Cambridgeshire County Council

Cambridgeshire County Council Adult Social Care

Local Account 2017/18

Introduction

The purpose of the Local Account is to provide information on where Cambridgeshire 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 back on our achievements against national performance measures and the feedback we have received from customers and their carers.

Activity and Finance Overview

In 2017/18:

- ❏ We received 13,195 requests for support from new clients
- ❏ We gave out information and advice to 1720 people
- ❏ We provided on-going low level support to 3625 people
- ❏ We provided short term care such as reablement and adult early help to 2190 people
- ❏ We provided long term care to 7700 people

The budget for Adult Social Care was around £142 million

What is our 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

Adult Social Care Top Three Achievements
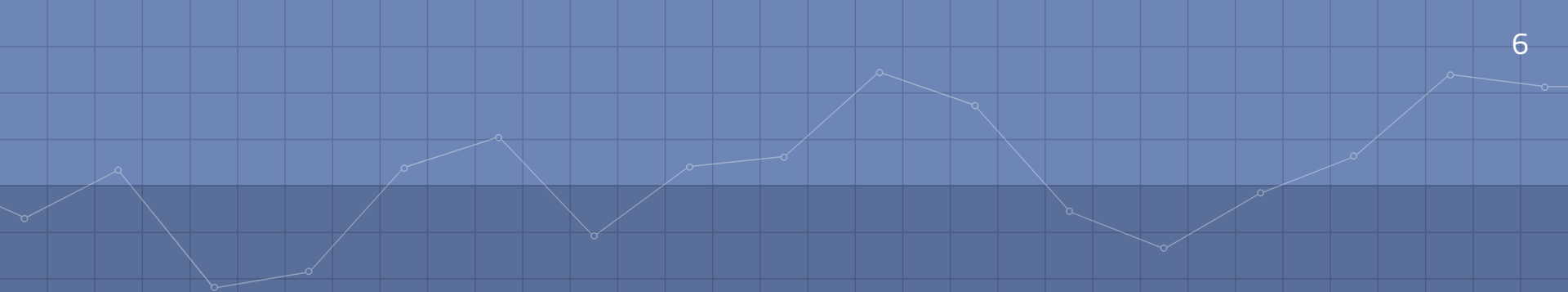
Early Intervention & Prevention Services

The council's Reablement service and other short term interventions such as Adult Early Help and Technology Enabled Care have been very successful.

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Neighbourhood Cares

Our "Neighbourhood Cares" pilots in Soham and St Ives are showing that a consistent source of advice and support in the community reduces the need for social care input.

Complaints Process

There have been improvements to the way that Adult Social Care complaints are analysed and monitored which has resulted in improved responses.

"The Adult Early Help Team has been a great help with my mother in law, we were put at ease right away and everything you said you were going to do, you did! "

Risks and Challenges

Health Services

Cambridgeshire has significant challenges with discharges from hospital.

Availability of Home Care

In Cambridgeshire a key issue for social care is the shortage of home care to support people in their own homes.

Financial Position

Adult Social Care's financial position is still very challenging despite additional funding raised from the Adult Social Care Precept and provided by central government. Increasing demand on services and cost pressures from the care market mean that there are still significant savings that need to be made to stay within budget

Examples of Best Practice and Improvements

Adults Positive Challenge

The council have launched the 'Adults Positive Challenge Programme'. This programme will design a new approach for Adult Social Care in Cambridgeshire.

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Quality and Practice Team

There is a newly formed Quality Assurance and Practice function which will plan and undertake regular Quality Assurance audits and action planning.

Co-production

The council have a team of 'Working Together' Champions who seek to continually share and embed best practice in co-production.

Examples of Best Practice and Improvements

Counting Every Adult

This project is considered a national example of good practice.

The Team works with the most chaotic and excluded adults in the county to improve outcomes for individuals who have fallen between services in the past.

How is Adult Social Care working with partners?

Partnerships

Partnerships - Children's Services

Young Adults Team
There are positive links with the young adult's team and case by case advice, support and conversations happen between teams where needed.

There are several ongoing work streams to strengthen the relationship with Children's Services. A specific workstream has been introduced as part of the Adults Positive Challenge to start conversations with young people at an earlier stage by better alignment with Children's Services.

