

Joint introduction from the Executive Member for Health and Wellbeing and the Corporate Director of Housing and Adult Social Services

Dear Resident

We are pleased to present the fourth local account report on adult social care which outlines what we have achieved for people with social care and health needs. This report helps local residents to hold the council to account and to assess how well we are supporting people with care needs. We are committed to being open and transparent about what we have done to improve outcomes for residents.

In since the last Local Account we found ways to hear your views and we are pleased to include feedback from our 'Making it Real' Board, a consultation exercise to ensure we are telling you about the things you want to hear about and our annual satisfaction survey that we run on behalf of the Department of Health.

Adult social care and health services support some of the most vulnerable people in our communities, who experience health and financial disadvantage. Many of these services are jointly commissioned by the local NHS and the Council's Social Services department to reduce duplication and provide services around the needs of people who use them.

The main aim of our services is to support people in their own home wherever possible and ensure that they have choice and control. However, for people with the most complex needs we help them to access good quality residential and nursing care. We hope to continue to support users and carers in this way.

Our main aim is to provide/purchase good quality services in the community that help people to live independent lives, prevent the need for more intensive services and ensure they are safe and have good experiences of services when they need them.

Sean McLaughlin
Corporate Director of Housing & Adult Social Services

What is a Local Account?

In 2011, the Department of Health (DH) recommended that all local authorities' Adult Social Care directorates publish an annual Local Account. This shows how the local authority performed against quality standards, and what plans have been agreed with local people for the future.

The way that councils are assessed has changed and there is no longer a requirement to report to Central Government, however the Local Account gives the residents an opportunity to read about the achievements through the year, and our priorities going forward.

The work outlined in this report has been achieved through a collaborative approach. This means working with all our partners to make a difference to the lives of people, through trusted, personalised and universal social care support, so people have choice and control, and can maximise their wellbeing and independence in their local community.

How did we develop our Local Account?

To build our Local Account in Islington:

- We have begun to assess ourselves against the 'Think Local Act Personal, Making it Real' Personalisation Markers, and this document is set out under those heading so you can clearly see what we are doing well and what we still need to work on.
- We have used the results from surveys conducted with people and carers who use the services we provide or buy for them, to tell us what we are doing well and what we need to improve on.
- We have measured our progress against key performance measures that the Department of Health expected us to work to.
- We have asked our 'Making it Real' Board which is made up of people who use our services and their carers to comment on the content to ensure that it is telling you about what you want to know about.
- We have carried out a consultation exercise open to everyone to help inform us of what you would like to see in the Local Account.
- We want to tell you about some of the pieces of work and new services that we have delivered.

Islington in figures (Census 2011)

- Islington has a population of 206,100 people
- 24% of households in Islington contain someone who has a long term health condition or disability
- There are 16,300 carers in Islington who look after family, partners or friends in need of help because they are ill, frail or disabled. The care they provide is unpaid.
- Islington has a lower proportion of older people compared with the rest of London
- Life expectancy is low compared to the rest of London and England at 81 years for women, and 75 years for men

Last year (2013-14)

- 2721 people were helped to continue to living independently at home, plus we helped an additional 312 people to find services that they paid for themselves
- 1348 queries resolved at the point of first contact
- 795 people cared for in residential or nursing care homes
- 658 helped by our re-ablement service
- 324 carers given detailed advice to support them, another 1000 carers are registered to get advice, information and support from the carers hub that we commission through Carers UK
- 652 carers directly supported, 100% have a direct payment
- 91.2% of people who use our re-ablement or intermediate care services after a stay in hospital are living back in their home 91 days after their discharge from hospital
- 76% of people with mental health needs live independently
- 77% of people with learning disabilities known to us live in their own home or with friends and family
- 89% of people now get their services through a personal budget giving them more choice and control over the services they have
- 11% of people with learning disabilities known to us are in paid employment
- 36% of service users and carers get their services through a direct payment this is one of the highest proportions in London

How are we performing against the National Adult Social Care Outcome measures?

In 2010-11 the government introduced a new set of performance measures that we are measured against, it is focused on measure outcomes for local residents rather than the outputs of services; such as how many assessments we completed in a year which do not tell us about the quality of people's lives or how good our services are.

