



# Adult Social Care in Knowsley How are we doing?

The Local Account for Adult Social Care

2016

# Contents

Foreword	1
What is a local account?	2
Who, what, where, how?	7
Progress on priorities from last year	12
Transition from children to adult services	22
Younger adults	23
Mental health and wellbeing	24
Learning disability and Autism	26
Physical and sensory impairment	29
Carers	32
Older people	35
Keeping people safe	37
Things affecting everyone	39
Our overall performance - adult social care outcomes framework	44
Let's hear from Healthwatch	46
What are we going to do this year? Action plan	47
Further reading	48
Glossary	50
Get in touch	52

# Foreword

Welcome to the Adult Social Care Local Account for 2016 where you will find details of how the Council, our partners and local communities have supported Knowsley residents with care and support needs and their carers over the last year. This document has been produced in partnership with the Knowsley Engagement Forum and people who use services and their carers.

By working together with our local communities and the people who use services to develop this document, we can get a much better picture of how people are supported in Knowsley. Now, more than ever, adult social care is not something the Council does in isolation. We are working increasingly closer with our health partners and importantly, local communities are playing a really important role in supporting people. The Care Act (2014), makes clear that the future of care and support is a system where statutory services work alongside local communities to support people and we are very fortunate in Knowsley to have some great community services

supporting people, their families and carers. This local account also illustrates the co-operative principles that the Council works towards, working together means we all take responsibility for improving services and making the most of the limited resources we now have as a result of the government cuts in spending.

The improvement and sustainability of Adult Social Care is a priority for Knowsley Council; we are proud of our services in Knowsley and want to continue to make them better. Like many areas of the country, Knowsley has an ageing population and increasing numbers of people with complex care needs which will increase the demand for and cost of Adult Social Care services. In just 5 years, over £100 million in funding has been lost. Therefore, continuing with the current model of Adult Social Care Services and support is not an option. This local account shows that despite the significant challenges we have faced and will continue to face in the next few years, our services continue to support people to have a good quality of life.

The local account process has also shown where we need to make improvements and highlighted a few things that we need to do better. As always we will respond to the local account with the plans we will put in place to address this. As our budgets continue to reduce it will be important that we can focus on the areas that have the most impact on people's lives to help us prioritise these services and support. Your experience and knowledge is key to this and we thank you for helping to shape our local account and we hope you find it an interesting read.



Councillor Stephanie O'Keefe  
Portfolio Holder for  
Health and Social Care



Janet Tildsley  
Chair of Knowsley  
Engagement Forum

## What is a Local Account?

A local account explains to residents how well local adult social care is supporting people in their local area. Local accounts are important because they give information about how people are supported and where the Council and its partners are doing well and where they need to get better. This is the fifth time we have published a local account in Knowsley.

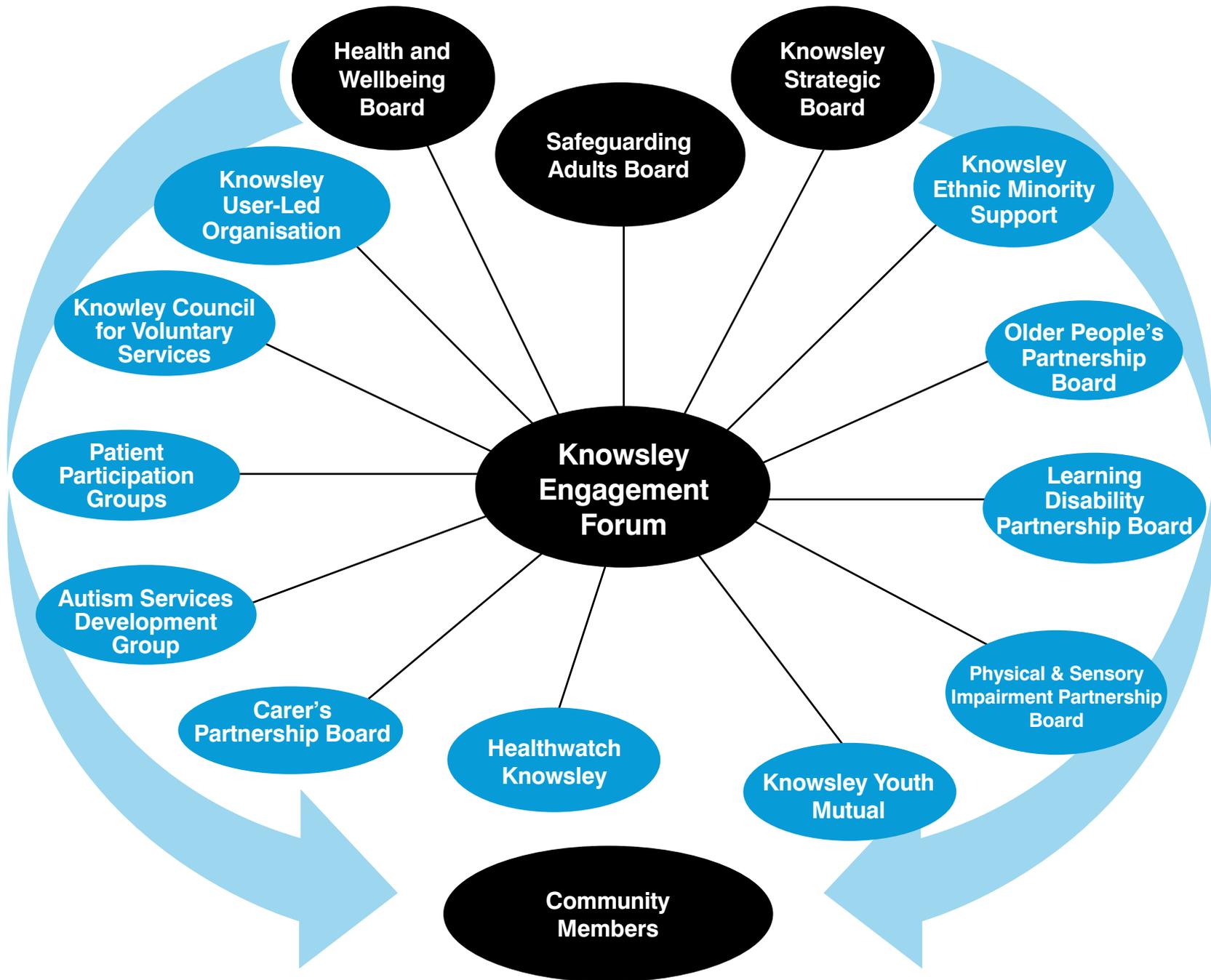
The local account has been developed in partnership with our local communities and people who use care and support services and their carers.

During July-September 2015, the Knowsley Engagement Forum sent out a “call for evidence” where we contacted all our partners, community groups and organisations and asked them to do a consultation in their own organisations and send us information on people’s experiences of adult social care over the last year. We asked them what was

good, what improved in the last year and what needed to improve over the next 12 months. The Engagement Forum also held a well attended consultation day in November 2015 to get people’s experiences and case studies about their experiences. To ensure we had consulted as many people as possible and to try and get as much information from harder to reach groups as we could, the forum also did some targeted consultation with key groups and visited a number of organisations across the borough.

This was followed up by establishing a group of community members to comment on the draft to ensure that the final document was an honest reflection of people’s experiences.

The following diagram shows the groups in Knowsley we have engaged with to develop this local account:





“ It gives the residents of Knowsley the reassurance that Knowsley is doing everything they can to improve social care in Knowsley ”

(Knowsley resident, Stakeholder event, 2013)

### How to get involved in the development of the local account next time

If you or someone you know would like to get involved in next year's local account then please contact:

#### Healthwatch Knowsley

The Old School House, St Johns Road, Huyton, L36 0UX.

Please call us on **0151 449 3954** or email the team by clicking here ([enquiries@healthwatchknowsley.co.uk](mailto:enquiries@healthwatchknowsley.co.uk))

### How to read this document

This local account has been designed so that it is easy for you to read and to find the information that matters to you. The account is split into sections which relate to different people who access adult social care. There are also two sections at the back which include information about areas that are important to everyone.

#### **These are Keeping people safe p. 37 and the Things affecting everyone p.**

**39.** If you are reading this electronically you will see that some parts of the report are highlighted blue to provide links through to documents, other sections or to the glossary which will help explain any unfamiliar terms we have used.

The sections include performance information which is collected by the Council to monitor how we are doing on key priorities and there is also lots of information, comments, quotes and case studies which we have gathered through

speaking to people who live and work in Knowsley. We have also included a section for further reading where you will find links to other documents produced across the **Knowsley Partnership**.

