Adult Social Care in Knowsley
How are we doing?

The Local Account for Adult Social Care
2012-2013
Welcome to the third Adult Social Care Local Account where you will find details of how we support Knowsley residents with care and support needs and their carers. We have taken a new approach this year and developed this document with our communities and the people who use care and support services every day.

By working together this Local Account has been influenced by the people who use adult social care services, their families and carers and includes information about how they view our services. This Local Account is part of a process of jointly improving care and support in Knowsley between the council, partners and the public.

We are proud of our services and support in Knowsley. Your experiences of care and support and information on our performance has shown that despite cuts to our budget, we have seen improvements in 2012/13 and services continue to have a positive impact on people’s lives. We also know that we aren’t perfect and that improvements can be made. Budgets will continue to significantly reduce and we are always thinking of ways to meet the needs of our residents.

We have heard from lots of people how happy they are that they have been a part of this year’s Local Account. Everyone involved has felt like their voice has been heard and that through this Local Account they can make a difference.

Your experiences and knowledge are key to this and we thank you for helping to shape our Local Account and hope that you find it an interesting and informative read.
What is a Local Account?

A Local Account explains to residents how well 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 third Local Account we have published and we want to continually improve both the format and content.

As part of this improvement, this year’s Local Account has been driven by the views of Knowsley residents. Two stakeholder events were held over the summer 2013 where we invited local residents, community groups, providers and council officers. These events discussed how the Local Account should look, what kind of information should be included and how the report should be presented. Then during September and October 2013 we ran a “call for evidence” where we contacted all our partners, community groups and organisations and asked them to send us information on their 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. A final stakeholder focus group day was held in October 2013 with people who use services to collect their experiences of adult social care.

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.

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

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.

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

Please call us on 0151 449 3954 or email the team - enquiries@healthwatchknowsley.co.uk

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The following diagram shows the groups in Knowsley we have engaged with to develop this Local Account:
How to read this document
This Local Account has been designed to be easy to read and to find the information that matters to you. The Local 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 p25 and the Things affecting everyone p27.

Each section includes performance information 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 the public. 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 get in touch.
Who, what, where, how?

What is adult social care?
Adult social care is to help people who find it hard to look after themselves. To help them 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, visual or hearing impairment, or mental health issues such as depression or addiction. It also includes help for older people (aged 65 or over), especially those who have become frail or have problems such as dementia. Adult social care also provides help and support for 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.

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 the savings they have and what they can afford to pay.

You can find lots more information on adult social care in Knowsley at: www.knowyourcare.co.uk
How many people contacted adult social care in 2012/13
Contacts and assessments:
- 8,860 people contacted the Knowsley Access Team about adult social care
- 2,363 people had a new social care assessment
- 2,855 people were re-assessed for adult social care
- 853 carers had an assessment

Who has been supported by adult social care in 2012/13
In 2012/13 4,875 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 Public Health Annual Report - Data Compendium which gives information on some of the conditions which create the need for care and support in Knowsley.

How have they been supported?
The majority of people who need adult social care are supported by services the council buys-in 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.

How much money has been spent on adult social care?
In 2012/13 the council spent almost £247 million on a range of services - £51.5 million of this was spent on adult social care. This is 21% of the council’s budget. This is the same as our statistical neighbours (21%). However, it is lower than the England average of 26%.
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 will continue. Between 2011 and 2015 the council has had to reduce its budget by £56m (25%). There is an estimated further £25.6m to save in 2016-2017 taking the total to £81.6m (37%).

So far, this has included £3m savings in adult social care.

How has it been saved?
The council have saved money by working with our social care providers to understand the real costs of care. We have then changed the costs of care to reflect this. We have also continued to monitor the levels of support people receive to ensure that it is appropriate for their care and support needs and preferences.

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. 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 closer together in future and over the next two years councils and Clinical Commissioning Groups (CCGs) will be putting 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

