £56.294m

£18.145m



Short term-
reablement
and recovery

£37.935m



Longer-term,
personalised
care

£164,000



Enabling the
Voluntary
Sector to
support you

The priority focus

17/18

People live well for longer

People are enabled to be involved
in community life

People have choice and control

People are safe



People live well for longer

We enable people to live well for longer by...

Facilitating activities providing advice and guidance on enabling people stay independent for as long as possible.

Opening the new Network Café, that offers advice and information to people that have experienced mental ill health.

Providing self care training
The Expert Patient Programme, a 6-week course to help people manage a long-term health conditions.

Working in partnership with GP surgeries and care homes, to provide better communication between these services.

Providing access to equipment and adaptations for people's homes.



'Home First'- a suite of integrated health and social care services, working together to deliver short term support and rehabilitation.

My Story

I was experiencing housing issues and was in and out of homelessness, which had caused my mental health to deteriorate rapidly. I was suicidal, and after seeking some advice I attended one of the Network Café's drop-in sessions.

The Network Café worked with me to get the right support, and helped me update the housing agency on my circumstances.

With the Network Café's support I managed to successfully secure emergency accommodation, and eventually my own home. The staff enabled me to access local charities who donated larger household items, and even donated smaller items themselves. I am now settled in my new home and my mental ill health has improved.

Network café

A new community based initiative delivered by the Adult Mental Health Social Work Team.

Drop in sessions

Times and venues:

Mondays 1.30am to 4pm

Café INDIEpendent, High Street, Scunthorpe

Wednesdays 9.30am to 12noon

Barton Community Wellbeing Hub, Tofts Road

Fridays 9.30am to 12noon

Brigg Youth Centre, Grammar School Road

See over for further information

People are enabled to be involved in community life

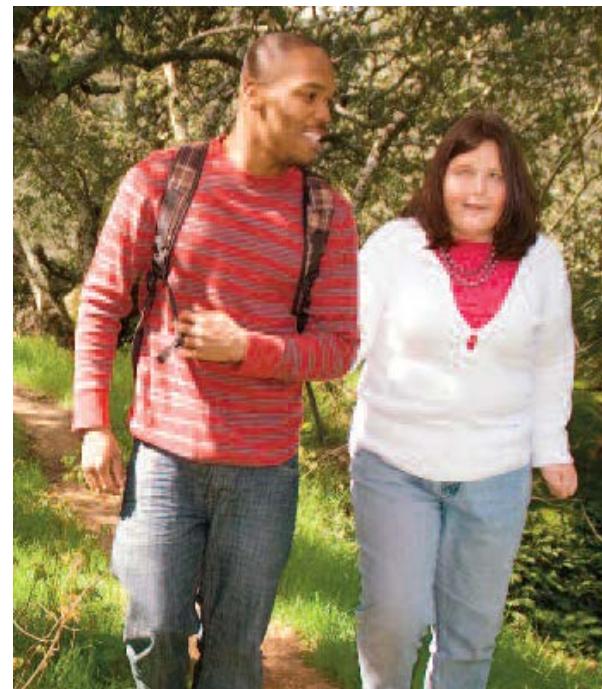
We enabled people to be involved in community life by...

Creating the on line Adults Information Hub, that contains information and advice for people and carers about staying well, independent, and connected to the community.

Working alongside partners to develop the 'Journey to Employment' journal, which supports people to achieve the skills needed to get into employment.

Enabling people with complex needs to live in their community at their maximum level of independence.

Supporting young adults living with a learning disability to live as independently as they can.