We have produced an easy read version of the account and can provide other formats and languages upon request. If this is something you require please do get in touch.



# Who, what, where, how?

You can find lots more information on adult social care in Knowsley at:

[www.knowyourcare.co.uk](http://www.knowyourcare.co.uk)

Please note that this website will soon change to Livewell Knowsley.

## What is adult social care?

Adult Social Care supports people who, for a variety of reasons, have some difficulty taking care of themselves. The aim of adult social care is to help people to be safe, secure and to have the best quality of life possible. This includes adults aged over 18 who might have learning or physical disabilities, a visual or hearing impairment, or mental health issues such as depression or addiction. Adult Social Care also helps older people (aged 65 or over), especially those who have become frail or have problems such as dementia and also supports people who care for others.

## How does it work?

Most people who are supported by adult social care are referred through a friend, relative, a nurse or doctor. Someone struggling to cope at home may contact us directly. We also help and support people who come out of hospital and may need some extra help. For example, help

around the house whilst they get better after they have an operation. We then assess the person who has contacted us to see if we can help and what their needs might be. If they meet our “eligibility criteria” we will then organise services to help. If you would like to speak to someone about an assessment for social care contact the Corporate Contact Centre on 0151 443 2600 (the former Knowsley Access Team (KAT) has integrated with the Corporate Contact Centre who are now the first point of contact for social care).

## Who pays?

The Council pays for most adult social care services but the majority of people pay something towards the cost of their own care. The amount people pay depends on how much savings they have and what they can afford to pay. Some people, known as “self funders” will pay for the majority of their care themselves.

## How many people contacted adult social care in 2014/15

**8,748** people contacted the council for social care support / information and advice

**5,628** people had an assessment (includes re-assessment)

### Contacts and Referrals

**1,345** safeguarding alerts came through to adult social care

**1,310** carers had an assessment

## Who has been supported by Adult Social Care in 2014/15

In 2014/15 4,401 people were supported by adult social care. You can find out more about the reasons people need care and support in Knowsley by looking at the Knowsley Knowledge website which gives information on some of the conditions which create the need for care and support in Knowsley.

# OLDER PEOPLE

**24,365** people aged 65+ live in Knowsley



The proportion of residents aged 65+ is projected to increase from

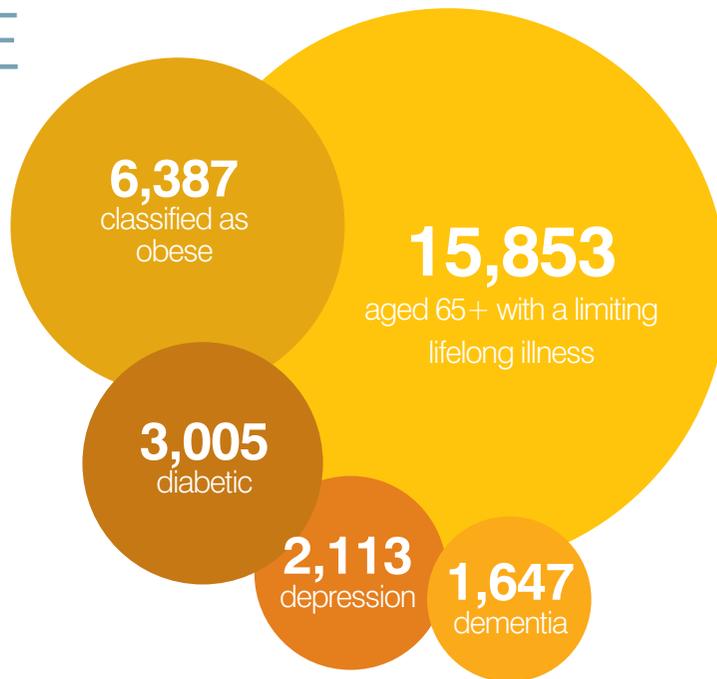


**in 2014**  
to



**by 2033**

this is in line with change across England



# VULNERABLE ADULTS

Of **4,401** Adult Social Care clients,

**3,005** older people receive support for a Learning Disability **648** receive support

**346** receive support for a Physical Disability **162** receive support for a Mental Health related issue

There are

**2,900**

aged 85+, this population is expected to more than double to

**6,348**

by 2037

### **How have they been supported?**

The majority of people who need adult social care are supported by services the Council buys such as nursing and residential care, home care (domiciliary care) and day care. However, some people choose to take a direct payment for their care and support which means they buy the care they prefer from a range of social care providers or spend it in the way which best meets their needs. Carers are supported through services which help them take a break from their caring role or to ensure they are able to live a life alongside caring. Many people are also supported outside of statutory services in their local community through support groups, local clubs and churches and a variety of other initiatives in the voluntary sector.

### **How does the Council buy services?**

To arrange services and support for people with adult social care needs the Council undertakes a process called commissioning. In Knowsley the whole life commissioning team is responsible for this process. The key requirements of this process is to understand what people want and need to support them in the best way, look at what services will best meet these needs and then begin a process of buying these services. The Council does not directly provide any of these services so the team needs to ensure that there are services available to meet people's needs as much as possible in their local area. A key part of this process is ensuring that there are a real choice of services for people to choose from so they can decide how they can best meet their own personal wishes and aspirations. The team also has a role, along with Care Quality Commission (CQC), to monitor the quality of those providing care such as nursing and residential homes.

### **How much money has been spent on adult social care?**

In 2014/15 the Council spent just over £276 million on services. Just over £50 million of this was spent on adult social care. This is nearly 18.3% of the Council's budget.

### **How much money has the Council had to save?**

The Government has significantly cut the amount of money it gives to local councils and these reductions are set to continue. Knowsley Council's funding from Central Government has been drastically cut and Knowsley has been hit harder than most other councils in the country. These cuts are continuing to be made year on year, meaning that the Council is now facing a budget shortfall of £34 million over the next two years. During 2014/15 the Council has had to save over £10 million from its budget. This is in addition to the £60 million already saved since 2010.

Given the scale of the cuts from Central Government, the Council has had to look at all of the services and support it provides to residents. It has also had to reduce its own workforce costs, generate more income from other sources and work more closely with partners to find additional savings. Unfortunately, due to the scale of the funding cuts, the Council simply cannot continue to provide the same level of services.

### How has it been saved?

In adult social care the money has mostly been saved by working hard to make the most of the money we have got. However, as the spending cuts continue some really difficult decisions have to be made. Knowsley has had to make cuts to adult social care and savings will continue to have to be made. We are working hard to protect the most vulnerable but it is clear that we will have to provide social care in a very different way. As we embark on our three year transformation plan (see

section on things affecting everyone), we are working closely with local communities and partners to keep everyone informed of plans and to ensure future plans are shaped by people who live and work in Knowsley.

### What is the difference between health services and adult social care?

Health services and support are mostly delivered by the NHS and are free at the point of use. Health services include services like GP's, hospitals and walk in centres. Adult social care is organised by local councils and includes services such as day care, home care and nursing and residential care along with many others. People's needs are assessed and, if they are eligible, they will pay something towards their care if they can afford to.

### What is the relationship between health services and adult social care?

Health and social care services are closely linked and the NHS and councils often work together. This is known as **integrated** working or **joint commissioning**. The Government has said that it wants councils and the NHS to work even more closely together in future and over the next year councils and **Clinical Commissioning Groups (CCGs)** will continue to put a lot of their money together to fund more joined-up services. This will improve the experience of people who use health and social care services and also support people to be more independent.

# Progress on priorities from last year

## What we said in 2013/14

### Transition from children to adult services

We will improve the information available on transition as part of the Council's responsibilities in the Care Act on having a comprehensive information and advice offer by July 2015.

We will improve the information available on assessment and eligibility as part of the Council's responsibilities in the Care Act on having a comprehensive information and advice offer by July 2015.

From 1st April, adults who have substantial difficulty in engaging with the care and support process will be offered Independent Advocacy support as part of the Council's responsibilities in the Care Act.

There will be a service review of the respite service which will include considerations of how respite can be improved during transition. This review will be completed by November 2015.

## What we have done in 2014/15

The Family Information Services website <https://www.knowsleyinfo.co.uk/> has been updated to include more information to support people through the transition process. A transition strategy is also being developed and will be published in 2016. This strategy will set out how the council and its partners intend to improve the transition process and also the information and advice that is needed to support people through this process. 

