

Shropshire's Local Account

2010-11.

For Adult Social Care

A summary of our achievements in 2010-11, and our future challenges for Adult Social Care.

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Overview

We welcome this opportunity to describe what we do in Adult Social Care, in Shropshire, and have produced this Local Account document for the first time this year. It describes our achievements during 2010-11 and more importantly, sets out our locally agreed aspirations and challenges for 2011-12.

This year has seen many changes in the way we work in Shropshire Council, and is an opportunity to celebrate what we have been able to achieve with the resources we have had. We were particularly pleased to be rated as “performing well” by CQC following their inspection of Adult Social care in Shropshire.

We want to build on this success for future years, and need your help to identify what is really important for the people of Shropshire in relation to Adult Social Care. We want you to identify any gaps in the current system, any issues you may be able to highlight regarding the quality of adult social work that we have done this year and to identify any improvements that could be made.

It is important that users and carers of adult social care, and also the wider communities of Shropshire understand the challenges we face, and how we are responding to these in a positive way, by providing good quality, value for money services and working well with our partner agencies and community focus groups. With your help, we will continue to achieve good outcomes for people with adult social care needs living in Shropshire, and will also be well prepared for the challenges ahead.

We are aiming to produce a similar Local Account document for 2011-12 and want you to be involved. There are many ways that you can do this, and these are described on page 19.

Val Beint (Director of Adult Social Services)

Shropshire Council

Val Beint (Director of Health and Wellbeing):



Range of Adult Social Care Services available

The range of adult social care services available include:

- Assessment and care management service for vulnerable adults including older people, people with physical disabilities, people with mental health needs and, adults with learning disabilities and people with a sensory impairment.
- Assessment and support service for family carers.
- Safeguarding services to protect vulnerable adults from abuse or the risk of abuse
- In house provided services including residential and nursing care for older people and adults with learning disabilities.
- In house provided day care and day opportunities
- Preventive services commissioned from the voluntary and independent sector that support people to live in their own homes for longer
- Commissioned services from the voluntary sector that reduce social isolation for older and vulnerable people
- Access to employment opportunities for people with learning or physical disabilities
- Sensory impairment services for visually and hearing impaired adults.
- Supported accommodation for adults with learning disabilities including the development of new accommodation, community living and shared lives. The Shared Lives service supports a variety of different arrangements where families and individuals in local communities can offer accommodation and/or support for vulnerable adults.
- The provision of respite care services
- The provision of home care services
- START – Short Term Assessment and Re-ablement team. START works with people to regain and maximise their independence, providing intensive support for up to 12 weeks.

- Client property and court of protection services
- In house provided Young Peoples Substance Misuse Team and a multi-disciplinary Adult Community Substance Misuse Team. It is planned that these two teams will be merged, in the near future, into one.

How to access Adult Social Care Services

This page to be done in “Easy Read” format

First Point of Contact for Adult Social Care Advice

Adults who require first time help, support or advice about social care can contact the council on just one number.

If you or someone you know requires first time help, support or advice about social care, then call **0345 678 9044**.

For emergency calls, customers can still call our out of hours service on **0345 678 9040**.

Our telephone lines are open between:

