

Council Name: Cambridgeshire

This report is a summary of the performance of how the council promotes adult social care outcomes for people in the council area.

The overall grade for performance is combined from the grades given for the individual outcomes.

There is a brief description below – see Grading for Adult Social Care Outcomes 2008/09 in the Performance Assessment Guide web address below, for more detail.

Poorly performing – not delivering the minimum requirements for people

Performing adequately – only delivering the minimum requirements for people

Performing well – consistently delivering above the minimum requirements for people

Performing excellently - overall delivering well above the minimum requirements for people

We also make a written assessment about

Leadership and Commissioning and use of resources

Information on these additional areas can be found in the outcomes framework

To see the outcomes framework please go to our web site: [Outcomes framework](#)

You will also find an explanation of terms used in the report in the glossary on the web site.

**Delivering Outcomes Assessment
Overall Cambridgeshire County Council
is performing:****Well**

Outcome 1:

[Improved health and well-being](#)

The council is performing: **Well**

Outcome 2:

[Improved quality of life](#)

The council is performing: **Well**

Outcome 3:

[Making a positive contribution](#)

The council is performing: **Well**

Outcome 4:

[Increased choice and control](#)

The council is performing: **Adequately**

Outcome 5:

[Freedom from discrimination and harassment](#)

The council is performing: **Well**

Outcome 6:

[Economic well-being](#)

The council is performing: **Well**

Outcome 7:

[Maintaining personal dignity and respect](#)

The council is performing: **Well**

Click on titles above to view a text summary of the outcome.

Assessment of Leadership and Commissioning and use of resources

Leadership

The council has clear vision for adult social care and people across all communities are engaged in the process of informing and planning future developments. Plans are informed by the joint strategic needs assessment and local area agreement plans which are shared with partners have been met or exceeded. The impact of meeting / exceeding the targets has been that outcomes for people have improved with more people supported to become or able to retain their independence and fewer delayed discharges from hospital. The council need to ensure that they remain focussed on dealing with any delayed discharges from hospital that are attributable to the adult social care department.

Performance management has been strengthened, with regular reporting back to senior managers and has led to demonstrable improvements for people who use services. In addition performance management has been effectively used to reduce staff sickness absences.

Councillors have continued to develop their engagement with adult social care and the move towards the transformation agenda and challenges that must be addressed.

Commissioning and use of resources

The joint strategic needs assessments for client specific groups that have been undertaken by the council and partners are being used to inform commissioning priorities which are also informed by consultative forums with people who use services.

Contract compliance is monitored and prompt action is taken to improve services or to cease using services where outcomes for people are poor. The council has thematic partnership boards that contribute to co-ordination of services, which provide positive impact and focus for services. Partnership working with health and the voluntary sector is aligned and in addition to addressing the needs of the whole social care population undertakes targeted work with specific communities to improve outcomes for people who use services.

Summary of Performance

The council has established a new department in bringing together adult social care and a broad range of functions including community learning, health and well being and community engagement. The impact of this structural change will not be evident on improved outcomes for people until 2009/10.

The council is well aware of the challenges that it faces and has plans in place to address them, and involve people from across all communities in the development of new services. Volunteers and voluntary groups are actively involved at all levels of adult social care, contributing to partnership boards as well as directly supporting people who use services. The council has experience of working to address health inequalities, and also works well with groups of people who are rurally and socially isolated. The council has utilised this experience to engage with and inform all sections of the community advising on services that are available. The council has made positive use of impact assessments to consider and check services meet equality standards in respect of accessibility and impact on outcomes.

The council has a clear vision for the transformation of adult social care services. Having piloted self directed support through 2008/09 with some groups of people who use services the council is confident that by March 2011 all people who use services will be transferred to self directed support. Feedback from people introduced to it through the pilot work has been positive and has been utilised by the council. An increased number of people have taken the option of receiving direct payments to organise their own support services. Direct payments were used by an increased number of people from minority communities, often using them to provide increased choice and control, and to secure culturally specific care support.