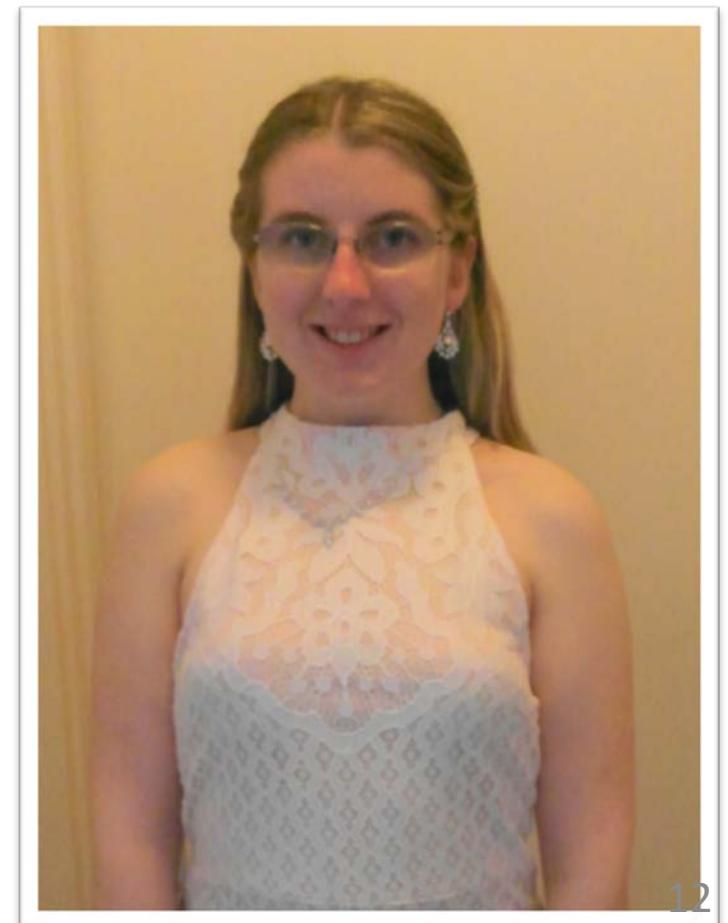
My Story

Kate was working in the Community Wellbeing Hubs on a voluntary basis, but was keen to gain employability skills in administration. We supported Kate to update her CV, and after a successful volunteer interview she began working in the wellbeing hubs.

Kate's confidence really developed and she found paid work as an operational support clerk and has gone onto to secure a full apprenticeship.

"I am so thankful to every single person who have helped me gain my confidence in the office, I leave them now to go to an apprenticeship. I know I am so lucky to be given this opportunity and I will always do my best".

Kate is eager to commence her new role and is looking forward to new challenges.



People have choice and control

We enabled people to have choice and control by...

- Working with our partners and voluntary organisations to support young people and their families with their transition into adulthood. This includes planning for future care needs, understanding their aspirations for adult life, and support with independent living and further education.
- Supporting people to live independently through 'Home First', a time-limited, short-term service. Home First provides rehabilitation and reablement therapies to enable people to live as independently as possible after illness or injury.
- Enabling people to access specialist technology, to help people them remain in their homes for as long and as independently as possible.



My Story

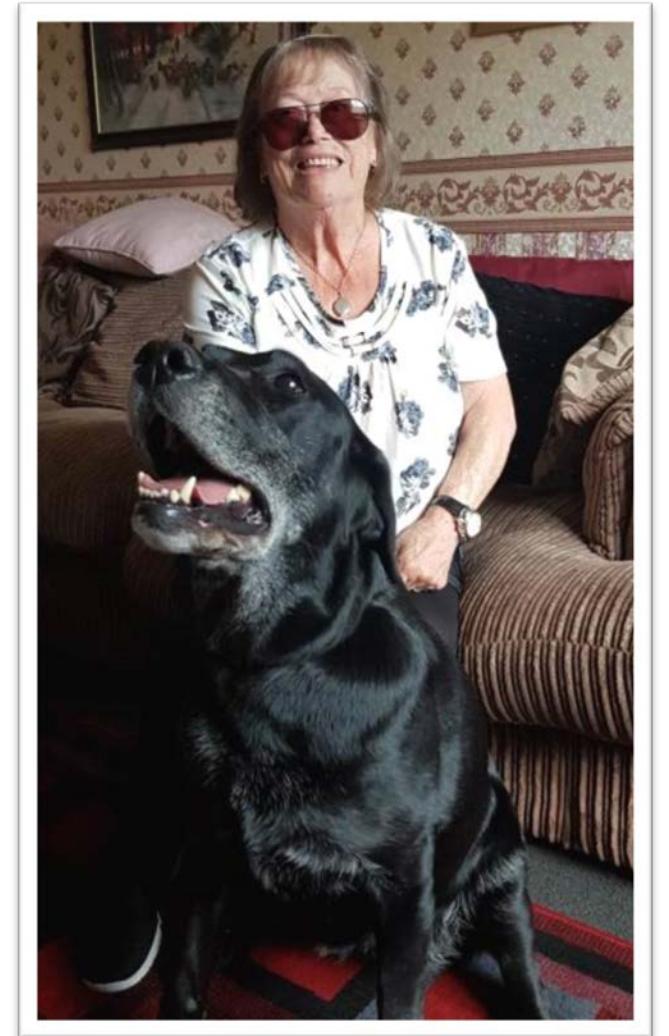
I suffered a fracture after slipping on some ice, and I was struggling to cope by myself at home. I received six weeks of support from 'Home First'.