Monday: 8am to 8pm

Tuesday: 8am to 6pm

Wednesday: 8am to 6pm

Thursday: 8am to 8pm

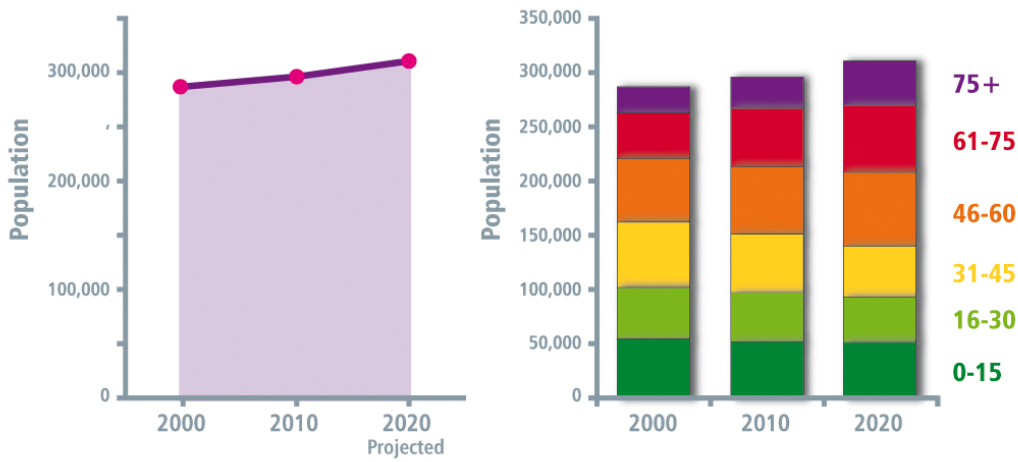
Friday: 8am to 6pm

Saturday: 9am to 1pm

Also include “First Point of Contact” card details – to be scanned in.

Shropshire's Profile

This is how the demographic changes will impact on Shropshire.



The current average age in Shropshire is 45 with the population split 49% Male and 51% female.

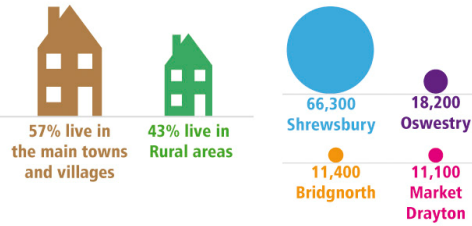
1 in 20 adults receiving care



Shropshire one of the largest counties



Population split between urban/rural areas



The current population of Shropshire was approximately 291,800 people in 2010. Shropshire is one of England's most rural and sparsely populated counties with a population density of 91/km² (337/sq mi). Shropshire is landlocked, and with an area of 3,197 square kilometres (1,234 sq mi), is England's largest inland county and is comparable in size to the island of Majorca. One of the challenges Shropshire faces is due to its size, rurality and spread of services.

57% of Shropshire's population live in the main towns and villages. Shropshire has 534 settlements, but only 10 have populations of more than 10,000 people.



There are currently 60,900 people aged 65 or over in Shropshire. That's almost the population of Shrewsbury.



By 2020 it's expected that there will be 82,900 people aged 65 or over. That's almost the population of Shrewsbury and Oswestry combined.

Some of the challenges we anticipate facing the next few years.

Summary of Achievements in 2010-11.

There have been a number of areas in which we feel significant progress was made. In 2010/11 Shropshire Council has increased the availability of **Assistive Technology** equipment to frail and vulnerable individuals. Assistive Technology covers a range of equipment and services, from a medication dispenser to a whole house alarm monitoring system, which can improve the lives of vulnerable individuals. A range of stand-alone equipment has been made available through collaboration with the local Primary Care Trust. The feedback received from the use of the equipment has helped us to develop an ambitious strategy for Assistive Technology for the future.

Shropshire Council has developed an improved '**Customer Pathway**' that focuses on Maximising the Independence of Individuals, ensuring those that do require support, receive this in a personalised way. This was trialled in 2010/11 and will be fully implemented in 2011/12.

In 2010/11, in collaboration with the PCT we developed an enhanced **reablement** service for individuals who are leaving hospital. The service aims to provide support within 24hrs of referral to ensure that people do not stay in hospital longer than is necessary. Once home, individuals follow a personalised plan to maximise their independence and they are supported in this plan by a team of reablement assistants. The service has been a great success with many individuals achieving full independence. The average length of stay in reablement is 16 days.

Designated social workers are allocated to both acute and community hospitals to provide social care support upon discharge.

We have also had a number of the council's directly managed services inspected by the Care Quality Commission and all of the council's services have been assessed as meeting the necessary standards.