Support for carers of people who use services has increased throughout 2008/09 which has improved the daily lives of carers and has contributed to enabling more people who use services to remain in the community with fewer admissions to long term residential care. The number of people helped to remain independent and at home through reablement and preventative services has increased. The council has established an individual care emergency respite scheme which has supported carers to maintain their employment with confidence that their caring responsibilities are being met.

Together with the learning disability partnership board, the council has developed and introduced an autism alert card for people who cannot easily communicate. The alert card can be used by them to seek support in the event of an emergency.

Areas of improvement identified from the assessment of performance in 2007/08 have been monitored throughout the year and progress has been maintained on these areas as well as priorities and developments identified by the council.

Outcome 1: Improved health and well-being

The council is performing: **Well**

People in the council area receive support and information to help them maintain or attain good health and well-being. In addition to general advice and support there has been some targeted work to ensure that people at risk through health inequalities and social or rural isolation are supported to avoid health related problems.

Support provided to people after discharge from hospital has been valued by recipients and for some people it has shortened periods spent in hospital and also reduced the number of readmissions. Access and support to advice and activities for people with mental health needs has been increased across the county.

The council has ensured that specialist training in dementia is available and the council now needs to increase awareness of this training amongst staff to help them support people with dementia and to gauge if all areas of the county have the necessary numbers of staff who are trained to carry out this work.

What the council does well.

- The council funded 'Welcome Home from Hospital Scheme', supports people after hospital discharge and has prevented readmissions and reduced the length of stay in hospitals.
- Community exercise sessions for all groups of people are popular and provided across the county.
- The council have invested in working with groups of people at risk from health inequalities, and rural and social isolation across the county to improve outcomes related to health and wellbeing.

What the council needs to improve.

- Further improvement is needed to increase the number of reviews for people in receipt of services.
- There needs to be a continued focus on reducing delayed discharges from hospital, particularly those attributable to social care.
- Ensure that people can access staff who are trained to support people with dementia, and that the access is equitable across the county.

Outcome 2: Improved quality of life

The council is performing: **Well**

The council has provided support to ensure that people have a good quality of life and they are able to maintain their independence. Positive feedback has been received regarding the support and assistance provided by the occupational therapy services. However people we met at the annual review meeting reported that the delays in reassessments when needs change is continuing to be detrimental to the quality of their lives.

The council has increased the number of extra care places available whilst continuing to reduce permanent admissions to residential care, enabling people to retain independence.

Support for carers has increased during the year and it is reported that carers now have more services specifically to support them, with improved access to respite care.

What the council does well.

- There has been an increased number of people helped through intensive homecare.
- There have been reduced numbers of admissions into residential care and an increase in the provision of extra care facilities.
- Increased access to and increased the number of carers breaks.

What the council needs to improve.

- Ensure that requests for reassessments are dealt with promptly ensuring that people receive services that meet their needs.
- Increase awareness of assistive technology equipment amongst people who use services and carers, providing them with information about support that can increase independence.

Outcome 3: Making a positive contribution

The council is performing: **Well**

Volunteering is well established in the county and people who use services and carers who are involved are valued for the expertise they contribute. The council is making use of opportunities to involve carers in planning and discussing service changes or developments.

Engagement with voluntary organisations is reported as good and the council needs to continue working with the organisations to capture details about the people who are helped and supported to ensure that gaps in provision can be identified and addressed.

What the council does well.

- Volunteers are well used and are involved at all levels to plan and contribute to service delivery.
- Partnership boards are active and ensure that people who use services can assist in shaping and developing services to enable them to make contributions to service improvement and improved delivery.

What the council needs to improve.

- Continue to focus on engaging with people from minority and underrepresented communities.
- Ensure that issues raised through the user led organisation, Life Unlimited Partnership, are responded to.

Outcome 4: Increased choice and control

The council is performing: **Adequately**

The council has ensured that people who are unable to make independent decisions have access to the support of advocates, and access to specific advocacy is available for people from minority communities.