All new clients who have been referred for an assessment now receive a leaflet with detailed information about the assessment and eligibility process. An information booklet is also being developed which has a range of information and advice about adult social care. Livewell Knowsley, previously titled "Know your care", will also be delivered during 2016 and will provide a dedicated online website which has lots of information and advice about adult social care in Knowsley and across the Liverpool City Region. 

Advocacy is now available to support people at any stage of the process and advocates are receiving specialist training to ensure they can support people effectively. Advocacy Services are also being reviewed during 2016 to ensure there is sufficient capacity to meet the demand for advocacy support. 

The review of services provided by the Council, including respite, was completed in December 2015. A number of follow on workshops took place in January and early February 2016 to develop some of the recommendations that were identified as a result of the review. A report will be presented to the Portfolio Holder for Adult Social Care in February 2016 which outlines the outcome of the review and plans for next steps. As the original timescale has been missed, this action is highlighted Amber. 

## Younger adults

A Market Position Statement will be developed during 2015 and the gaps in the availability of services for younger adults will be considered as part of its development. The Market Position Statement will inform future commissioning of services in adult social care.

During 2015 we will be increasing the availability of independent advocacy to support people to make complaints and appeals.

By July 2015 we will improve the information available on the appeals and complaints process as part of the Council's responsibilities in the Care Act on having a comprehensive information and advice offer.

The development of a Market Statement in Autumn 2015 will clearly articulate to Housing developers and Care Providers the need to offer suitable housing solutions for young adults. As part of this process, the Council will also work with providers to stimulate the market for more choices of housing for young people.

## Mental health and wellbeing

Activity on phase 2 and 3 of the mental health and wellbeing programme is being planned and will be aligned with the Clinical Commissioning Group's (CCG) development of a 4 year strategic plan for Mental Health. Phase two and three will be addressing the issues raised in the ASC local account.

The Adult Social Care Market Position Statement (MPS) has been published here. It sets out the Council's intentions of working with providers who can provide more personalised services for younger people and to offer choice in how they meet younger people's needs. This will be facilitated through supporting the development of local community services such as micro and social enterprises.

Advocates are available to support people through any complaints process and information and advice about how to make a complaint is sent out to everyone who has been referred for an assessment.

More information and advice about complaints will be made available on the Livewell Knowsley website when it launches in 2016; this has changed from its previous title "Know your care." As the original timescale has been missed, this action is highlighted Amber.

The Adult Social Care Market Position Statement (MPS) has been published here. It sets out the need for more housing schemes for younger adults to be developed such as extra care for younger people, shared lives schemes and other accommodation suitable for younger people.

The Health and Wellbeing Board received a report in September 2015 setting out progress made in developing the CCG's 4 year strategic plan for mental health services.

Incorporating local and national improvement actions, the plan is aligned to the CCG's strategic vision and commissioning intentions as well as the design principles for mental health services. The priority actions identified are key aspects of the plan. The plan also includes other local priorities, including the CCG's other plans for mental health services



## Learning disability and autism

By July 2015, we will improve the information available on services available for people with learning disabilities over the age of 25 as part of the Council's responsibilities in the Care Act. Individualised information about where people can go to continue their education after leaving school will be included in their Education, Health and Care Plans from the SEND changes which will be fully implemented by 2017.

specifically referred to in its commissioning intentions, namely:

- i. Low level counselling and Improved Access to Psychological Therapies (IAPT) services:
- ii. Dementia
- iii. CAMHS development

The plan also seeks to ensure that appropriate services are commissioned to support people experiencing a mental health crisis, examining opportunities for admission avoidance into mental health inpatient beds through mental health intermediate care (e.g. a crisis house) and provision of appropriate places of safety including an overnight service for adults struggling with anxiety, depression, panic attacks or low mood.

As reported to the December Board, the CCG and Council have identified a number of areas for collaborative commissioning. These are: Better Care Fund; Children and Families (including children and young people's emotional and mental health and wellbeing); Mental Health. Whilst the detailed scope, management and governance arrangements required to ensure the effective delivery of these work programmes are still being developed, it is anticipated that the overarching 4 year strategic plan for mental health services in Knowsley will be a core aspect of the mental health work programme.

A copy of the report can be accessed at **here**

The Family Information Services website <https://www.knowsleyinfo.co.uk/> has been updated to include more information about opportunities for people with learning disabilities after leaving school. Livewell Knowsley, which has changed from its previous title "Know your care", launches in May 2016, and will include an e-marketplace, where people can view all of the services and support available in Knowsley and across the Liverpool City Region.



We will continue to engage with Merseytravel through our Learning Disability and Physical Disability Partnership Boards during 2015/16 to improve public transport options to local services for people with disabilities.

In 2015/6 we will be retendering for our taxi and minibus framework providers to ensure that there is more efficient and timely taxi and minibus transport available for people with disabilities.

We will also continue to develop more local services and facilities closer to people's homes where possible. In 2015, new extra care facilities will open in Huyton and Halewood, and in 2016 a new supported living service will open in Fazakerley.

Investment from the autism initiative fund will be used in 2015/16 for reasonable adjustments to leisure facilities.

We will be working to improve standards and methods of communication. From September 2015, there will be monthly social work surgeries available at each local day centre.

Although there aren't enough social workers available to allocate one to everyone, we ensure that we have enough social workers and nurses who can work with the most serious and complex issues and cases.

Staff from the Council's reablement and learning disability teams have attended training with Merseytravel on supported travel. The aim will be to train people with learning disabilities to develop the skills and confidence needed to travel independently.

The Council has put forward a travel policy tender for a borough wide travel solution which is inclusive of all Knowsley residents including those with learning disabilities.

In 2015 two new extra care facilities opened in Knowsley. Bluebell Park in Huyton and 40 apartments in Derby Court in Halewood. More extra care facilities will open in 2016 at the Watchworks in Prescot and Withens in Stockbridge Village. An extra care Sufficiency Strategy is currently in development and will be published in April 2016. It will outline the need for further extra care provision in the future.

This work will be ongoing during 2016. To date improvements have been identified in each of the facilities and work is taking place to make the facilities more autism friendly; this includes creating low arousal 'time-out' spaces and improving the information and advice the facilities make available to people with autism and their carers.

Unfortunately, due to resources, we are unable to have social work surgeries in local day centres. However, we are working hard to ensure social workers can spend as much time as possible with people by improving back office functions and introducing mobile ways of working so social workers spend less time dealing with paperwork. We are also improving the availability of information and advice for people by launching Livewell Knowsley, which will replace the "Know your care" website in May 2016.

Following a restructure of the staffing in adult social care, a new separate safeguarding team is being developed to remove the safeguarding work from the case work teams. This will allow the learning disability social workers the time to concentrate on reviews and complex cases.



70% of people with a learning disability will receive an annual review during 2015/16.

By the end of 2016, everyone will have a named care co-ordinator.

### Physical and sensory impairment

The process from application to Assessment for Blue Badges has been reviewed with waiting times for appointments at the Centre for Independent Living reducing to 3 weeks. Waiting times will continue to be monitored to ensure people with physical disabilities do not experience any delays in waiting for assessments. We will continue to improve waiting times by implementing a new process for assessing blue badge applications with our council's one-stop shops by July 2015.

We will be advertising all current and future sensory impairment services on a dedicated E-Marketplace. Information on services will be available electronically, in leaflet form and available in all accessible formats. This will be completed by December 2015.

Waiting times for an assessment for aids and adaptations will continue to improve.

59.57% of people with a learning disability received an annual review during 2014/15.

All clients with a learning disability or mental health condition will have a dedicated care co-ordinator by the end of 2016.

The new Blue Badge Assessment process has been implemented, which reduces the number of applications that progress to a mobility assessment completed at the Centre for Independent Living (CIL). In certain instances an application will be approved through a desktop assessment. This has reduced waiting times for appointments at the CIL, which have been no greater than one week since April 2015, a significant improvement compared to waiting times during the previous 12 months. Work is in progress with the Knowsley User Led Organisation (KULO) to be on hand at the CIL to support individuals with the completion of the assessment documentation if required.

Livewell Knowsley, previously titled "Know your care", will be launched in May 2016 and an Information and Advice Strategy is currently being developed which will include an action plan for improving the availability of other forms of information and advice on services. As the original timescale has been missed, this action is highlighted Amber.

There has been an increase in Occupational Therapy input within the Aids and Adaptations Service to support assessments and subsequently there has been a reduction in waiting times. Waiting times for an urgent assessment (Occupational Therapist) has reduced in the last 12 months from 30 weeks to within the 4 week target, and for a non-urgent assessment from 30 to 6 weeks. Waiting times for Occupational Therapy Assessments are no greater than 4 weeks.