Extracts from Inspection reports:

Inspection of Adult Social Care:

The councils adult safeguarding services and services to people with a learning disability were inspected by CQC in the winter of 2009-2010 and we were really pleased to be the first Local Authority in the west Midlands and one of only two authorities to achieve a rating of 'Performing Well' for both areas. The outcome and subsequent action plan following the inspection provided a firm basis for our work during 2010-2011.

Four Rivers Nursing Home:

Four Rivers Nursing Home was assessed as being "fully compliant" when inspected in 2010.

'People told us that the home is very well run by the manager and her deputy. They said that they wouldn't hesitate to ask questions or request help with any aspect of their care.

Crowmoor House:

'People told us that they enjoy living at Crowmoor House and that they very much consider it is 'their home'. They told us that they are involved in planning their care, that their views are always taken into account in the way the service is provided

Mrs G from Ludlow commented that "*I really thought that we were going to have to put mum in to a residential home this year, she was falling every time she got out of bed and I just didn't know when she was getting up so that I could help her. The social worker gave us a 'bed sensor' to try and it is fantastic, mum is still living with us and I know that she is safe.....it really is a life saver*"

"Support for older carers is great. We have got the support we need, we have been listened to, and we know there is someone there for us."

Four Rivers Nursing Home resident:

"The staff are very caring and I couldn't choose a better place to be now I need help".

Crowmoor House residents:

"Absolutely brilliant, in

and delivered.'

Community Living:

'We reviewed care records for five people and these showed that people were provided with many opportunities for making choices about their daily living and life experiences. Peoples' preferences, likes and dislikes were seen documented in their support plans in addition to their communication styles.'

'People are supported to make choices about their care and support which reflects their views and wishes. They are treated with dignity and respect and their independence is promoted.'

every respect"

"The care is superb, it's a happy home and I'm very well looked after here":

Shropshire's achievements for key areas of performance in 2010-11.

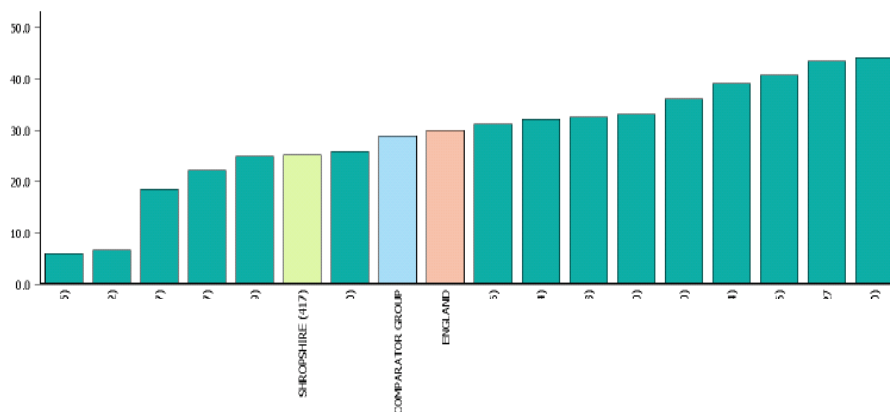
NI 130 Self Directed Support shows the extent to which we have offered vulnerable people in Shropshire the choice and flexibility about how their care is delivered. Whilst we have made good progress, since last year (achieved 25% this year, compared to 16% in 2009/10), the graph below shows we need to make further improvements, (and we have identified ways to do this), compared to our group of councils with similar social and demographic characteristics, known as our "family group" (shown in the chart below).

NI 130 – The number of clients and carers receiving Self Directed Support as a % of clients and carers receiving community based services.

This chart shows how Shropshire compares to our family group of councils, for 2010/11.

NI130 (VSC17) - Social care clients receiving self directed support (direct payments and individual budgets) 09/10 definition (expressed as a percentage), 2010-11

This Authority Compared to its CIPFA Comparator Group



Personalisation

We supported individuals in 2010/11 to have more choice and control, to use their personal budget to access other types of support and alternative community based activities. This has included establishing small groups in community venues in Oswestry and Shrewsbury which have attracted new members other than previous day centre attendees, accessing art classes and the gym and setting up an indoor bowling group.

