



ISLINGTON

Islington Adult Social Care

2016/17

The Adult Social Care Plan

- The Adult Social Care Plan 2015-2019 outlines how we will support the Council to deliver Corporate Plan *Towards a Fairer Islington*.
- We will make sure that our most vulnerable residents continue to receive good quality care and support. We will ensure that adults at risk are safeguarded from abuse and neglect.
- We will work to the principles that are described in the Corporate Plan, namely:
 - Early intervention and prevention: moving services to address problems before they become too ingrained to manage
 - People-centred services: we will develop person-centred policies and services, rather than systems or processed approaches, with more multi-agency, multi-disciplinary teams, pooled budgets and joint working across Islington and within the Council.
 - Co-production: we will work together with service users as equals to develop policy and services and adopt the Co-production concordat approach used in “Making it Real”.
 - Strong partnerships: All public sector organisations in the borough are facing cuts and so the importance of working together in the interest of residents has never been greater.
 - Making every contact count: residents facing multiple disadvantages are in contact with many services, so it is essential that we make every contact with them count and avoid people having to negotiate their way through complex systems.
 - Employment focussed: Supporting people into employment should be at the heart of everything we do.



Social Care In Islington

In 2015/16 Islington offered 3792 residents a social care service (including both service users and carers). All data given is 2015/16 unless otherwise stated.

Headline demographics are:

- 47% are male, 53% are female
- 44% are under 65, 20% are over 85.
- 39% are from BAME Groups.

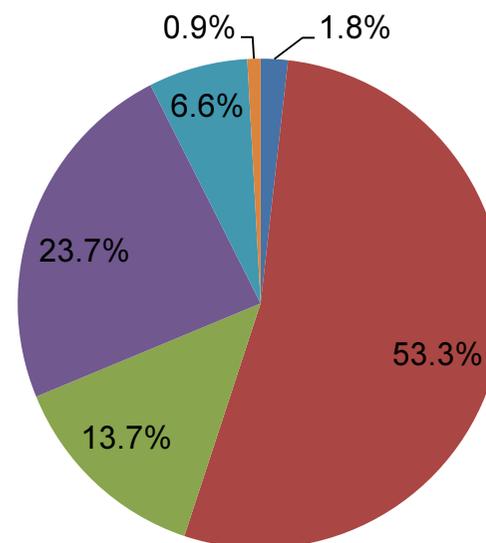
The proportion of service users receiving a service to address a physical disability or frailty increases dramatically amongst the over 65s – however, it is the largest primary category for all service users aged over 40.

Islington has the highest diagnosis rate for Dementia in London and the 5th highest in England.

The numbers of adults with learning disabilities who require services is expected to increase as people transition from Children's Services.