## Carers

From the 1st April 2015, carers will be entitled to an assessment of their needs and services and support if their needs are eligible. This will improve the support we give to carers and help to give them a break from caring.

A service review of day services, which will be completed in 2015/16, includes a review of the current offer to determine if there is a need for weekends / evenings for some users instead of daytime. Work is also taking place with community groups to stimulate the community offer evenings and weekends.

The Council is currently looking at ways in which it can improve the information and advice that is available including updating its "know your care" website which will provide a single point of access to information and advice about services and support for people who use services and their carers. There will be more information available to carers by July 2015.

We have a dedicated team of Assessment and Support Plan staff who are responding to the high level of demand of requests for carer's assessment since April 2015. Carers are being offered the opportunity to undertake a self assessment or face to face depending on their preference. As part of the assessment and support planning process carers are being provided with information and signposted to general and carer specific support services. In addition, those carers who are eligible for funded support from Knowsley Council are being encouraged to look at their own needs and to purchase the support, services and activities that will help them continue in their caring role. The Carers Assessment and Support Planning process is being constantly reviewed to make sure it meets both carers and the Council's outcomes. Further work on self assessments, online assessments, working with our partners in the community and signposting carers to preventative and wellbeing services will continue over the next 12 months.

The review of services provided by the Council, including day care services, was completed in December 2015. A number of follow on workshops took place in January and early February 2016 to develop some of the recommendations that were identified as a result of the review. A report will be presented to the Portfolio Holder for Adult Social Care in February 2016 which outlines the outcome of the review and plans for next steps.

As part of the new assessment and support planning process, carers are being provided with information and advice and are also being signposted to general and carer specific support services. The "know your care website" has now changed to "Livewell Knowsley", which will launch in May 2016. This will give carers more information and advice about support and local services. As the original timescale has been missed, this action is highlighted Amber.



The Council will be implementing a new assessment and care planning process from the 1st April 2015. The new process will put clients and their carers at the heart of the care planning process.

### Older people

The process from application to assessment for Blue Badges has been reviewed with waiting times for appointments at the Centre for Independent Living reducing to 3 weeks. Waiting times will continue to be monitored to ensure people with physical disabilities do not experience any delays in waiting assessments. We will continue to improve waiting times by implementing a new process for assessing blue badge applications with our Council's one-stop shops by July 2015.

As part of the Better Care Fund plans and the Care Act implementation, the information and advice available on referral pathways and support to navigate them will be improved.

More information on alternative ways to bid for housing will be made available by July 2015 to support people struggling with the bidding process. This includes increased marketing of the auto bidding process.

This has been implemented. As this is a new obligation under the Care Act 2014, the assessment and service delivery is under regular review to ensure that proportionate assessments and equitable service provision is delivered.

The new Blue Badge Assessment process has been implemented, which reduces the number of applications that progress to a mobility assessment completed at the Centre for Independent Living (CIL). In certain instances an application will be approved through a desktop assessment. This has reduced waiting times for appointments at the CIL, which have been no greater than one week since April 2015, a significant improvement compared to waiting times during the previous 12 months. Work is in progress with the Knowsley User Led Organisation (KULO) to be on hand at the CIL to support individuals with the completion of the assessment documentation if required.

An information booklet is being developed which has a range of information and advice about adult social care and health services. Livewell Knowsley, previously known as "Know your care" will also be delivered during 2016 and will provide a dedicated online website which has lots of information and advice about adult social care in Knowsley and across the Liverpool City Region. Information on referral pathways and advice on what to do during the process will be included on Livewell Knowsley.

A representative from Knowsley Older People's Voice has been added to the mailing list for the weekly newsletter of available properties so that this can be passed onto elderly residents who cannot access the system. Elected Members have also been added to this mailing list so that hard copies of the newsletter can be made available in their surgeries. Knowsley Housing Trust (KHT) also held their annual community day in July 2015 which was used to promote the overall Property Pool Plus service and highlighted several aspects of the system to residents. This included awareness of the auto bidding facility.



The Council will be increasing the availability of advocacy to support people through the adult social care assessment and care planning process. There will also be a better, more accessible offer of information and advice available to people from the 1st April 2015.

Digital Inclusion has been agreed as a priority for the Knowsley Partnership. Through this work, partners have made a commitment to ensure that no residents are left behind in the digital age. Actions to ensure this will be reflected in the developing Digital Inclusion action plan (to be launched April 2015). The action plan will take an all round approach to; increase basic online skills; ensure access to the internet and raise awareness of the benefits and necessity of being online.

We will continue to develop more local services and facilities closer to people's homes where possible. In 2015, new extra care facilities will open in Huyton and Halewood.

### **Keeping people safe**

We will develop a new contact / enquiry and referral process to ensure concerns from the public and individuals are being immediately addressed.

Advocacy is now available to support people at any stage of the process and advocates are receiving specialist training to ensure they can support people effectively. Advocacy Services are also being reviewed during 2016 to ensure there is sufficient capacity to meet the demand for advocacy support. The "Know your care" website will now be called Livewell Knowsley and will launch during 2016; this will give people access to much more information and advice about services. As the original timescale has been missed, this action is highlighted Amber.

The Knowsley Partnership agreed a Digital Inclusion Strategy for the borough in April 2015. Implementation of the action plan is underway, this includes; the provision of 9 free digital drop-in sessions delivered each week at community locations across the borough, a marketing campaign to raise awareness of the benefits and necessity of being online, delivery of a low cost broadband contract offer for social housing residents and a coordinated approach amongst partners to provide residents with high quality online services. In October 2015, the Big Lottery Fund launched a call for projects within the Liverpool City Region aimed at increasing digital inclusion between 2015 and 2019. This investment of £1.645m will be enhanced by further 'match funding' and the successful implementation of project activity will benefit Knowsley residents by improving digital inclusion through a variety of approaches.

In 2015 two new extra care facilities opened in Knowsley. Bluebell Park in Huyton and 40 apartments in Derby Court in Halewood. More extra care facilities will open in 2016 at the Watchworks in Prescot and Withens in Stockbridge Village. An extra care Sufficiency Strategy is currently in development and will be published in April 2016. It will outline the need for further extra care provision in the future.

The new process for adult safeguarding will be launched on the 23rd March 2016. The launch will include information on how to report a safeguarding concern and the process for how the Council will deal with safeguarding concerns.



Closer ties will be made with providers of Sheltered and Extra Care Accommodation to identify concerns and where possible ensure they are addressed.

We will develop a new model to ensure the public can easily and quickly report general or individual concerns by October 2015. This will be publicised through Council and Partner agencies, leaflets, bulletins, email and the Knowsley Council website.

Providers of sheltered and extra care accommodation are invited to a care partnership forum where safeguarding concerns are discussed and actions are put in place to deal with any issues. A representative from KHT also sits on the Knowsley Adult Safeguarding Board to ensure any safeguarding issues identified within supported accommodation are discussed at the highest level.

The new process for adult safeguarding will be launched on the 23rd March 2016. The launch will include information on how to report a safeguarding concern and the process for how the Council will deal with safeguarding concerns. Livewell Knowsley, a dedicated information and advice website, will also be launched in 2016 which will have information and advice around adult safeguarding including how the public can raise a concern. As the original timescale has been missed, this action is highlighted Amber.





# Transition from children to adult services

When children who have care and support needs or are carers reach the age of 18, they make the transition from children's services to adult services. This can often be quite daunting and can involve some big changes to how they are supported. Making sure that this transition is done well is really important as we are often told how challenging this can be. In 2014/15 19 children in Knowsley made the transition to adult services, 7 children more than last year.

## What's been good?

- Parents now have more control over when the transition process starts for their child. In order to make this process easier, transition workers have been recruited to work within schools and the social work teams to act as the bridge between children's and adult social care.

- Knowsley's CCG are currently recruiting a children's specialist nurse to work alongside the adults nurse to manage transition between children and adults health services.

## What has improved?

- There is more joined up working between children and adult social care teams to improve the transition process. The Adult Social Care Team Manager now leads the Special Educational Needs and Disabilities (SEND) Transition Work stream.
- More information and advice on transition has been added to the Family Information Services website <https://www.knowsleyinfo.co.uk> to support children and their families and carers to understand the transition to adults services better.
- A Transition Strategy is also being developed and will be published in 2016.

## What needs to improve?

- Residents have highlighted that the transition between Child and Adolescent Mental Health Services (CAMHS) and adult mental health services can be difficult and needs to improve.