Targeted support from local voluntary organisations and community groups has ensured that individuals can continue to maintain their friendships and undertake activities that they enjoy together.

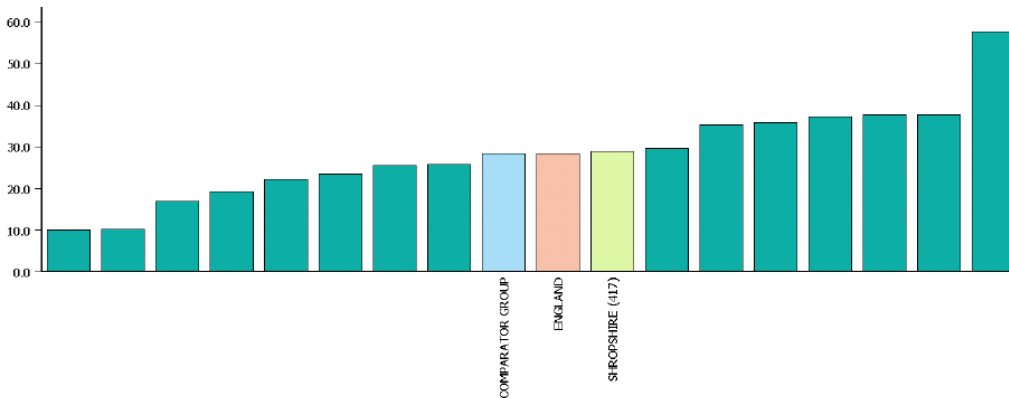
Quote from Service User Survey 2010-11:

"I use my Self Direct Support payments to pay for a cleaner once a week, and also a gardener. I'm also sometimes able to go to a local café which does meals every day at a reasonable price".

"One of the unexpected benefits of my son having a personal budget has been increased confidence."

NI 135 Carers receiving services –

Shropshire's performance for 2010-11, compared to our family group:



The above chart shows how well Shropshire performed in 2010-11 in providing carers with services, following a carers' assessment. We recognise the vital role that carers in Shropshire have, in supporting vulnerable people to remain as independent as possible, in their own homes. Whilst the chart shows we are performing above our family group and the England averages, we have agreed, as one of our key priorities, actions to improve our own performance further in 2011-12.

Support for Carers - Where are we now?

We know from the census that there are 30,000 family carers in Shropshire and we also know we are currently providing carers' services for a tenth of that number. A good starting place, in the revision of our Carers' Strategy for 2011-14 was to take stock of where we are now.

Participants at a recent Carers' workshop were invited to mark their position on the road – family carers with red stickers, front-line practitioners with yellow and commissioners/senior staff with green – and this gave a very clear picture of where people feel they are on the road to good carer support (see diagram on next page).

There was one red dot at the far end, from a carer who had put two on in different places – reflecting the swings in her life from days when life is good and there are supportive services to days when life is harder. Of the rest very few inched much beyond half way.

The concentration of green dots at the near end represents where service managers and commissioners believe that current support to family carers is limited or underdeveloped. An example of this is support for carers of people who misuse drugs and alcohol, who are currently hidden in respect of identification and service provision, reinforcing that this Strategy needs to respond to the needs of all family carers.

Quote from a carer in 2010-11:

"My carers' one-off direct payment enables me to step back from my situation and allows me to have quality time for myself".

Carers' Services - Where are we now?