Partnerships - Housing

There are good and strengthening relationships with District Councils and registered providers to work collectively around meeting housing and accommodation needs.

Cambridgeshire has strong representation at the county-wide Housing Board, which brings together key stakeholders in the housing partnership.

A strategic review of Housing Related Support is underway, which includes looking at the needs of our clients and the location needs for future supported accommodation.

Partnerships - Public Health

In Cambridgeshire there is a well developed multi agency Ageing Healthily and Prevention Steering Group led by Public Health. Adult Social Care are a core member of this group.

The group has worked on several areas including

→ Falls prevention
→ Loneliness
→ Continence
→ Dementia
→ Strength and balance classes for residents across Cambridgeshire

Partnerships - Voluntary Sector

The council has strong partnerships with the voluntary and third sector with a web based Care Network for sharing of resources.

The local Council for Voluntary Services has set up a Health and Wellbeing Network which acts as a point for all CVS referrals and is represented at multi-disciplinary meetings with primary care and community health neighbourhood teams.

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

There is currently a Neighbourhood Cares pilot in Soham and St Ives that are showing benefits in working with the Voluntary Sector and Community Providers.

Partnerships - Voluntary Sector

New Early Intervention and Prevention Strategy

The Early Intervention and Prevention Strategy, due to be published early in the New Year, will set out what we mean by early intervention and prevention across Peterborough and Cambridgeshire.

It will also set out what has been working well so far and more importantly our priorities for the future to help people to stay healthy and independent in their own homes for as long as possible.

How is Adult Social Care performing?

Performance

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 two pages showa areas where Cambridgeshire has performed well compared to other Councils and areas where we perform less well.

Adult Social Care Outcomes Framework 2107/18

Indicators where Cambridgeshire did better than the national and/or regional average:

- Social Care related Quality of Life Score

- Service users with control over their daily life

- Service users with as much social contact as they want

- Permanent admissions to care homes

- People completing reablement who need no further long term care and support

- People who use services who feel safe

Adult Social Care Outcomes Framework 2107/18

Indicators where Cambridgeshire did worse than the national and/or regional average:

- Service users receiving direct payments

- Adults with learning disabilities in employment

- Delayed transfers of care from hospital

- Satisfaction with care and support

- Service users who find it easy to get information and advice

Areas for improvement

Reviews
We recognise the need to improve the targeting and effectiveness of reviews for people in receipt of long term care and support.

Increasing people's ability to control how their budget is used
Encouraging more people to manage their own budgets is also a key area of improvement as currently a comparatively low number of individuals use a direct payment.

Carers
The current carer's offer is being reviewed as part of the Adults Positive Challenge Programme to improve both the identification and assessment of carers, whilst also ensuring the right support is available to meet their outcomes and requirements.

Areas for improvement

Transfers of Care

Cambridgeshire has had significant challenges around transfers of care 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, challenges remain. For social care the key issue is the shortage of capacity for domiciliary care to return people to their own homes.

Supported Employment for people with a learning disability

Support for adults with a Learning Disability to access employment, is an area which need improvement. Both of these will be impacted by the Learning Disability enablement workstream of our Adult Positive Challenge programme.

What is the council doing?

The Adults Positive Challenge Programme is the council's programme which seeks to manage demand for Adult Social Care by recognising and building on the strengths and aspirations of people and their communities.

Workstreams include:

- **Neighbourhood based operating model** - seeking to address issues of social isolation and improve choice and control by delivery of support through neighbourhoods and local services and networks

- **Increasing carers support** - increasing awareness of the role of carers, changing how we commission support for carers and enhancing digital and information and advice offers for carers

- **Changing the conversation** - strength based approach to practice, optimising reviews and enhancing information and advice

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Workstreams include:

- **Commissioning** - outcome based commissioning and a early intervention and prevention strategy

- **Increasing targeted reablement** linked to wrap around community support

- **Learning Disability Enablement** - taking a strengths based approach with young people from childhood and an enablement approach into adulthood

- **Embedding Technology Enabled Care (TEC) -** increasing the information on and range of TEC offered to support independence, choice and control - focussing on TEC right from childhood