

Cambridgeshire County Council Adult Social Care

**Local Account
2018-19**



Introduction

The purpose of the Local Account is to provide information on where Cambridgeshire County Council Adult Social Care are doing things well, where we think we can improve and how we are planning for the opportunities and challenges ahead.

The Local Account reflects on our achievements against national performance measures for 2018-19.

It also includes feedback we have received through surveys.



Welcome from Councillor Anna Bailey at Cambridgeshire County Council

Welcome to the 2018/19 Local Account for Cambridgeshire County Council Adult Social Care.

The Local Account is part of the council's commitment to being open and transparent about our performance.

Despite the significant financial challenges that the Council faces it has been a positive year for Adult Social Care with our Neighbourhood Cares Pilots and transformation programme delivery great outcomes.

I hope you find the Local Account interesting and informative.

Photo of councillor here




Adults Positive Challenge Programme

The council has a transformation programme underway called the 'Adults Positive Challenge Programme'. This programme is founded on changing the conversation with have with people to focus on their personal strengths and circumstances and to take a community connected approach to care and support planning. This supports better outcomes for individuals, carers and communities, whilst managing demand.

The work streams in this programme include:

- Changing the conversation with individuals and communities
- Carers support
- Targeting Reablement
- Expansion of Technology Enabled Care
- Preparing for adulthood





“The social worker came to my house to do a carers assessment. She was friendly, kind, supportive and understanding (my husband has dementia). She gave me lots of information and tips on how to manage certain situations. I no longer feel as if i am battling with this whole thing by myself.”

Compliment received from a carer following a Carers Assessment



Activity Overview for 2018/19

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The number of requests for support or signposting and advice that we received from new clients

00000000

The number of people we gave information and advice to

00000000

The number of people we provided on-going low level support to

00000000

The number of people we provided short term care to

00000000

The number of people we provided long term care to

What is the vision for Adult Social Care in Cambridgeshire?

By 2023 local people drive the delivery of care, health and wellbeing in their neighbourhoods:

- Neighbourhood approach supports independence and resilience
- More people live independent and fulfilling lives for longer
- People receive information, advice and support appropriate to their level of need that will help them remain independent for longer
- People and partners are clear about what the council can and can't do



1. Innovation, achievements and challenges

What are the top achievements and challenges?



Examples of innovations for 2018/19

Technology Enabled Care (TEC)

Building on the success of the specialist TEC team, we have taken steps to embed this knowledge more widely within operational teams.

We have established TEC Innovation Hubs – a series of sessions with frontline staff to identify, test and pilot opportunities to increase TEC uptake.

Adult Early Help

The council has an established Adult Early Help function which provides effective sign-posting and quick 'help when you need it'.

People no longer need to wait for a formal assessment.



Top three achievements for 2018/19

Adults Positive Challenge Programme

The joint transformation and demand management programme across Peterborough and Cambridgeshire has led to culture change, practice change and improved outcomes for people.

Recruitment

Improvements in recruitment process and approach have meant teams are working at capacity and demand is being managed more effectively.

Staff morale is good and staff surveys have been used to identify any issues that need to be addressed.

Neighbourhood Cares

Neighbourhood Cares Pilots have shown best practice by working in a 'place based way' with the voluntary sector and influencing the broader public sector.

The pilots have influenced a wider 'Think Communities' approach, which all public sector providers in Cambridgeshire have signed up to.



Top three risks and challenges for 2018/19

Financial Challenge

The council faces significant financial risks and demand management challenges. We are striving to improve this position through the Adults Positive Challenge programme.


Market Capacity

We experience a constant challenge to access enough good quality care for the people of Cambridgeshire. A revised Market Position Strategy has been agreed across Cambridgeshire and Peterborough to seek provider engagement on these challenges.

Working across the health and social care system

We continue to experience challenges around hospital discharge. We also experience pressure on residential beds due to beds being used for 'interim care' for people discharged from hospital.





“Thank you seems such a small word to say for the care, compassion and understanding you have shown mum. She has gone on to make tremendous progress, both mentally and physically since you have been caring for her.....we have been so reassured by your presence and cannot rate your service highly enough..”