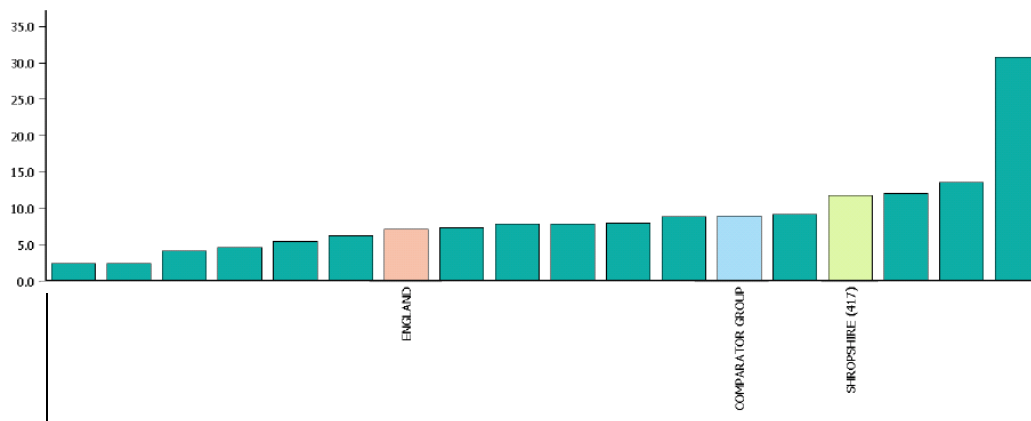
Shropshire Council recognises the contribution made by family carers to the long term care of vulnerable people and offers information, support and services, to enable them to continue to provide this care for as long as they wish to. The Council is committed to the principles embodied in the Carers Charter and in the Carers Strategy for Shropshire.

To find out more about the future development and support for carers in Shropshire follow the link below to the Local Carers Strategy for Shropshire 2011-2014:

<http://www.shropshire.gov.uk/adultcarer.nsf/open/D5DB288B2412B71D802577C1002FFB73>

NI 146 – Adults with a Learning Disability in paid employment

Shropshire’s performance in 2010-11, compared to our family group



The above chart shows how well Shropshire performed in 2010-11, compared to our family group and the England average, for ensuring the adults with a Learning Disability were supported into paid employment. The chart shows that we are one of the top performers in this group, and demonstrates that we have achieved positive employment outcomes for people with a Learning disability in Shropshire, by improving peoples’ quality of life, and also reducing the risk of isolation.

Enable is Shropshire Council’s supported employment service and has worked in a number of ways to improve its performance - it has increased the number of people supported into paid employment from 28 in 2009 -10 to 38 in 2010 – 11. This has been through increased emphasis on engaging with employers to provide individualised employment solutions (“job carving”) and on post employment support (“job coaching”). Enable provides support to independence through travel training and in pre –employment preparation courses designed for people with a learning disability. Enable are also continuing to build successful partnerships to create integrated pathways to sustainable employment.

Evidencing good outcomes for people in Shropshire

It is important that we get regular feedback by asking service users what they think about the services they receive. In 2010-11 we conducted the national User Survey for people receiving adult social care, and will continue to run this survey each year, as one of our priorities.

Results show that we are performing above the national average, when asking people about how satisfied they are with the services they receive. Whilst we recognise that other factors may affect responses, research suggests that this question is a good predictor of the overall experience of services and quality.

“I am very grateful that Enable helped me to start work and settle into my work” (AS)

“As a family we find the staff at Enable have pulled out all the stops to help Stuart find work. Recently Tracey has taken up the cudgels on his behalf andhas found him not only one job but two” (RE)

Findings from the 2010-11 Adult Social Care User Survey:

Out of a total of 300 people who responded, **63%** (188 people) **said they were either extremely or very satisfied** with the care and support services they received. **This is above the national average of 62%.**

Priorities for 2011-12.

During June to August 2011 we carried out the most comprehensive consultation on the future of Adult Social Care which identified our key priorities for the future.