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<tr>
<th>What we said in 2011/12</th>
<th>What we have done in 2012/13</th>
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<tr>
<td><strong>Making it real</strong> - we said we would talk to people about their experiences of personalised care.</td>
<td>We have talked to 300 people so far and this will continue in 2014. Knowsley Council is currently working with 'In Control' to coordinate a public meeting to develop an action plan.</td>
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<td><strong>Pre-payment cards</strong> - we said we would introduce pre-payment cards to support flexible purchasing of hours of care.</td>
<td>We are currently exploring options for pre-payment cards and as yet we have not found anything suitable for our purposes. We will continue to explore this option in 2014.</td>
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<td><strong>Employment</strong> - we said we would continue to develop support to help people with learning disabilities into employment.</td>
<td>The Knowsley Inclusion Through Employment (KITE) project has supported over 20 adults into work, in both paid and voluntary positions.</td>
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<td><strong>Hospital discharge</strong> - we said we would continue to support integrated approaches to hospital discharge.</td>
<td>We have worked with hospital trusts, community health services and the local Clinical Commissioning Group to improve the transfer of patient information in Merseyside, also improving access to advocacy services. All social care staff supporting hospital discharge have received training on the Mental Capacity Act, and ‘best interest decision making’ to support the pathways for care post discharge.</td>
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<td><strong>Intermediate care and re-ablement</strong> - we said we would continue to review the range and type of re-abling and rehabilitative services across Knowsley, responding to increasing demand.</td>
<td>In partnership with the Clinical Commissioning Group (CCG), we have increased the capacity of bed based intermediate care to meet rising demand. For people who require support at home, we have implemented a model of service delivery within the re-ablement service that can respond to increased demand. We have also improved links between the re-ablement service and community health services such as falls prevention and community therapy.</td>
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<td><strong>Telecare and telehealth</strong> - we said we would continue to promote the use of assistive technologies to support people to remain as independent as possible in their community.</td>
<td>We have continued to promote Telecare services to relevant professionals (Care Management and Whiston Hospital), and third sector partners such as the Carers Centre. Also a range of videos have been developed to promote the service and provide information about the technology available. These videos are available on the website for the Centre for Independent Living.</td>
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<td><strong>Extra care housing</strong> - we said we would develop additional extra care housing across Knowsley, in line with the council’s housing pledge and our commitment to older people and vulnerable adults.</td>
<td>In 2012/13, three new extra care housing schemes have progressed. One of these is due for completion in 2014, and the other two in 2015.</td>
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<td><strong>Improving quality in nursing and residential care</strong> - we said we would develop a strategy for residential and nursing care provision in partnership with all key people who have an interest, including people in care and their families.</td>
<td>Knowsley published its Nursing and Residential Care Strategy in May 2013. A quality improvement programme has also been developed which offers support, training and mentoring which is specific to each home. Six out of 24 homes in Knowsley now have this in place, and will be implemented in the remaining homes during next year.</td>
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<td><strong>Customer satisfaction</strong> - we said we would continue to speak to a variety of people through the Knowsley Access Team about their experience of social care services.</td>
<td>During 2012/13 the Knowsley Access Team contacted 500 people to ask them about their experiences of social care services. 100% of people contacted said they were happy with the services they were receiving.</td>
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<td><strong>Advocacy</strong> - we said we would build on Knowsley’s Advocacy Hub to ensure a ‘one point of contact’ for anyone needing support or access to advocacy.</td>
<td>An Advocacy Hub now co-ordinates all services for children and adults. This assists in ensuring continuity and performance across all services, and helps to identify any gaps.</td>
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<td><strong>Centre for Independent Living</strong> - we said we would continue to support people to maintain their independence for as long as possible, through prevention and early intervention.</td>
<td>In 2013 we further developed the Centre for Independent Living by tendering for ‘Care, Repair, Retail and Independent Living’. This contract is now being delivered by Vivark. The service links housing, health, community safety and social care strategies together, and offers a coordinated approach to meeting the housing support needs of vulnerable people.</td>
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<td><strong>New electronic record for social care</strong> - we said we would develop an electronic record for adult social care to store all the information people share with us in one place and ensure people only tell their story once.</td>
<td>Training for the new electronic record will be delivered to staff early in 2014 and implemented in April 2014.</td>
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<td><strong>Quality assurance in adult safeguarding</strong> - we said we would improve our quality assurance arrangements in adult safeguarding.</td>
<td>Members of the Adult Safeguarding Board have been requested to provide updates on safeguarding activity, including training activity. The NHS Trusts have reported on training activity through the Board’s Workforce Development Group. We also have reviewed the internal reporting arrangements of the NHS Health Trusts.</td>
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<td><strong>Learning from experience</strong> - we said we would ask Healthwatch to contact a cross section of people who have been the subject of a safeguarding investigation to ask them if they felt their views were fully considered and if they now feel safer.</td>
<td>The complex and very sensitive nature of this work has meant that much more detailed research and planning has been needed. In 2013/14 Healthwatch will be working with the Safeguarding Unit in participating in a national study to evaluate service user outcomes following a safeguarding investigation. During 2012/13, we have improved our systems to ensure that service users or their representatives’ views are collected at the conclusion of each safeguarding investigation.</td>
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<td><strong>Understanding family and home based incidents</strong> - we will work with our partners to better understand how and when such incidents are most likely to occur and how we can work together to prevent these incidents.</td>
<td>The Adult Safeguarding Board held an open event with the theme ‘Partnership for Quality Services’ to raise awareness of safeguarding in the community. The event launched the booklet ‘What you can do to help’ which aims to provide residents with information about who to contact if they are concerned that someone in the community is at risk.</td>
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<td><strong>Fire safety</strong> - we will support Mersey Fire and Rescue Service to improve fire safety in all our residential care and nursing homes.</td>
<td>A fire safety event for Care Home Managers has been facilitated.</td>
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<td><strong>Commissioning for Quality</strong> - we will work across partner agencies to ensure that all contracts have specific requirements with regard to fire and environmental safety, staff training and safeguarding arrangements.</td>
<td>Safeguarding leaflets have been distributed at training events during 2013. Service providers have been encouraged to display leaflets in public areas. ‘What you can do to help’ leaflets have been distributed to partners.</td>
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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 goes well is really important as we are often told how challenging this can be. In 2012/13, 23 children in Knowsley made the transition to adult services.