Quote from the daughter of a reablement service user

2. Partnerships

How is Adult Social Care working with partners?



Partnerships with Health

Strategic Vision

There is a clear strategic vision across the health and care system and all partners are committed to developing integrated models of care at a 'place based' level.


Financial Challenges

Delayed Transfers of Care (DTOCs) continue to be a challenge for the system. However, we have started to see significant improvements in this area. This is due to the implementation of an integrated discharge service with a strong multi-disciplinary team approach to managing complex discharges.

Transforming Care

Transforming Care requirements are being delivered in partnership with the CCG. The trajectory has been met and sustained this year.





“I am truly thrilled at what you have achieved with and for my mum. Her journey of entering hospital with the uncertainty of where she would go or end up next only served to heighten and worsen her situation. Your approach and manner at the patient’s bedside (that I witnessed with my mum) is both caring, empathetic and engaging. You cleverly extract from them their wishes and desires to obtain a clear outcome to best suit their needs, moving forward. The complexity of my mum’s case was never going to be an easy ask, yet the phrase ‘watch & learn’ springs to mind in your smooth, seemingly effortless handling of the situation. You are a master of your craft and on behalf of my mum and I, I can’t thank you enough for everything.”

Compliment for a social worker in the discharge planning team

Partnerships with Childrens Services

Preparing for Adulthood

As part of the Adult Positive Challenge Programme there is a shared work stream with Children's Services in Preparing For Adulthood. This brings both services together to focus on the young person and to ensure that their strengths, interests and outcomes are at the centre of support planning processes. It also ensures that parent carers/family feel supported and know where to go for help.

Young Adults Team

Adult Social Care has good links operationally with the young adults team and case by case advice /support/conversations between teams where needed. This is particularly in relation to support planning in the Transforming Lives model, health interventions for those with a diagnosis of Learning Disability and in managing risk.



Partnerships with housing

Relationships with District Councils

Cambridgeshire has good and strengthening relationships with District Councils and registered social housing providers.

All stakeholders work together around meeting housing and accommodation needs, particularly for those who are most vulnerable.

The District Councils are very much engaged with the Council's wider Think Communities work

County Wide Housing Board

There is strong corporate representation at the county wide Housing Board, which brings together key stakeholders in the housing partnership together.

There has been a strategic review of Housing Related support during the year.



Partnerships with Public Health

Public Health Consultant

A Public Health Consultant has been appointed to specifically work with Adult Social Care. The role provides evidence and evaluation support and to ensure work in the two departments is aligned.

Lifestyle services

A current focus is how the Public Health 'Lifestyle' services can support service users and carers and workshops have been arranged to progress this. Adult Social Care are also partners in the Public Health led 'Stay Well in Winter' campaign.

Ageing Well Steering Group

The multi agency 'Ageing Well Steering Group', led by Public Health, contributes to all older people issues. It has four subgroups: falls prevention, loneliness, dementia and end of life care.



Partnerships with Mental Health

Commissioning

There is an aligned commissioning model for Adult Mental Health and Older People's Mental Health across Cambridgeshire and Peterborough and the NHS Clinical Commissioning Group.

This supports joint development and delivery of specialist and primary care mental health and voluntary sector/ community based services.

Partnership

A 'Section 75 Partnership Agreement' is in place delegating responsibilities for the social work aspects of Adult Mental Health and Older People's Mental Health to Cambridgeshire and Peterborough NHS Foundation Trust.

This enables close working relationship between the councils and the Trust and better, more joined up services for patients and service users.



Partnerships with the voluntary sector

Community Navigators

The Council funds a Community Navigator service to help people with care and support needs and their families / carers find the things they might need or enjoy.

This service also works with our staff to expand knowledge of all of the things local communities have to offer.

Healthwatch

Healthwatch play an active role in Cambridgeshire which includes facilitation of our Partnership Boards.

Mental Health Good Life Service

The new 'Mental Health Good Life Service', which brings together health and social care investment in the mental health community/voluntary sector, has enabled the development of a strong council/ voluntary sector partnership.



2 Performance

How is Adult Social Care performing?