# Younger Adults

Younger adults who access adult social care and support sometimes have very different needs, wishes and aspirations to older people. This means they often require different kinds of support from services to have a good quality of life. For example, many younger adults want support to continue education or learning or support to access employment.

## What's been good?

- The Field Lane extra care facility that will open in 2016 is designed specifically for younger people and will increase the choice of accommodation support that young people can access.

## What's improved?

- Advocacy support is now being advertised more to support younger people through the care and support process.

- The Council is working to develop services which offer more choice and an alternative to day care for younger people. The recently published Market Position Statement states that the Council wants to work with providers who can provide more innovative and personalised services to younger people.
- Supported internships for 16-25 year olds with Learning Disabilities are being explored to support people to develop the skills they need to access employment opportunities.
- People have said that they would like to see more services for young people that are more meaningful and fulfilling, providing something new and promoting independence and employment opportunities.
- Local insight found that people want more extra care facilities in Knowsley to be available to younger adults not just those aged 55 and over. It has also been stressed that these facilities must be personal and appropriate for younger adults.

## What needs to improve?

- Young people have said that access to mainstream education is difficult with some young people in Knowsley, who require educational support, experiencing problems in sixth form colleges due to the level of support on offer.

# Mental Health and Wellbeing

During 2014/15 Knowsley Council provided adult social care and support to 220 people with a mental health issue, 59 fewer than the previous year. Mental health issues can include conditions such as depression and dementia or treatment for drug or alcohol addictions. Examples of the types of care and support people with mental health issues access are social work support, support to access employment and housing support to enable people to live independently.

## What has been good?

- People have said that the Look After Myself Programme (LAMP) is an excellent programme offering invaluable services to Knowsley residents with low level mental health needs.
- Knowsley's Social Inclusion Service, 'Imagine', has been recognised as a really good service offering a good level of support for residents suffering from mental health issues.

- People have said that peer support, such as the mental health coffee mornings run by Healthwatch, are really important for supporting people with mental health needs.

## What has improved?

- Knowsley's Clinical Commissioning Group's (CCG) plan to develop and improve mental health services through the delivery of the Neighbourhubs, has been highlighted by the community as a positive step.
- People have said that Knowsley Council and the CCG's plan to have a single point of referral for mental health will improve access to support for people with mental health needs and make accessing support less daunting and confusing.
- The development of the online information and advice website, Livewell Knowsley, has been seen as a positive step in supporting people to have choice about what support is available to meet their needs.

- There has been an increase in the number of adults in contact with secondary mental health services in employment.

## What needs to improve?

- People have said that there needs to be more cohesion between social care and mental health trusts – in particular people feel that social workers should be able to refer to mental health services.
- People feel that social care and health professionals need to be aware of the wide range of services and support that can be put in place to support people with mental health issues.

### **Scrutiny Review of mental health provision in Knowsley**

Knowsley Council has recently carried out a Scrutiny Review on mental health provision across the borough. A broad range of evidence was received and considered, covering services for children and adults, community support and out of hospital provision and primary care and early interventions. The working group identified where the current provision could be further developed or improved and made 25 recommendations to the Council, CCG and partner organisations.

### **The Mental Health and Wellbeing Programme 2014**

The Health and Wellbeing Board received a report in September 2015 setting out progress made in developing the CCG's 4 year strategic plan for mental health services. Incorporating transformational and local/national continuous improvement actions, the plan is aligned to the CCG's strategic vision and commissioning characteristics as well as the design principles for mental health services. Identified priority actions are key aspects of the plan, it also includes other local priorities, including the CCG's other plans for mental health services namely:

- i. Low level counselling and Improved Access to Psychological Therapies (IAPT) services:
- ii. Dementia
- iii. CAMHS development

The plan also seeks to ensure that appropriate services are commissioned to support people experiencing a mental health crisis, examining opportunities for admission avoidance into mental health inpatient beds through mental health intermediate care (e.g. a crisis house) and provision of appropriate places of safety including an overnight service for adults struggling with anxiety, depression, panic attacks or low mood.

As reported to the December Board, the CCG and the Council have identified a number of areas for collaborative commissioning. These are: Better Care Fund; Children and Families (including children and young people's emotional and mental health and wellbeing); Mental Health. Whilst the detailed scope, management and governance arrangements required to ensure the effective delivery of these work programmes are still being developed, it is anticipated that the overarching 4 year strategic plan for mental health services in Knowsley will be a core aspect of the mental health work programme.

# Learning Disability and Autism

A person with a learning disability will have a reduced ability to understand new or complex information or to learn new skills, or to cope independently in everyday life. In Knowsley there are 648 adults with learning disabilities who receive services from adult social care, 12 more people than last year. Examples of services that people with learning disabilities access are disability day services, residential care, **supported accommodation** or **direct payments**.

## What's been good?

- People have said that they really value The Being Involved Group (BIG) and that it is a really good service. The BIG is a self-advocacy group for people with a learning disability in Knowsley, where they meet once a month to discuss issues relating to their lives. It gives residents who have a learning disability a chance to get together to put their points forward.

- Day services for those with learning disabilities are seen to be really important and helpful, providing a good opportunity for people to socialise and participate in activities. In particular, service users like the swimming sessions that are on offer.
- People have said that the staff at Stockbridge Activity Base are really good and have said how much they enjoy the activities on offer.
- Your Voice, Your Choice is recognised as a really good alternative to day services by local residents.
- People with LD have said that they like day services but that changes and the review process have caused problems for them.

## What's improved?

- There is a project underway at Whiston Hospital that has been very successful in identifying patients with a learning disability on admission. People with LD would like to see this approach in more organisations.

- A pre-admission care and treatment review is being developed with the CCG to prevent admission to assessment and treatment units and speed up discharge.
- There are now more people with LD in employment in Knowsley when compared to last year.
- The Family Information Services website <https://www.knowsleyinfo.co.uk/> has been updated to include more information about opportunities for people with learning disabilities after leaving school.
- Work is taking place to make leisure facilities more autism friendly; this includes creating low arousal 'time-out' spaces and improving the information and advice the facilities make available to people with autism and their carers.

### What needs to improve?

- People want to see more consistency with their social workers. Some people have also reported long waiting times in being allocated a social worker.
- More needs to be done to increase the availability of accessible documents such as easy read and audio.
- Although the number of people with LD in employment has improved over the last year in Knowsley, local consultation found that people with learning disabilities struggle to find suitable employment opportunities.
- People with learning disabilities have said that they want more choice on what services and support is put in place to meet their needs.
- People have reported problems with the cost and condition of the transport for day services.
- People with LD have said that they often get passed between Learning Disability, mental health and physical disability services, meaning that they do not get the support they need.
- Local consultation found that some people with Learning Disabilities are struggling to access advice on benefits and welfare rights. People have also said that there is a lack of access to advocacy.

“ People need more choice - days out, trips to the theatre, eating out, football, shopping etc ”

### **Stockbridge Activity Base**

The Stockbridge Activity Base located in Stockbridge Village is a day centre for people with learning or physical disabilities, sight or hearing loss. Residents attending the centre can undertake a range of activities on site including Wheels for All, dance sessions, aroma therapy, health and beauty, use of computers and Ipads, healthy eating, art and craft. External activities such as golf, swimming and the gym at the new Stockbridge Leisure facility are also available through the centre. The Gardening Project in particular is both successful and popular, growing vegetables and flowers for local residents. The centre is often linked to and involved in events in the wider community and further a field.

### **Your Voice, Your Choice**

Your Voice, Your Choice day service is an alternative service to Knowsley Council's day service. The service has 3 aspects to it – health, community development and employment and peer and self advocacy. It has helped a number of service users create their own employment opportunities with some residents securing paid employment.

# Physical and Sensory Impairment

People with physical and sensory impairments have a physical impairment which has a substantial and long term negative effect on their ability to do normal daily activities. This includes conditions such as paralysis, visual or hearing impairments. During 2014/15 Knowsley adult social care services provided care and support to 515 people with a physical disability. This is 110 people less than in 2013/14.

## What's been good?

- Local insight indicates that the national service model for visually impaired people is working really well. The model integrates health and social care services really well and is being used in Bradbury Fields in Knowsley.

## What has improved?

- The Centre for Independent Living (CIL) in Knowsley was praised by some people for the support it offers to people with physical disabilities to maintain their independence.
- People have said that access to transport for people with physical impairments has improved.
- The new Blue Badge Assessment process has been implemented, which reduces the number of applications that progress to a mobility assessment, completed at the CIL. This has reduced waiting times for appointments at the CIL.
- There has been an increase in Occupational Therapy input within the Aids and Adaptations Service to support assessments. Subsequently there has been a reduction in waiting times.