Some of our key achievements against these measures in 2013-14 were:

- We continued to demonstrate our commitment to ensure that service users receive personalised care that meets their needs and is delivered in the way that they want. As a result we have one of the highest proportions of carers and service users receiving direct payments in London.
- Islington's strong integration with health has led to us being one of the top performing authorities in London in terms of the number of people discharged from hospital into rehabilitative services that remain in the community 91 days after they have left hospital. This has also contributed us being one of the top performing London Councils for delayed transfers of care from hospital.
- Service User reported quality of life has improved compared to figures reported in 2012-13. Our ambition is to further improve this in the coming year.
- Service Users reported that they had more control over their daily life compared to previous years.
- More Service Users reported that they were satisfied with the services we gave them; we want to continue building on this.
- Throughout 2013-14 there has been a focus on reducing the number of people aged under the age of 65 whom are admitted to residential or nursing homes.
- Self-reported feelings of safety in service users is comparatively low, we will be working with other colleagues in Islington Council to help understand why people feel unsafe and to improve this across the council as a whole.
- We have increased the number of people with Learning Disabilities and Mental Health Needs that are in paid employment.
- We have reduced the number of people with Learning Disabilities that live in residential care homes by increasing the amount of supported housing available in the community.

Information and Advice: having the information I need, when I need it

Making it Real Outcomes (www.thinklocalactpersonal.org.uk)

- “I have the information and support I need in order to remain as independent as possible”
- “I have access to easy-to-understand information about care and support which is consistent, accurate, accessible and up to date”
- “I can speak to people who know something about care and support and can make things happen”
- “I have help to make informed choices if I need and want it”
- “I know where to get information about what is going on in my community.”

Our achievements and work in progress

- In our recent surveys of service users 72% told us that they found it easy to find information about the type of services that were available to them.
- The Islington Carers' Hub provides advice and information by telephone, email or face to face on the following: -
 - The type of service that available to carers and the people they look after
 - Getting a carer's assessment
 - Welfare benefits
 - Help with form filling or contacting people
 - The Carer's emergency card
 - Carers parking permit (for carers who live out of islington)
 - Looking after their own physical and mental health
 - Their rights if you are balancing work and caring
 - The flexible breaks fund
- For further information on the type of services that can be purchased, including services for carers, please use our service directory Links for Living which can be found at: <http://linksforliving.islington.gov.uk/kb5/islington/asch/home.page>

Active and supportive communities: keeping friends, family and place

Making it Real Outcomes (www.thinklocalactpersonal.org.uk)

- “I have access to a range of support that helps me to live the life I want and remain a contributing member of my community”
- “I have a network of people who support me – carers, family, friends, community and if needed paid support staff”
- “I have opportunities to train, study, work or engage in activities that match my interests, skills, abilities”
- “I feel welcomed and included in my local community”
- “I feel valued for the contribution that I can make to my community”

Our achievements and work in progress

- We opened a new service called Spectrum, which is a new Day Centre for people with global learning disabilities and autism situated in Highbury New Park. The service is in a refurbished building that has been specifically designed with the needs of people with autism in mind.
- We have built a new supported accommodation scheme for nineteen people with global learning disabilities and high needs in Leigh Road. The building is a bespoke design that includes large communal areas for the residents.
- We have secured agreement to develop three new supported accommodation schemes in Islington for people with global learning disabilities. These schemes will enable us to bring more people back to Islington who are currently placed outside of the borough.
- We commissioned the Circles of Protection project. The project is a buddying scheme aimed at those people who live outside of the local area with global learning disabilities in residential or supported accommodation settings. The scheme will pair people with a Circles of Protection approved volunteer who lives in the local area who will visit them regularly.
- We launched the Shared Lives for Short Breaks scheme. The joint scheme between Islington and Camden councils builds on Islington’s existing Shared Lives Scheme and is aimed at people with global learning disabilities who live with their families and are eligible for short breaks (respite). The scheme will provide an alternative to residential based short breaks (respite) by allowing people to stay with approved Shared Lives carers in the carer’s home.
- We are working with Hackney and Haringey councils to develop and commission a supported housing services for young people aged between 16 and 25 years from the LGBT community. The service aims to assist young people who may have become homeless and have support needs around their sexuality. In addition, these young people may have support needs as a result of offending, substance misuse issues, mental health needs or may have experienced domestic violence.

- We have recently re-commissioned supported housing services for substance misuse, offenders and young people. These new services have a greater emphasis on achieving outcomes for their service users and will seek to move people on from supported housing more swiftly to ensure that greater numbers of Islington residents in need are able to access housing related services.
- With Islington CCG we launched the FAM (Football and Music) project, which is a partnership between Key Changes and Arsenal in the Community to promote positive physical and mental health amongst young adult males in Islington. The project recently won the BME Award at the National Positive Practice in Mental Health Awards.
- Our mental employment service provided by Remploy and Hillside Clubhouse for people with mental health needs has worked with over 600 people in the last year and has helped support over 100 people into paid work.
- We have increased the number of people with learning disabilities using our services that are in paid employment to 50. This has been supported through the council's Community Access Project which provides one to one support for people with learning disabilities looking for work, and helps them to apply for jobs and gives job coaching to help support them once they are in work.
- We have recently re-commissioned all our home care services. We have recognised that a number of you do not want to have direct payment to purchase services like this but you would like more control over when and how your home care is delivered to you. Our new providers will soon be able to offer you a more flexible service where you can bank your hours over a four week period and choose when you receive them rather than having a set weekly timetable of visits.