Service users by primary support reason

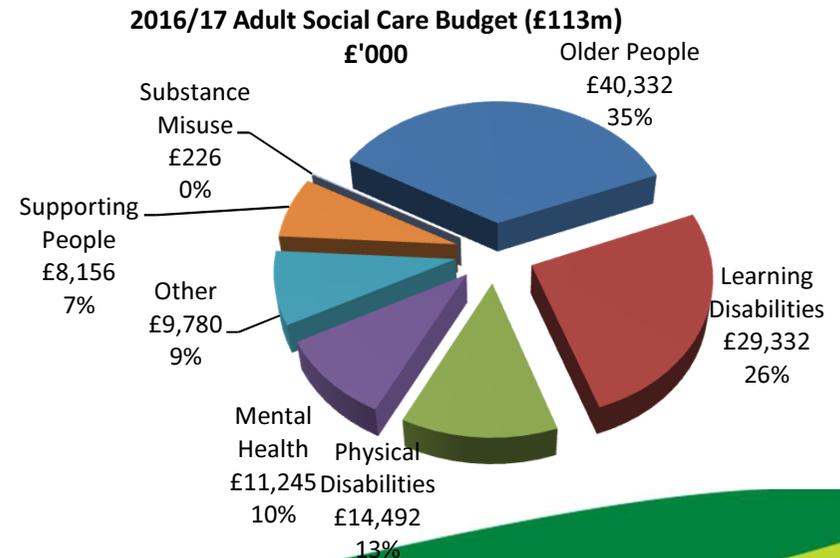
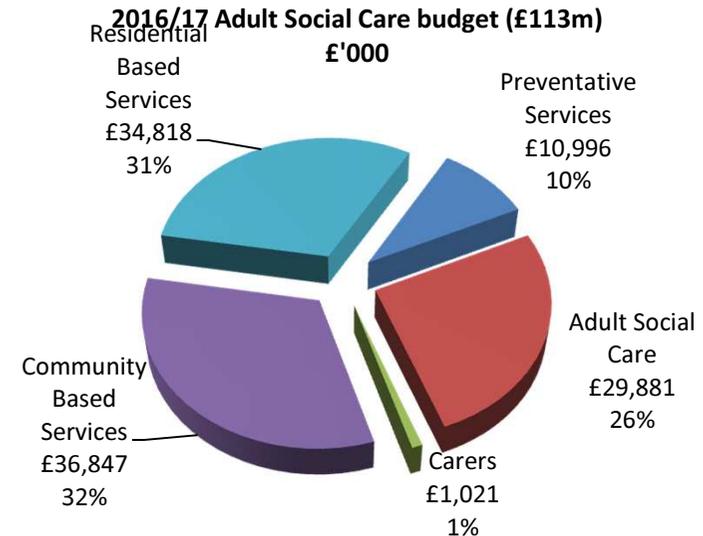


- Drugs / Alcohol Misuse
- Physical Disabilities and Frailty
- Learning Disability
- Mental Health (inc. Dementia)
- Self Funded
- Other



Adult Social Care Finances

- During the period 2011-2015 Islington Council has had to close a net budget gap of c£150m.
- Adult Social Care has contributed £31m to the £150m during this period.
- The department has made savings of £6.8m in 2014/15 and has plans in place to facilitate the delivery of £10.5m savings in 2015/16.
- Adult Social Services 2016/17 Gross Budget - £113m
 - 31% of the total budget is on residential and nursing care.
 - In 15/16 on average 729 people received this care – only 16% of those receiving an eligibility tested social care service
 - Very small proportion of the overall number of people receiving support from adult social care when preventative and community based services are also considered
- Estimated savings target of £20m approximately over the next 4 years.



THE MOVING FORWARD PROGRAMME



- Established in 2013 as the Adult Social Care Transformation Programme. There are currently 4 workstreams within the programme which are as follows;
 - **Improving Disability Services** - A series of projects and initiatives which aim to improve personalisation of learning disability services within LBI and ensure care is delivered closer to home
 - **Cross-cutting commissioning** – A review of some of our commissioned services to ensure they provide best value for money and are focused on delivering positive outcomes for service users
 - **Developing a new approach to care and support** - A number of initiatives focused around our operational services to ensure that people get the right support at the right time
 - **ICT Development** – Improved working with Partners to ensure that systems are joined up and we maximise technology to improve how we deliver care

The Moving Forward Programme vision is to 'revolutionise the way that we work, so that our residents can continue to be safe, well and independent in years to come.' By focusing on prevention, integrated care, personalisation and being more efficient, we can achieve better outcomes for service users and save money at the same time.

PROGRAMME APPROACH/DEPENDENCIES



ISLINGTON

The Moving Forward Programme Approach:

- Managing demand
- Maintaining statutory services & preventative services
- Co-production
- Contract efficiencies
- Innovative commissioning approaches
- Promoting independence
- Integration
- Culture & Practice change

Dependencies across the council and partners:

Haringey and Islington – Wellbeing Programme

Cross cutting savings & public health savings

Health and Housing programme

Integrated Care Programme

Launch of new Shared IT service

Corporate Transformation programmes *e.g. Customer Transformation programme*



Reablement in Islington 2015/16



Reablement provides a short package of support for people who have recently had a period of illness, have come out of hospital and are having difficulty managing daily activities. The service supports users to develop the confidence and skills they need to live independently and safely at home.