The team was absolutely lovely and helped me get my routine back. I was especially worried about showering by myself, as I was afraid to fall again, but they worked with me to build my confidence back step by step. By the time they left I was showering independently. Anything I didn't want them to help me with, they left me to it- they were wonderful.

Having the team come round was also a great source of comfort. My guide dog, Courtney, was placed with a temporary foster family while I recovered. Courtney is my lifeline- she's amazing- without her I felt really lonely.

Loneliness is the most awful thing- but having the girls come round really helped me.

I am now getting back to normal life, and I have been reunited with Courtney.



People are safe

We support people to be safe by...



Responding to people who activate their care call alarm. We will go to the home and remain with them until a family carer arrives or seek more help if required.



Teaching self help and the practical support to get back to good health and reduce their need for longer term support.



Raising awareness to keep people safe through training courses for carers, partners and provider organisations.



Working with partner organisations to investigate allegations of abuse and support people to remain safe from harm.

My Story

I asked for some support because I had been suffering from mental ill health for some time and I was fearful that I was going to lose my home because I had not been coping well. I also needed help with my finances and my job was unsteady which all impacted on my mental ill health.

The team supported me to organise my finances and help me through the period of uncertainty around my job, supporting me with application forms and CV writing.

They helped me with talking to my landlord and the court process around the eviction, including seeking legal advice and talking to my bank.

This support helped me to maintain my home, get my finances back on track and helped me through a tricky time at work.

My physical and mental ill health has now improved and I now no longer need support.



Managing Quality

Our Performance

We monitor our performance against local and national measures.

We are above the national average in most of the national performance indicators.

One of our challenges is supporting people with complex needs into paid employment; we are continuing to work with people and our partners to improve in this area.

Citizen Voice

We regularly consult with citizen's groups to shape and improve the quality of our services. Their excellent report can be seen here please click [here](#).

We also analyse the compliments and complaints we receive, Just 2.5% of people who used our services in 2017/18 registered a complaint. Many compliments are received in our Home First Services



Feeling safe and being safe

A mystery shopping exercise on services takes place annually.

In 2017/18 the mystery shoppers rated our access services overall as **'Excellent'**

To view the annual safeguarding report, please click [here](#).

North Lincolnshire has the best quality of care services in the region. 86% are good or outstanding

Priority focus for 18/19

People are Safe

Develop extra care housing specifically to support people living with dementia

People live well for longer

Create an integrated care centre for the people who live with age related frailty

People are enabled to be involved in community life

People are connected to education, employment, social, cultural and wellbeing opportunities

People have choice and control

Develop an Independent Living Centre, one stop shop for all mobility needs to include equipment, advice, information, adaptations, for all ages and all levels of need



Our People and Places

171,294 people live in North Lincolnshire.

An ageing population may influence housing needs, requiring more accessible housing options.

The average age of the population is 44 years compared with the England average of 39.8 years.

There has been a growth of 23.5% in the number of people aged over 85 between 2008 and 2017.

In the 2011 census of North Lincolnshire, there were approximately 70,680 households. Over a quarter (27.5%) of those are one person households.

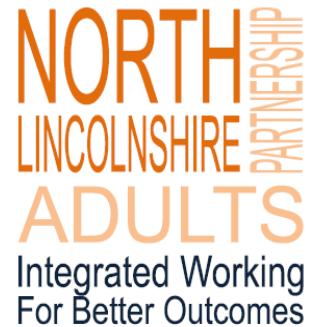
Projections indicate the number of people aged 65+ will increase by 10% in the next five years.

The 2011 census showed 1 in 9 people are caring for someone else (19,000 people).



Our Partners

We consult with the following groups regarding service improvement and delivery:



North Lincolnshire Adults Cross Sector Provider Partnership

We work with the following organisations to deliver services around North Lincolnshire:



Help us Improve

Thank you for taking the time to read the Adult Social Care Annual Report 2017/18. We are keen to hear about your personal experience of care in North Lincolnshire.

We would like to hear from you if:

- You have had a positive experience of our services- this helps us understand what works well
- If you have a complaint or concern about a service we have provided - let us know so we can learn and put things right

To provide feedback or be involved in the next Annual Report, please click [here](#).

View last year's Annual Report:



[2016/17 Report](#)

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