Flexible, integrated care and support: my support, my own way

Making it Real Outcomes (www.thinklocalactpersonal.org.uk)

- “I am in control of planning my care and support”
- “I have care and support that is directed by me and responsive to my needs”
- “My support is coordinated, co-operative and works well together and I know who to contact to get things changed”
- “I have a clear line of communication, action and follow up”

Our achievements and work in progress

- Jointly with Islington Clinic Commissioning Group we have been recognised as a national leader in developing integrated health and social care services. We are one of sixteen sites in the country that has been awarded Pioneer Status this will help ensure better outcomes for Islington residents using health and social care services.
- We trailed a new way of working across community health and social care services in the N19 postcode. The project known as ‘The N19 Pilot’ aimed to improve the support provided to people needing access to a wide range of health and social care services. The Pilot brought together staff from Islington Social Services (social workers, support advisors, senior enablers, OTs) with staff from Whittington Health (physiotherapist, OT, rehabilitation assistant, administrator) to work as a single team for all referrals of people living in the N19 area of Islington. Joint screening by health and social care staff was used to identify a care-coordinator, who would be the person who worked with the person throughout their time with the service, would support them to identify what they wanted to get from the service, and then coordinate the input to achieve this. This included carrying out joint assessments, and bringing in specialist advice or input from other team members as required.

The three aims were to: -

- Improve people’s experience of the services
- Improve people’s outcomes
- Reduce unnecessary emergency admissions

The team worked with 909 people over the nine months, of which 70% were aged 65 years and over (31% were aged between 75 and 84 years). The feedback from service users was very positive: -

- 81% were very or fairly satisfied with the service
- 75% were very or fairly satisfied with how quickly they were seen
- 56% said they felt in complete control of how they wanted things
- 48% knew the name of the person coordinating their care

We will be using the success of this pilot to help shape our thinking about how we could develop this type of service to be available across the whole borough.

- We have developed an Early Support team, this is a specialist recovery team set up to help support people who have experienced a recent stroke and have ongoing

physical or emotional needs in their home. The team is made up of two occupational therapists, a physiotherapist and a psychologist.

- We have funded Age UK to develop a Discharge Support Worker post. This role works alongside Islington Social Work and Intermediate Care Teams to support safe and timely discharges from hospital or intermediate care facilities for Islington Residents.
- With Islington CCG we have developed the Carelink Pilot which is designed to support hospital discharges. The service provides a rapid response, quick access, and extended hours to enablement type services for Islington residents. The aims of this service are;
 - To reduce the number of people attending the Emergency Departments at Whittington and UCL Hospitals.
 - To increase independence by providing short term enablement services (of up to 10 days) for people at home following an attendance at the Emergency Department
 - To identify, refer and work with appropriate health and social care services during the enablement period and to discharge to appropriate services
 - To improve the patient and carer experience during and after a hospital admission

Risk enablement: feeling in control and safe

Making it Real Outcomes (www.thinklocalactpersonal.org.uk)

- “I can plan ahead and keep control in a crisis”
- “I feel safe, I can live the life I want, and I am supported to manage any risks”
- “I feel that my community is a safe place to live and local people look out for me and each other”
- “I have systems in place so that I can get help at an early stage to avoid a crisis”

Our achievements and work in progress

In 2013/14 we said we would improve safeguarding through closer partnerships and public education. We have done much work on building closer partnerships. This has included:

- Working closely with some care homes to raise standards of care and awareness of dignity
- On the basis that it is always better to prevent abuse and neglect in the first place rather than responding to it after the event, we have produced guidance for practitioners and partner organisations on preventative safeguards
- Together with Trading Standards, worked to raise awareness of doorstep and high pressure selling to vulnerable residents
- We ran several Safer Recruitment courses for managers who recruit in partner organisations. Follow-up surveys show that managers now have a better understanding and awareness of legislation and how to make sure they recruit the right people to work with adults at risk.
- In light of the high prevalence of financial abuse we have produced a toolkit for service users and carers to help keep them safe
- We have continued to work closely with colleagues in Community Safety to help improve safety around vulnerable people at risk of domestic violence
- Following a fire in 2013 involving an adult at risk, we are working to install domestic sprinklers into the homes of people most at risk
- We have created a forum to address the needs and issues of hoarding. The aim of the group is to develop local policies, procedures and interventions to address and reduce risks from hoarding behaviour.
- During 2013-14 London Fire Brigade received from agencies within Islington, the highest recorded number of home safety referrals of any London borough. As a result, 2093 home fire safety visits were carried out in the borough with smoke alarms being fitted where needed. 98% of these visits were carried out in the homes of our most vulnerable residents.
- Continued and extended our communications campaign, with a continued focus on ‘harder to reach’ service users, carers and staff
- We held a Mental Capacity Conference and a safeguarding conference for professionals and invited several highly-regarded national specialists to speak.