## What needs to improve?

- People who are visually impaired feel that there needs to be more accessible information.
- Local insight from people with physical disabilities suggests that social housing in Knowsley needs to be better adapted to ensure it has sufficient disabled access.
- People with disabilities want assistive technology used more to support them to maintain their independence and meet their individual needs. They also want more support to be made available on how to use equipment and how to address any issues with equipment.
- The council has been working to improve accessibility to services for people with hearing impairments, however local consultation found that this is still a problem and people with hearing impairments continue to experience difficulties accessing services in Knowsley.

“Councils joining forces could help drive costs down in assistive technology, becoming more competitive across Liverpool City Region”

(Knowsley resident)

- The design and lay out of local streets and roads are not always accessible and appropriate for people with physical and sensory impairments.
- Whilst people with physical and sensory impairments appreciate that extra care facilities are a positive development, they have said that the extra care model needs to ensure that it is personal and works for everyone.
- Local consultation found that some people with a physical or sensory impairment are struggling to access advice around benefits and welfare rights. People have also said that there is a lack of access to advocacy.



# Carers

‘A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.’ (Carers Trust)

There are many carers in Knowsley who provide unpaid support to their families and friends. In Knowsley we provide a range of services for carers such as respite for the people cared for and support services delivered through the Knowsley Carer’s Centre and the Alzheimer’s Society. There were 856 new carers alone registered in 2014/15. In total 637 carers received a specific carer’s service during 2014/15, this is more than double the number for 2013/14 (307). A total of 1,141 carers were offered information and advice in 2014/15, slightly less than the 1,298 carers in 2013/14.

## What’s been good?

- Carers have said that they really value carer’s breaks that allow them to have a break from their caring responsibilities.
- Carers really value the support provided for them at Knowsley Carers Centre and Kirkby Day Centre.

## What’s improved?

- Carers now are able to have an assessment of their own personal needs as carers and, if they are eligible, access to services and support to help them maintain a life alongside caring.
- As part of the new assessment and support planning process, carers are being provided with information and advice and are being signposted

to general and carer specific support services. The “Livewell Knowsley” website will launch in May 2016 and will give carers more information and advice about support and local services.

- Overall Satisfaction of carers with Social Services in Knowsley has improved by almost 10% over the past year and more carers have said that they have been included or consulted in discussions about the person they care for.

## What needs to improve?

- Carers say that they would like to have access to the people they are caring for’s care plan and want to be more involved in its development.

- Some carers have expressed an interest in gaining new skills and experience to help them within their caring roles. Young carers have also expressed an interest in getting support to access employment, education and voluntary work.
- While the carers breaks are valued by many carers, some would like there to be more opportunity for more regular personalised breaks suited to individual situations.
- Carers who also work have said there is not enough support for them, especially with access to finances to support adaptations to their own home.
- Some carers have said they want more information and advice about social care services and support to understand the recent changes to the law.

“Carers need to be valued both financially and practically - they are a facility that should be used and appreciated more.”

(Knowsley carer)

“Respite is not always the answer - sometimes it might be practical things around the house like the grass might need cutting or a gate might need fixing or a room might need decorating - things that affect a person’s frame of mind”

(Knowsley carer)

### The Care Act 2014 - changes to Carers rights and entitlements - update on progress

From the 1st April 2015, Carers became entitled to an assessment of their own needs as a carer and access to services and support from social care if they are eligible.

Knowsley Council now has a dedicated team of Assessment and Support Plan staff who are responding to the high level of demand for carer’s assessment since April 2015. Carers are being offered the opportunity to undertake a self assessment or face to face assessment depending on their preference. As part of the assessment and support planning process carers are being provided with information and signposted to general and carer specific support services. In addition, those carers who are eligible for funded support from Knowsley Council are being encouraged to look at their own needs and to purchase the support, services and activities that will help them continue in their caring role. **To request an assessment please phone the Knowsley Contact Centre on 0151 443 2600.**

# Older People

Older people are the main users of adult social care in Knowsley. We want to support older people to live full lives and to play an active role in our communities.

The number of older people that live in Knowsley is getting much bigger. By 2020 there will be approximately 26,900 people aged over 65 which is an increase of 3,300 from 2012. By 2020 there will be an additional 1,500 people aged over 85 in Knowsley, growing from 2,600 to 4,100. This means that there will be a lot more people who will require care and support from adult social care services. We want to make sure that older people are able to maintain their independence and have a good quality of life. There were 3,005 older people supported by adult social care services during 2014/15.

## What's been good?

- Older people have mentioned the positive impact that the Healthy Homes Programme is having. In

particular, the referral to other services offered by the programme was welcomed.

- Older people have said how important community services are for preventing social isolation and giving older people some meaningful activities to engage in.

## What's improved?

- The extra care schemes that have recently opened in the borough have been well received. Older people have said they would like to see more of this type of housing with shared ownership options.
- There are now more older people still at home 91 days after discharge from hospital into re-ablement/rehabilitation services compared to last year.

## What needs to improve?

- Older people have said they want new specialist housing developments to be linked to existing services and communities to help avoid social isolation.
- Older people in Knowsley have expressed that they want support for people with dementia to improve, including more alternatives to residential care.
- Whilst older adults in Knowsley value the extra care facilities, some have commented that not all of them are accessible via public transport in Knowsley, which can create problems for those who are unable to walk or drive.
- Older people want more involvement in service developments and feel that their views should be listened and responded to.

“It is important to invest in community organisations to help support and meet the needs of the older population to be able to reduce residential/nursing beds.”

(Knowsley resident)

### **Knowsley Falls and Wellbeing Service - Postural Stability Exercise Programme**

The Postural Stability Exercise programme is designed for people aged 55 and over who fall or have balance/mobility problems that increase their risk of their first fall. The first programme went live in September 2014 and to date evaluation methods are showing vast improvements in balance, confidence and mental wellbeing. This, along with noticeable improvements in muscular strength, gait, postural stability and independence, has gone hand in hand with preventing further falls for most participants and has given them a greatly improved quality of life.

“I have achieved tremendous improvements in my ability to walk, stand for longer periods, and use the stairs. I’m back to playing bowls, and winning! My confidence is at a high level and I sleep much better. Not only was I a faller, but I also suffered a major stroke 2 years ago. I was privileged to be invited on to the programme.”

(Postural Stability participant)

# Keeping people safe

Adult Safeguarding is about working with adults with care and support needs who may be in vulnerable circumstances and at risk of abuse or neglect. It is an important part of what many public services do, and a key statutory responsibility of the Council, as set out in the **Care Act 2014**. There are also things the Council and its partners do to keep people safe such as winter call outs to vulnerable people and fire safety projects. This section covers safeguarding but also the wider agenda to keep people safe in the borough.

Every year the Knowsley Safeguarding Adults Board (KSAB) produces an annual report. This report will give a lot more information on how the Council and its partner have kept people safe in 2014/15. You can access this report [here](#). The sections below give a snapshot of some of the information in the report and other information the public has told us about keeping people safe.

## What's been good?

- 73% of respondents who use services feel safe. This is higher than our statistical neighbours at 68%, and the England average of 68.5%.
- 87% of respondents who use services in Knowsley say those services made them feel safe and secure. This is higher than our statistical neighbours at 84.1%, and the England average of 84.5%.

## What's improved?

- The Board has agreed new thresholds for safeguarding to make sure that safeguarding resources are targeted to protect those at highest risk of abuse. In 2013/14 Knowsley had a much higher number of alerts and referrals compared with other Councils. This was because some alerts were about incidents which did not involve abuse or neglect and could have been dealt with in another way, for example, accidents in care homes.

- The Board has improved arrangements to raise quality and standards in care services to ensure that people are safe and are treated with dignity and respect. Good quality care provision is a cornerstone in the prevention of abuse and neglect in services.
- Joint working with Knowsley's care provider services has improved over the past year. Regular 'Care Partnership' meetings are held with providers, which are used to share information and develop best practice.
- The Safeguarding Board is working on a communication plan to raise the profile of safeguarding and how the public can recognise and report concerns about abuse and neglect. The Board will make sure that information is available to people who use services and to the wider community about how to take steps to help people feel safer.

## What needs to improve?

- When consulted, some people were concerned that a lack of wardens at some extra care facilities was potentially leaving people in danger of things like cold calling.
- It is felt that there needs to be more information about how to report safeguarding issues and more convenient ways to do it, such as dedicated places in the community.
- The Safeguarding Board needs to improve ways of receiving feedback from the community and will be linking in with the Knowsley Engagement Forum to ensure people's experiences inform safeguarding practice.
- The Safeguarding Annual Report sets out a number of key priorities for improvement in 2015/16. Below are areas where the public have said they would like to see improvements.