Performance 2018-19

Adult Social Care Case Management System

The council migrated its care record system in 2018/19 to more modern system which support workers to deliver their roles.

Although the core migration went well, there has some disruption to reporting capability.

Support Outcomes

Cambridgeshire has comparatively lower numbers of contacts for support and achieves a good balance of outcomes with low numbers resulting in long term support and high numbers resulting in short term or universal services.

The proportion of people leaving reablement with no long term care needs is good at 91%.

Long term care packages

For people with long term care packages there are issues with availability of home care/personal assistants.

However permanent admission rates to residential care remain low and below the regional average.



Performance 2018-19

Carers

Improving the experience of carers has been a key programme of work with a return of the statutory assessment function to the council.

The council is focusing on having the right conversation with carers at the right time and putting in place a widening of the support offer.

In the past the offer to carers was largely one off direct payments.

Reporting and Reviews

The transfer to a new case management system has caused some reporting challenges around long term care packages. This impacted on the percentage of cases receiving a review in the year.

Reviews are a clear area of focus for the council in 2019/20 and we have done a considerable amount of work with managers to look at how we carry out and target reviews to make most impact.

Performance 2018-19

Learning Disability and Mental Health Employment

Learning Disability employment has proved challenging for people with the highest needs, with much of the support activity being targeted at people who are not eligible for long term care and support.

Mental Health employment rates are much better being the above the regional average.