In April-March 2013/14 we had 1165 safeguarding alerts. This is an increase of 43% compared to the 1815 we had between April-March 2012/13. We see this increase as positive in that it shows that professionals and members of the public are reporting situations to us that they are concerned about in relation to vulnerable adults.

Every year, we look carefully at the cases where there have been more than one alert for a person. The reasons for repeat alerts are many. But in each case we want to make sure that these people are supported to keep safe from harm. If we find that there is a pattern of alerts which didn't go on to be investigated, we look into the case to check that those people are getting the right help and support.

In 2013/14 we had 511 investigations (44% of the total alerts raised). This is an increase of 4% on last year where we had 489. In a number of cases, initial information gathering has shown that when the situation was investigated there were no concerns which needed further exploration. Safeguarding and abuse of adults has a high media profile at present. As people are more aware, it may be that more safeguarding concerns are being raised with us.

Physical abuse, financial abuse and neglect have remained the top three categories for several years. The picture is similar across the country. Tackling financial abuse is a priority in our 3-year strategy.

This year, the proportion of cases where the investigated abuse was 'substantiated' has stayed the same as last year. Similarly, the number of investigations where abuse was 'not substantiated' has all also stayed the same. This means that despite the increase in safeguarding alerts and investigation the overall proportion of people at risk of abuse in Islington has stayed the same which is positive.

Personal budgets and self-funding: my money

Making it Real Outcomes (www.thinklocalactpersonal.org.uk)

- “I can decide the kind of support I need and when, where and how to receive it”
- “I know the amount of money available to me for care and support needs, and I can determine how this is used (whether it’s my own money, direct payment, or a council managed personal budget)”
- “I can get access to the money quickly without having to go through over-complicated procedures”
- “I am able to get skilled advice to plan my care and support, and also be given help to understand costs and make best use of the money involved where I want and need this”

Our achievements and work in progress

- We have the one of largest proportion of people and carers receiving their services through a direct payment out of all the London Councils. We believe this shows our commitment to enabling people to receive services in the best way to allow them to live their life the way the want to.
- In Islington we are working with key partner organisations including the NHS, local voluntary organisations and Islington personal Budgets Network to deliver Making it Real. We are using Making it Real to assess how well we are doing and have developed an action plan that seeks to build on our successes and further embed personalisation across everything that we do. How we do this will be consistent with the outcomes that we are seeking to achieve – an approach that sees service users and carers at the heart of everything we do and with meaningful engagement and ‘co-production’ (working together). Making it Real provides a great opportunity to re-affirm our commitment to personalisation and to ensure that we are providing services in line with the priorities of services users and carers.
- A Making it Real Board has been established to oversee all the work that we are doing to make personalisation stronger across all of our services. The Board has helped to develop the action plan, helps make decisions and checks the work is on track. The Board includes a range of stakeholders, including NHS Islington, voluntary sector organisations, and reserved places for service users and family carers who sit on the Board as ‘experts by experience’. The Board is Co-Chaired by the Director of Adult Social Care and the Chair of the Islington Personal Budget Network.
- We have listened to your feedback that the process to get a direct payment is too complicated. As a result we will be piloting a more simplified process designed encourage more of you to choose direct payments.

Challenges in the Future

You will be aware that the next few years will be a challenging time for local councils. We will be required to make substantial savings as a council; in Adult Social Care we intend to do this by working more in more efficient and innovative ways and have established a programme called 'Moving Forward' which is leading our move to working in this way.

The Social Care Act 2014 represents the largest change to social care legislation since 1948. The act intends to: -

- Give effect to the Law Commission's recommendations to consolidate existing laws relating to adult social care;
- Implement policy reforms relating to provision of care and support (e.g. personalisation)
- Implement the changes put forward by the Dilnot Commission on the funding of care and support such as the £72,000 care cost cap

The act will have a significant effect on us in terms of the number of service users and carers that will be approaching us for assessments and services. We have already begun work to prepare for these changes. This includes: -

- Mapping the number of Islington residents that are paying the full cost of services such as home care and care homes themselves to model the likely impact this will have on our services once they reach the £72,000 cost cap. This will also increase the number of assessments we will undertake.
- We have begun to model the likely volume of carers assessments under the changes being made to carers rights
- We are revising our provision of advice and information about care and support services to ensure that you are aware of exactly what is available to you in the community.
- We are modelling the likely costs of implementing the Care Act across Islington.