Outcomes in 2015/16:

- 706 residents accessed the Islington reablement service in 2015/16
- 76.9% of service users left the service with no ongoing care needs
- 92% were still at home 91 days after their discharge from reablement.

Further strengthening these positive outcomes for people using the reablement service is a departmental priority for 2016/17.

The service improvements made in 2015/16:

- Development of monthly reablement strategic dashboard for performance monitoring
- Work undertaken with wider assessment and care management services to promote the role of reablement within the Islington social care system
- Training and development opportunities offered to reablement staff and managers to improve our systems and processes



Commissioning for Prevention: Our scope

Islington Council is committed to supporting our residents' wellbeing and independence so that they can be helped to avoid developing needs for care and support.

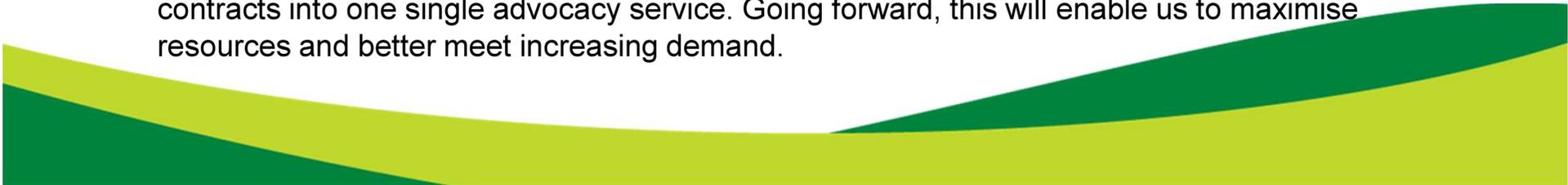
To reflect this commitment in our commissioning practice, a new prevention commissioning team was formed in January 2016, with the responsibility for commissioning a range of different preventative services, including:

- Advocacy and advice
- Lunch clubs and voluntary sector day provision
- Enablement services
- Accommodation and floating support services
- Employment support services



Commissioning for Prevention: 2015-2016

Highlights

- **Co-developed a strategic advice partnership:** The prevention team contributed a to a review of information and advice services in Islington and worked closely with the VCS team to better coordinate the work of advice services across the Borough.
 - **Developing a more coherent and easily accessible primary prevention offer:** We started to design a more collaborative and coordinated means of commissioning primary prevention services across the Borough.
 - **Co-produced a prevention outcomes framework:** We worked in partnership with Age UK Islington to develop a co-produced prevention outcomes framework. This will enable us to measure the impact of preventative services across our commissioned providers.
 - **Managed demand at our “front door”:** We developed closer working relationships with our access and information team so that we can begin to increase early referrals to community based preventative services.
 - **Developed a new single advocacy service:** We brought together several advocacy contracts into one single advocacy service. Going forward, this will enable us to maximise resources and better meet increasing demand.
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Improved Mental Health Services

- *Primary Care Mental Health* was piloted in 9 practices to strengthen capacity and support a more sustainable mental health system. This includes embedding psychiatry, psychiatric nursing and psychology in GP practices evaluation suggests that reductions are achieved in secondary care and GP satisfaction is high.
- *Early Intervention Psychosis* service was extended to over 35 year olds. Islington was one of the first areas to achieve this.
- *Enhanced Psychiatric Liaison* continues to be available at the Whittington with significant impact on quality and length of stay, readmission rates and access to specialist intervention.
- *Perinatal service* provision was extended to provide a service at UCHL
- *Value Based Commissioning*: Collaborative working between service users, providers and commissioners to address the fact that people living with psychosis are dying up to 20 years younger than their peers, has developed a new model that puts users firmly at the centre of a system. Camden and Islington Mental Health Foundation Trust were awarded the contract as the lead provider. This contract shifts the emphasis to achieving better health outcomes for patients across both mental and physical health.