Our priorities include:

- Undertaking an extensive period of **consultation** with stakeholders, staff, service users, independent providers, the voluntary sector, other statutory organisations and the general public on the future vision for the delivery of adult social care in Shropshire.
- Further implementation of the **personalisation** approach to delivering adult social care ensuring that everyone eligible for local authority funded care is offered a personal budget through a direct payment, individual service fund or a council managed budget
- Developing our **assistive technology and telecare** offer to support people to live independently in their own homes for longer
- Focussing on **re-ablement and maximising independence** for older people to support them to return to independent living, facilitate hospital discharges and reduce admissions to residential care
- Review of **carers' support services** and re-commissioning to reconfigure the support services provided to family carers.
- Development of **supported housing options for adults with learning disabilities**.
- Introduction of a **First Point of Contact service** which will enable people in need of care and support to access local authority funded care if eligible or **signpost** them to alternative support options if not.
- Ensuring that our **safeguarding** duty toward vulnerable adults continues to be a priority for the Council, that vulnerable adults are protected from abuse and where abuse has occurred or there are allegations of abuse, it is dealt with in a timely and effective way

Key Messages from the Adult Social Care Strategy Consultation:

Improve availability and communication of information.

More effective partnership working, across all agencies, businesses and community groups.

Council to build on its facilitator role to support and enable linkages.

Encourage community involvement.

Support individuals, focussing on their needs and choices.

Support for carers – improving choice and specialist support.

Improve and simplify council's processes and systems.

Develop staff expertise in supporting individuals.

Exploit modern technology, such as telecare.

Ensure transport is available, efficient, and joined up.

Costs

Overall spend in 2010-11.

Gross Expenditure in 2010-11 was approx. £85 million. The net expenditure in adult social care during 2010/11 was £55 million. This was spent on services for:

Older People –55% of total net expenditure reflecting the substantial older population in Shropshire.

People with Physical Disabilities – 12% of total net expenditure.

Adults with Learning Difficulties – 25% of total net expenditure.

Mental Health – 6% of total net expenditure.

The money was spent on a range of services including residential and nursing care for older people, care in the home, services for people with a visual or hearing impairment, occupational therapy support for example providing walking aids and other equipment to help maintain individuals independence.

This money also supports people with mental health and learning disabilities helping them to access services and to enable them to live more independent and fulfilling lives.

For example through personalisation we have been able to help many people change the way they do things and have more choice and flexibility over how their service is delivered, helping people with learning disabilities into employment, enabling people to use their own 'personal budget' to gain support to do the activities that they enjoy and promote their independence.

Allocated budget for 2011-12.

The Gross budget for Adult Social Care for 2011/12 is £89m, the budgeted net expenditure is £59 million and accounts for 13% of the Council's total expenditure. This expenditure is split across the following Services:

- **Long Term Support** – 72% of the net budget- this service provides support to people in the longer term and includes assessment and care management for older people and people with physical disabilities including carers services and responsibilities for mental health issues.
- **Short Term Support** – 6% of the net budget- this service provides short

term help for people and includes our Short Term Assessment and Reablement Service, Joint Interface Team, Immediate Care service, Occupational Therapy and Sensory Impairment services.

- **Developmental Support** – 7% of the net budget - this service includes Personalisation helping people to have more choice and control over their services and support. The service also includes contract compliance and management and information, advice, guidance and advocacy work.
- **Provider Services** – 15% of the net budget- this service includes the provision of all directly provided social care services and includes Residential Care Services, Day Services and Community Substance Misuse.

The largest area of spend is clearly Long Term Support which is spending on front line services to people and includes such areas as residential care, nursing and Domiciliary (Home) care. Short term support focuses on the reablement of people who come into services and helps them to maintain and increase their independence to enable them to live in their own homes for longer.

Likely costs for service users

The population in Shropshire of people aged 65 years and over is expected to rise by 14% (9,300people) between 2011 and 2015. Of these people the population of those aged 80 and over is expected to grow by 2300.

Clearly, this increase in the aging population of Shropshire will mean a greater demand placed on care services and consequently, on the resources available to deliver them. This will mean that services will have to be concentrated on those individual's with the greatest needs and the Government is currently considering proposals to ensure that an affordable and sustainable funding system or systems for care and support can be implemented Nationally. The system must also be fair of course.

For many people who are entitled to Shropshire Council's support, their services are paid for by a combination of Council money and their own personal benefits. This is because some personal benefits are to pay for care costs. The amount of money you will have to contribute towards your Personal Budget is worked out using a Financial Assessment which will assess your contribution based on your ability to pay.