## Key priorities

The Safeguarding Annual Report sets out its key priorities for improvement in 2015/16. These are:

1. KSAB is effective in its work with partners to ensure that they deliver better outcomes for adults who need help and support, through monitoring single and multi-agency arrangements to safeguard adults.
2. Safeguarding practice across all partners can evidence the adult is in control of the process and their wishes are being respected.
3. Adults in Knowsley are safeguarded against abuse and neglect.

More information can be found in the Annual Report of the Safeguarding Adults Board.

**Safeguarding contact details:**  
**Knowsley Contact Centre:**  
**0151 443 2600**

## Things affecting everyone

This local account has captured the views of lots of different groups of people who access adult social care and support. This section includes information that is important to everyone and also areas where lots of people have shared their opinions about the same things.

### Quality of local care and support services

#### Nursing and residential care:

- Atkinson Grove, Chance for a Break Service, was awarded 'Good' judgement following a Care Quality Commission (CQC) inspection in March 2015. The Huyton based service provides short-term respite care for adults with physical disabilities, sensory impairments, dementia care, mental health conditions and learning disabilities. The CQC assessed the service as safe, effective, caring, responsive and well-led.
- Following the CQC's three day inspection in April and July 2015, Lydbury Crescent care home in Kirkby has been rated 'good'. Lydbury Crescent provides respite care for adults within Knowsley.
- There has been a decrease in the number of adults aged 18-64 permanently admitted to residential or nursing care per 100,000 population in 2014/15.

“It is right that money is being diverted away from nursing/residential care into extra care/supported living - this is what people want.”

(Knowsley resident)

- Service users like extra care/supported living, and are happy that there is a focus on developing more extra care facilities in Knowsley.

### Day Care

- Some people have expressed difficulty paying for transport to day care facilities.
- People have said that they would like to have access to day care services across the Liverpool City Region and not just in Knowsley.

### Domiciliary/Home Care

- Some service users commented that the quality of care received by different home care agencies varied. There are also variations in the amount of training the staff have received which means some agencies cannot support certain aspects of care.

- It was felt by some people that home care should be more flexible to meet people's needs and that the amount of care required varied from day to day depending on how the service user was feeling.

### Information and advice

The Care Act 2014 introduced new duties for councils to provide a comprehensive information and advice offer from April 2015. The Council has been working to improve the information and advice it gives to Knowsley residents about social care services. Some key activities include:

- The current information and advice website **www.knowyourcare.org.uk** has been updated to include more information and advice. This will be replaced by Livewell Knowsley during May 2016 which will be a dedicated information and advice website and e-marketplace. It will have a directory of all the care and

support services available in Knowsley. The website will also link to other local authorities across the Liverpool City Region. The directory of services that is to be included in the e-marketplace has been particularly well received by residents, however the importance of ensuring it doesn't digitally exclude anyone has been stressed. Ensuring that there is information available in easy read is also important.

- A booklet is also being developed which can be sent to people who have been referred to social care. It will have all the information and advice people will need about adult social care.

## The Better Care Fund Programme

The Better Care Fund is a national fund for Councils and Clinical Commissioning Groups (CCG) which is focused on joining up services to improve health and care locally. In Knowsley, health and social care will be working together to improve services using the money provided to redesign services in three ways in particular:

- “Neighbourhubs” – More integrated neighbourhood based services, with a local hub around GP services, providing a place where local residents can get help around a range of health and care needs as well as finding out what other local services are available.
- “Access Knowsley” – A full range of information and advice available locally, including information about services and where to go for other support and advice.

- Safe Supported Discharge and a Community Frailty service - improving the options for health and care in the community so people can leave hospital as soon as they are ready with the right support, such as therapy, reablement and any equipment or adaptations they need. There are also plans to develop a service, led by doctors, to provide a specialised support service to people over 75 who have conditions which make them particularly at risk of admission to hospital so that when there are any changes, they get the help they need early to remain in the community.

### Advocacy services

As part of the Council's responsibilities in the Care Act (2014), independent Advocacy is now available to support people who have substantial difficulty in engaging with the care and support process at any stage of the process.

Advocacy support is also now being advertised more to support younger people through the care and support process. All advocates are receiving specialist training to ensure they can support people effectively.

Advocacy Services are being reviewed during 2016/17 to ensure there is sufficient capacity to meet the demand for advocacy support. As part of the transforming social care events the use of advocates and how to signpost a service user for an advocate has been promoted. A leaflet is also being developed to send out to service users to promote and make people more aware of advocacy.

### Adult Social Care Transformation Plan and Financial Strategy

This is a three year plan that will support the transformation and modernisation of Adult Social Care in Knowsley. The aim is to build self-reliance, protect people's dignity and enhance their quality of life.

The council will facilitate and enable people to have greater choice and control over which services they use and how those services are accessed.

Delivering quality services for our residents requires a re-think of the model for how services and support are currently delivered. We need to find alternative ways for delivering services that are high quality, effective and can demonstrate that they are value for the money we spend. The Council will be considering alternative ways to deliver all of our services - nothing will be off the table.

### **Adult Social Care Market Position Statement**

A market position statement is a published document intended to support current and future providers of adult social care services and support to develop their businesses in line with the needs of local communities and the vision for social care services and support. The production of Knowsley's Market Position Statement

is the first stage in a number of ways in which the Council will begin to engage with the market in Knowsley and sets out to summarise important intelligence explaining how we intend to commission and encourage the development of quality services that create a much more sustainable model of delivery for adult social care. We believe that co-operation through sharing expertise and information supports a forward thinking, innovative adult social care market where we might achieve better outcomes for our residents. The Market Position Statement is aimed at both existing and potential providers of adult social care services as well as the community and voluntary sector, but will also be of value to those who are interested in how the Council and providers more generally commission services including carers / families and people that use services.



## Our overall performance - Adult Social Care Outcomes Framework (ASCOf)

The Adult Social Care Outcomes Framework (ASCOf) is a set of measures which are used both locally and nationally to set priorities for care and support, measure progress and improve our accountability to the public and central government. The outcomes framework is measured by every Council that has adult social care responsibilities so can be used to compare performance against our neighbours and the England average.

Outcome indicators	2013/14 value	2014/15 value	Direction of travel	Statistical Neighbour Average 2014/15	North West Average 2014/15	England Average 2014/15
Social Care related quality of life (Maximum score of 24)	19.30	19.40	😊 ↑	19		19.1
Proportion of people who use services who have control over their daily life	75.5%	79.31%	😊 ↑	76.8%		77.3%
The proportion of people using social care who receive self directed support, and those receiving direct payments	77.3%	100%	😊 ↑	83.5%		83.4%
The proportion of people using social care who receive direct payments	14.8%	33.88%	😊 ↑	72.4%		69.6%
Carer- reported quality of life	8.30	7.80	😞 ↓	8.10		7.90
Adults with learning disabilities in employment	3.1%	3.48%	😊 ↑	4.6%		6.7%
Adults in contact with secondary mental health services in employment	3.5%	5.8%	😊 ↑	4.7%		6.8%
Adults with learning disabilities in settled accommodation/living in the community	92.6%	90.39%	😞 ↓	82.2%		79.8%

Outcome indicators	2013/14 value	2014/15 value	Direction of travel	Statistical Neighbour Average 2014/15	North West Average 2014/15	England Average 2014/15
Adults receiving secondary mental health services in settled accommodation/living in the community	70.5%	82.42%	😊 ↑	58.7%		59.7%
Older people 65 or over permanently admitted to residential or nursing care per 100,000 population	882.9	906.94	😞 ↑	1022.4		696.4
Adults aged 18-64 permanently admitted to residential or nursing care per 100,000 population	16.7	13.38	😊 ↓	19.1		14
Proportion of older people who are still at home 91 days after discharge from hospital into re-ablement/rehabilitation services	77.6%	90.71%	😊 ↑	80.1%		82.1%
The proportion of older people offered re-ablement services following discharge from hospital	3%	3%	😐	3.3%		3.1%
Delayed transfers of care from hospitals - Attributable to Social Care	1.3	0.13	😊 ↓	2		3.7
Overall satisfaction with local adult social care services	65.65%	70%	😊 ↑	66.4%		64.7%
Overall satisfaction of carers with Social Services	40.94%	50.64%	😊 ↑	45.8%		41.2%
Proportion of carers who report they have been included or consulted in discussions about the person they care for	75.23%	75.51%	😊 ↑			
Proportion of social care users and carers who find it easy to find information about services	73.7%	74.2%	😊 ↑	75.3%		74.5%
The proportion of people who use services who feel safe	69.2%	73.04%	😊 ↑	68%		68.5%
Proportion of people who use services who say that those services have made them feel safe and secure	79%	87.02%	😊 ↑	84.1%		84.5%

Let's hear from:



Healthwatch Knowsley is the local community based champion for health and social care. Our role is to ensure the voice of the community is strengthened and heard by those who commission, deliver and regulate health and social care services, with the aim of highlighting best practice and areas for improvement, both from a service provision and commissioning perspective.