Self directed support was launched in April 2009 and prior to the launch, events were held to generate interest and provide information to people who use services. The implementation plan for roll out across all client groups was originally agreed in February by the project group leading on personalisation. Training is being provided for staff on a team by team basis and as people who use services are reviewed they will be offered self directed support. The council anticipate

that all teams will have received training by March 2010 and plan to transfer all existing users of services through reviews by March 2011.

The council has commenced using electronic social care records (ESCR) and has plans to ensure that it is used across the county improving communication between partners and aiding delivery of comprehensive support to individuals.

A range of services including access to out of hours support are available to help people to remain independent and include day services for people with dementia in a more rurally isolated part of the county, supporting carers to continue in their caring role. Specific support is available for carers.

What the council does well.

- Assessments are completed in a timely manner.
- There has been an increased use of advocacy services to support people who use all services.
- Broad range of 'out of office hours' support is available to provide opportunities to exercise choice and control.
- Specialist support for people with dementia is provided to enable them to remain living in the community.

What the council needs to improve.

- Ensure that the number of social care clients receiving self directed support, increases in line with comparator councils.
- Continue with the planned introduction of self directed support ensuring that all staff teams receive training to support introduction across the county.
- Complete the introduction and use of the electronic social care record.
- Ensure that complaints procedures and processes are known and promoted to people who use services, and continue to capture changes that have been made as a direct result of complaints received.

Outcome 5: Freedom from discrimination and harassment

The council is performing: **Well**

People who contact the council through the direct contact centre receive information about available services and those who are not eligible for care services are signposted to other services. Printed information about eligibility is not easily accessible to people who do not use English as first language or cannot cope with a standard typeface in printed articles.

Dignity champions are in place within the council and take a lead role in challenging poor practice and raising awareness. Basic diversity and equality training is provided for all staff and 27 people in the council are diversity champions who have undertaken additional training, the impact of the dignity champions work has not been evidenced in outcomes for people who use services.

What the council does well.

- The use of equality impact assessments to focus on and check services has been embedded in departmental practice.
- Verbal information and support to understand fair access to care criteria and implications for individuals is provided to people who have contact through the direct contact centre. There is a need to improve printed information.

What the council needs to improve.

- The council needs to monitor the number and type of referrals received through Home Shield scheme and use information to gauge if alternative access routes are needed to support people from hard to reach groups within the community.
- Engage as planned with representatives from Indian and Chinese communities.

Outcome 6: Economic well - being

The council is performing: **Well**

The council has ensured that people who use services and their carers are able to obtain advice and information about benefits and have helped people to maximise their income. There is specific support for people who use direct payments and general information for all is accessible through the call centre.

The council has undertaken to ensure that all carers are supported to continue combining their caring role with their employment, and have included measures to support these aims in the carers strategy, which is now being implemented.

Opportunities have been created to support people who use services to obtain employment, although more needs to be done to increase the number of people who receive this support.

What the council does well.

- Support to access benefits has improved available income for people who use services.
- Information is available for people who self fund explaining funding processes.

What the council needs to improve.

- Further increase pathways to employment for people who have learning disabilities to enable more people to move into paid work and into voluntary work.
- Increase and further publicise support available to carers to assist in maintaining or returning to employment across the county.

Outcome 7: Maintaining personal dignity and respect

The council is performing: **Well**

The council is committed to promoting dignity in all aspects of care, and has demonstrated this in some of the work that has been undertaken, including the introduction of dignity champions. There have been developments recently to further enhance dignity. However the impact of the most recent developments will not be evident until 2009/10.

Safeguarding arrangements are well established and the council has ensured that social care staff in the council and care staff from the independent sector have undertaken safeguarding training. Referrals on safeguarding have continued to increase reflecting the increased awareness of staff. The council needs to ensure that referrals are fully processed, dealt with and closed as appropriate to ensure that the needs of individuals are met effectively and in a timely manner.

What the council does well.

- Increased awareness of safeguarding amongst care staff.
- Dignity in care work of the Poet in Residence.

What the council needs to improve.

- The council needs to work with partner agencies to increase safeguarding awareness amongst NHS staff and housing staff.
- The council needs to adequately manage and use systems for recording the status of safeguarding referrals.