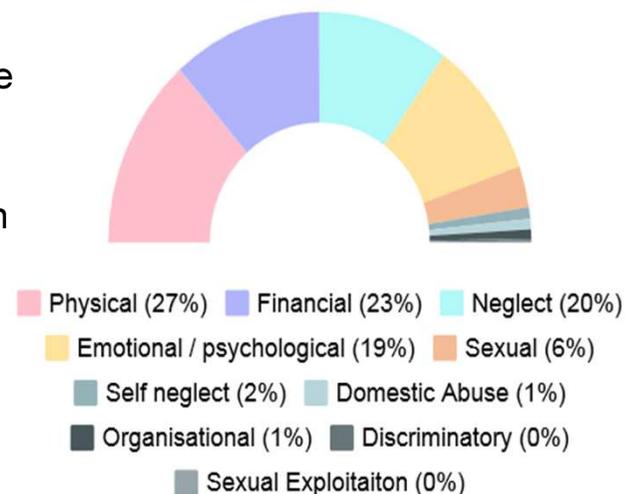
Safeguarding

- The Care Act 2014 came into effect. New categories of abuse have been recognised in the Act: modern slavery, domestic violence and self-neglect.
- Deprivation of Liberty Safeguards applications surged. In spite of this, the Safeguarding Adults Team managed to turn around most applications within timescales.
- The Safeguarding Adults team delivered training to more than 1600 people

Key statistics:

- 1464 concerns about possible adult abuse or neglect (an increase of 26% on last year)
- 592 enquiries about suspected adult abuse (an increase of 4% on last year)
- 73% increase in deprivation of liberty safeguard applications
- In 100% of cases where we agreed abuse took place, we took action.
- Our actions either removed or reduced the risk of harm in 94% of cases

Safeguarding enquiries by type





Coproduction and qualitative research

Coproduction:

- Making It Real ended in March 2016. Work in its final year included:
 - Grant funded the Islington Personal Budgets Network (IPBN) to establish themselves as a Centre for Inclusive Living (CIL). The centre will promote inclusive living through peer support and assistance for personal budgets.
 - Developed the pre-paid direct payment card option, this is now available to all new people taking up direct payments and existing direct payments users.
 - Contributed to the work of the local Employment Commission to support more disabled people and carers into paid or voluntary work.
- Significant increase in service user and carer involvement and coproduction across adult social care and joint commissioning.
 - Service users and carers are consulted on the development of specifications, and also join the decision making panel that evaluates and awards the tender.
 - Service user feedback, either through commissioned service user research and representation groups, or direct engagement with service users informs all contract monitoring. We are working to make this more engaging and accessible, through the use of storyboards and case studies.
 - We consider this as vital to ensure effective service development and delivery.
- Islington's Framework for User Involvement, and its Reward and Recognition policy has been cited by the Social Care Institute for Excellence as a good practice example in their guide 'Co-Production – what is it and how to do it'.

Qualitative research:

- A test and learn Personal Health Budgets pilot with active service user engagement reviewed and improved the PHB offer to patients with long term conditions. This work will be continued as PHBs are rolled out to other client groups. (eg multiple sclerosis)
- The 2014/15 Statutory Service User Survey (fieldwork completed May 2015) asked additional questions about why people feel safe or unsafe. We found that fear of falls was a big concern for clients and so changed the falls assessments to reduce this risk and associated fear. We will research this again in the next service user survey (spring 2017)
- Restructure of Quality and Performance team aims to further increase reach and impact of service user and carer involvement across Adult Social Care and joint commissioned services, including greater use of qualitative research.

Areas of focus for the coming year

The challenge will be continuing to improve outcomes for residents in Islington who use adult social care in the context of a very difficult financial position. This involves:

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- Enabling people to stay as well and independent in the community as possible, through the development and promotion of prevention services that are open to all.
- Delivering savings that have as low an impact on the quality of services delivered as possible, in line with the Council's budget plans.
- Scoping the market to ensure investments support emerging trends and is focused on minimising dependency on long-term services
- Continuing to develop joined-up health, care and support services with NHS partners, including the CCG, Whittington Health and Camden and Islington NHS Trust
- Ensuring that family carers are supported to continue in their caring role where they choose to do so, as well as improving outcomes for family carers in Islington.