During this year Healthwatch Knowsley has embarked on a journey towards developing an organisation which is both led by and listens to the community.

Throughout the year Healthwatch Knowsley has focused on the delivery of the activities described within its business plan. Relationship building, hearing from community members to understand the local Health and Social Care landscape and establishing the key routes to influencing the commissioning of services has been fundamental to the delivery of Healthwatch.

### During 2014/15

- A key activity undertaken this year was a locally held event to respond to the national consultation in relation to regulations for the Care Act. In total 42 community members and representatives from the networks across Knowsley took part in this session, helping to form a Knowsley based response to the national consultation.
- In relation to the implementation of the Care Act in Knowsley, Healthwatch Knowsley has community representation on the Adult Social Care Improvement Board and has also supported the hosting of a Stakeholder Event to engage communities in the work to respond to the requirements of the Care Act.
- Healthwatch Knowsley has continued to have representation on the Knowsley Safeguarding Adults Board and has contributed to key areas of work in relation to Safeguarding Thresholds.
- The independent role that Healthwatch holds has been used in the chairing of a Serious Case Review.

- Healthwatch has continued to undertake community led 'Enter and View' visits to Nursing and Residential Care services in the borough, with a total of seven Enter and View visits being completed during 2014/15. The rationale for visits has been community based feedback and also ongoing involvement with the Quality Information Group (Quality Assurance Group since June 2015), led by the Local Authority. Healthwatch Enter and View activities have provided an independent source of information for both Local Authority Management Reviews of service providers, and have also informed the work of the CQC in this area.

### Plans for the next 12 months

Looking forward for the year 2015/16, Healthwatch Knowsley will be adding the priority area of 'Impact of the Care Act' to the organisations business plan. This activity area is intended to begin to understand the effect on community members and the processes in place to deliver on the requirement of the Act.



*Mary Spreadbury*

**Mary Spreadbury**

Chair of Healthwatch Knowsley

### Get in touch with Healthwatch

Healthwatch Knowsley

The Old School House, St Johns Road,  
Huyton, L36 0UX.

Please call us on 0151 449 3954 or email  
the team by clicking here

**([enquiries@healthwatchknowsley.co.uk](mailto:enquiries@healthwatchknowsley.co.uk))**

## Further Reading

### **Strategy for Knowsley: The Borough of Choice**

The Strategy for Knowsley sets out what we need to do to achieve our vision to become the 'Borough of Choice'. The Strategy includes 10 shared strategic outcomes that we want to deliver in the medium and longer term, as well as ambitious short term goals that we want to achieve by 2015.

The Strategy was written in consultation with all members of the Knowsley Partnership. The organisations that have contributed to the strategy include: Knowsley Council, Merseyside Police, NHS Knowsley, First Ark, Merseyside Fire and Rescue Service, Knowsley Chamber of Commerce, Knowsley Community College and the Knowsley **Clinical Commissioning Group**.

### **Joint Health and Wellbeing Strategy**

**The Joint Health and Wellbeing Strategy** is the key strategic document to promote health and wellbeing in the Borough. It is produced by the Health and Wellbeing Board and influences the commissioning plans of the partner organisations. The strategy identifies four initial priority areas:

1. Mental Health and wellbeing
2. Alcohol
3. Respiratory Disease/Smoking
4. Appropriate, effective use of services

### **Knowsley Council Corporate Plan 2015 - 2019**

The Corporate Plan sets out what the Council wants to achieve to support the implementation of the Knowsley Partnership's 'Strategy for Knowsley' and contribute towards the vision to make Knowsley the 'Borough of Choice'. The plan is structured around 10 strategic outcomes, includes information on what

we need to do as an organisation to meet the challenges we face, and provides the framework for the development of service plans for teams and Performance Review and Development for individuals. This ensures that everyone knows what the Council's priorities are and how they contribute to achieving them.

### **Knowsley Knowledge**

Knowsley knowledge is the Council's website for Joint Strategic Needs Assessments (JSNA) and Facts and Figures about Knowsley. There are 38 JSNAs published on the website which cover a number of health conditions, vulnerable groups (adults and children) and wider determinants to health in great detail. Area and ward profiles as well as maps of the borough are also published on the site.



# Glossary

**Advocacy services**

Advocacy services represent the interests of service users and help them to obtain the services they need.

**Assessment**

The process whereby the needs of an individual are identified alongside their impact on independence, daily functioning and quality of life so that appropriate care, health or other services can be planned.

**Budget**

An estimate of how much money will be spent.

**Commissioning**

The process the Council uses to plan and buy services for adults with care and support needs.

**Community Health Services**

Are those NHS services provided outside a hospital. Community health staff include district nurses, health visitors, community midwives, district dietitians, chiropodists and community psychiatric nurses.

**Clinical Commissioning Group**

The Clinical Commissioning Group organises the delivery of NHS services in Knowsley. It replaces the old Primary Care Trust.

**Comparator Group**

The group of Councils who have similar social and economic characteristics.

**Direct Payment**

Money payment made to people who need care following an assessment to help them buy their own care or support and be in control of those services.

**Eligibility Criteria**

Requirements that must be met for an individual to receive a service.

**England Average**

A term used to describe the average performance of all Councils across England.

**Hospital Trust**

A National Health Service hospital which has opted to withdraw from local authority control and be managed by a trust instead.

**Health and Wellbeing Engagement Forum**

A local forum which brings together people from the local NHS, Knowsley Council, Healthwatch and the voluntary and community sector to improve health and wellbeing and reduce health inequalities.

**Integrated working**

This is where everyone works together effectively.

**Intermediate Care**

Intermediate care includes a range of short-term treatment or rehabilitative services designed to promote independence, reduce the length of a hospital stay unnecessarily, or help avoid unnecessary admissions to hospital. You can be provided with intermediate care in hospital, a special unit, or in your own home.

**Joint commissioning**

When two or more organisations buy or commission services together.

**Personal Budget**

Money allocated to someone who needs support where the money comes from the council's social care funding.

**Social care provider**

Organisations such as small or large businesses or charities which provide social care or support services.

**Statistical neighbour**

A Council with similar social and economic characteristics to Knowsley. These are South Tyneside, Newcastle upon Tyne, Hartlepool, Halton, Rochdale, Liverpool, Middlesbrough, Tameside, Salford and Gateshead.

**Supported Accommodation**

A living environment for children or adults who have disabilities or high support needs. Staff assist residents with activities of daily living.

**Re-ablement**

Re-ablement is a range of services focused on helping a person maximise their independence by learning or re-learning the skills necessary for daily living and the confidence to live at home

**Stakeholder**

A stakeholder is a person or organisation that is directly affected by a project. In terms of adult social care the primary stakeholders are the people in receipt of services, those providing it and those commissioning them.

# Get in Touch

You can find out more information about adult social care in Knowsley at **[www.knowyourcare.co.uk](http://www.knowyourcare.co.uk)**  
You can also find out information about adult social care by contacting the Corporate Contact Centre or Healthwatch Knowsley.

## **Corporate Contact Centre**

(previously Knowsley Access Team)  
Contact Centre,  
Municipal Buildings,  
Cherryfield Drive,  
Kirkby,  
Liverpool,  
L32 1TX

Telephone: 0151 443 2600  
Email: [ContactCentre@knowsley.gov.uk](mailto:ContactCentre@knowsley.gov.uk)

## **Healthwatch Knowsley**

The Old School House,  
St Johns Road,  
Huyton,  
L36 0UX.

Telephone: 0151 449 3954  
Email the team by clicking [here](#)  
[enquiries@healthwatchknowsley.co.uk](mailto:enquiries@healthwatchknowsley.co.uk)



You can also get this information in other formats. Please phone Customer Services on 0151 443 4031, or email [customerservices@knowsley.gov.uk](mailto:customerservices@knowsley.gov.uk)