The purpose of the Financial Assessment is to make sure that you are receiving all the benefits you are entitled to; and to work out how much you should contribute towards your Personal Budget.

Fair Access to Care Services (FACS for short) is a system to help Care Managers make fair and consistent decisions about the level of support an individual needs, and whether Shropshire Council should pay for this.

Eligible needs are needs for which you may be entitled to state-funded social care and support. There are four bands of eligibility: critical, substantial, moderate and low.

Shropshire Council funds and provides Adult Social Care Services to those who fall into the Critical and Substantial categories. These are explained in more detail below:

Critical - when:

- Life is, or will be threatened; and/or
- Significant health problems have developed or will develop; and/or
- There is, or will be, little or no choice and control over vital aspects of the immediate environment; and/or
- Serious abuse or neglect has occurred or will occur; and/or
- There is, or will be, an inability to carry out vital personal care or domestic routines; and/or
- Vital involvement in work, education or learning cannot or will not be sustained; and/or
- Vital social support systems and relationships cannot or will not be sustained; and/or
- Vital family and other social roles and responsibilities cannot or will not be undertaken.

Substantial – when:

- There is, or will be, only partial choice and control over the immediate environment; and/or
- Abuse or neglect has occurred or will occur; and / or
- There is, or will be, an inability to carry out the majority of personal care or domestic routines; and/or
- Involvement in many aspects of work, education or learning cannot or will not be sustained; and/or
- The majority of social support systems and relationships cannot or will not be sustained; and/or
- The majority of family and other social roles and responsibilities cannot or will not be undertaken.

The Fair Access to Care Services (FACS) assessment

The assessment is undertaken to determine the needs of those who contact adult social services. A Care Manager will collect information from you and, if appropriate, your family or carers; they may also ask your permission to contact other people who support you, such as your doctor. The aim of the assessment is to get a full picture of the things you can manage and the support you get from others, before deciding what support you may be eligible for from adult social services. You will be involved throughout the process but if you do not agree with your assessment you do have the right to appeal using Shropshire Council complaints procedures.

How you can get involved in shaping Shropshire's future.

Comments, Compliments, Complaints:

Shropshire Council welcomes feedback in the form of comments, compliments or complaints by phone, e-mail, web, in person, or in writing, feedback can also be given in person via our **Customer First Points** (see page 4).

Consultations:

All current consultations are available to view and comment on via our website at

<http://www.shropshire.gov.uk/customerservice.nsf/open/B72C68556D633FC88025788B004A2837>.

Local Joint Committees (LJC's):

People can also get involved and have a say through one of Shropshire's LJC's. At each meeting, the public can come and share views with councillors and local organisations such as the police.

Local Councillors:

The public can also get involved by contacting their local councillor all contact details are available on our website at:

<http://shropsdemserv.web.coop/CommitteeServices/ShropshireCouncillo rs>

People's Panel:

The Shropshire Peoples' Panel consists of 1000 residents aged 18+, who represent the population of Shropshire. These people complete regular questionnaires with their views on a range of topics. These views then will be taken into account in future local decision-making.

For more information contact the Customer Insight Team at:

Tracy.Bennett@Shropshire.gov.uk , or Tel: 01743 210411

Developing a better future

In order to ensure we achieve the priorities we've identified in this document, we will work together to produce a similar Local Account next year, for 2011-12. In response to the current economic difficulties we are all facing, it is essential we continue our common efforts to transform the way adult social care service users are supported, making the best use of our limited resources.

We welcome your comments about any information included in this document, about our achievements, and the priorities identified for the future.

Please see the previous page for how to feed in your views.

Acknowledgements:

Many thanks to the following for their valued contributions:

Learning Disability Partnership Board.

Mental Health Partnership Board.

Older Peoples' and Physical Disability Partnership Board.

Attendees at "Live Life your way" Conference.

Attendees at Carers' workshops.

For further information, contact:

Shropshire Council's web site at:

www.Shropshire.gov.uk

Tel: 0345 678 9000