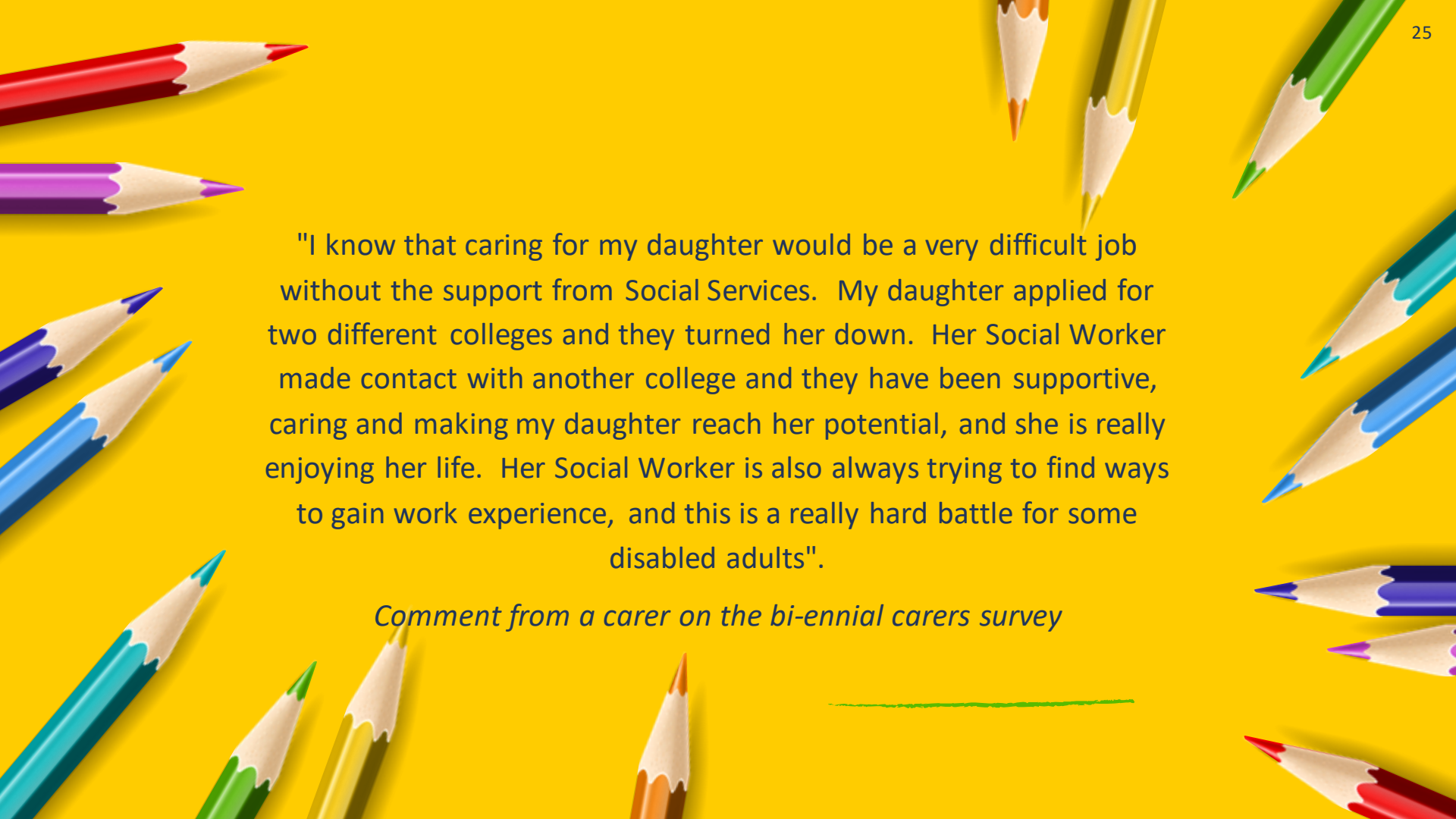
Delayed Transfers of Care

Cambridgeshire had significant challenges around transfers of care in 2018/19 for both social care and for health reasons.

There has been a significant focus on this from the system and whilst there have been improvements in 19/20 a challenges remain in both health and social care.

For social care the key issue is the shortage of capacity for domiciliary care to return people quickly to their own homes.





"I know that caring for my daughter would be a very difficult job without the support from Social Services. My daughter applied for two different colleges and they turned her down. Her Social Worker made contact with another college and they have been supportive, caring and making my daughter reach her potential, and she is really enjoying her life. Her Social Worker is also always trying to find ways to gain work experience, and this is a really hard battle for some disabled adults".

Comment from a carer on the bi-ennial carers survey

Adult Social Care Outcomes Framework

The Adult Social Care Outcomes Framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people. The ASCOF is used both locally and nationally to set priorities for care and support, measure progress and strengthen transparency and accountability.

The next pages show where Cambridgeshire has performed better and worse than the rest of England and/or the Eastern Region.



Adult Social Care Outcomes Framework – Social Care Related Quality of Life

The Social Care Related Quality of Life score is made up of a number of indicators around different aspects of people's lives including nutrition, personal care, safety, social contact, how people are helped, control over daily life and whether people can spend time doing what they want to do.

The national score for 2018/19 was 19.1. Cambridgeshire far exceeded this with a result of 19.7, ranking 10th in the whole country.



Adult Social Care Outcomes Framework – indicators where Cambridgeshire did better than the national and/or regional average

- ✓ Higher social care related Quality of Life
- ✓ More service users with control over their daily life
- ✓ More carers receiving direct payments
- ✓ More service users and carers with as much social contact as they want
- ✓ More service users and carers receiving self directed support
- ✓ More adults with learning disabilities living in their own home or with family
- ✓ Less permanent admissions to care homes
- ✓ More people completing reablement who need no further long term care and support
- ✓ More carers consulted and involved in decisions
- ✓ More people who use services who feel safe



Adult Social Care Outcomes Framework – indicators where Cambridgeshire is ranked highly nationally

- 👍 Rated second in the country (2/152) for the low number of permanent admissions to care homes for people aged 18-65
- 👍 Rated 6/152 for service users who have control over their daily life
- 👍 Rated 10/152 for social care related Quality of Life
- 👍 Rated 12/152 for the low number of permanent admissions to care homes for people over 65
- 👍 Rated 16/152 for people who use services who say that they feel safe



Adult Social Care Outcomes Framework – indicators where Cambridgeshire did worse than the national and/or regional average

- × Lower overall satisfaction with care and support
- × Less service users and carers who find it easy to get information and advice
- × Less service users receiving direct payments
- × Less adults with learning disabilities in employment
- × Less older people known to be at home 91 days after leaving hospital into reablement
- × Less older people receiving reablement services after leaving hospital
- × More delayed transfers of care attributable to both health and social care
- × Less people who say the services they use make them feel safe and secure

Some useful links to find out more