What’s been good?
The transition for young people from children’s to adult services is an area where we know we need to improve. We know that young people and their families and carers are experiencing real issues with the transition process and we want to be clear about what needs to change. This is a really important issue for the council, so in 2012/13 we started a project to better understand the transition process which involved talking and listening to service users, their families and carers as well as professionals involved in transition.

We learnt what is already helping people and have made lots of changes to improve things further. We will continue to make changes in the next 12 months to further improve the experience of young people and their families and carers.

What has improved?
- Services to support younger adults once they have made the transition to adult social care are good.
- There is now one manager who is responsible for both children’s and adults’ social work disability teams which will improve how these teams work with each other.
- More services are being commissioned across children and adult services to ensure services continue when young people turn 18.

Views from our residents

“When I started at Meadowbrook I was really nervous and didn’t really enjoy taking part in the activities there. I didn’t think anyone would ever give me a job but since I have been going to the Centre I’ve got more confidence and decided I want to work in a bar. I got work experience in a cafe and also in a stable and I’m working at Entry Level 2 in my maths and English.”
• The council has restructured its senior management team, there is now one director responsible for Children and Adult Services (People’s Services) and one director responsible for Children and Adults Safeguarding and Social Care.

**What needs to improve?**

• The transition process needs to be started much earlier to allow young people and their families and carers to prepare better for what can be a significant change to care and support.

• The relationship and communication between childrens and adults social care services, education and health needs to continue to improve and support people in a more joined up way. Implementing the Special Educational Needs and Disabilities (SEND) changes this year will help to do this.

• The availability of and access to information and advice on transition to adults services needs to get much better.

• Young people and their families and carers need to be able to contribute to and influence the support available on transition to adulthood.

• The **eligibility criteria** for adult services is unclear and very confusing for children and their families and carers moving from children’s services.

• Support for young people and their families and carers needs to improve.

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*Views from our residents*

“Having been through transition with my child I believe it should start much earlier, at least 16 onwards. As a parent you need to understand how adult services work and how different they are from the services your child gets when they are younger. I felt that if someone had told me much earlier how things would work and had involved me in the assessments, it would have been much less stressful. It is like stepping into the unknown and it’s really scary when you are moving from services which ‘work’ for your child, you know your child is happy and knows the routine. I think there should be a much longer handover/crossover so it doesn’t stress your child out and parents can start to feel comfortable with the new routine, new support staff and understand the way the changes could impact on their child. Things are good now but it could have been handled much better.”
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?
- Younger people have said that they have a choice of housing and accommodation and if they’re not happy where they live, they have been supported to move.
- Younger people have said there are some really good services and groups in Knowsley that young people enjoy attending such as Acorn Farm where young people can work on the farm to build confidence and learn new skills.
- The Knowsley Advocacy Hub has allowed young people to have access to advocacy when it has been needed. This has made young people more confident and able to ask more questions about their care and support.

What’s improved?
- Younger people have said that they have been able to improve their independence and given more freedom over what they do.
- The care and support younger people have received is a lot more personalised and respectful of individual choices and aspirations.
- Younger people have said they have had more financial independence over the last year.

Views from our residents

There are only two respite services in Knowsley and they are both unsuitable for younger people. There is nothing to do and there is no transport and respite has to be taken in one week slots - my son would be sitting in practical ‘solitary confinement’ for a week with nothing to do. The one week instalment is not appropriate - I don’t want my son gone for that long. Respite in Knowsley is general; it does not meet specific needs and the staff are not trained to deal with children (moving to adults) with complex needs.
What needs to improve?

- Younger people and their carers have said that day services and respite do not offer enough activities suitable for younger adults.
- Younger people have said they want more financial independence and access to their own money.
- Younger people have said they want more access to information and advice so they can make informed choices about their care and support.

Better engagement with younger adults
When we developed the Local Account, we knew it was really important to get the views of younger adults who use services. However, we found trying to engage with younger adults really difficult and have struggled to get a collective view of their experiences of adult social care. In the next Local Account, we hope to improve how we can engage with this age group.

Views from our residents

"In the new house I am allowed to have a lock on my bedroom. In past houses, I wasn’t happy because I couldn’t lock my door and had no privacy."

"The house I live in feels homely and secure and support workers are helpful. I like my support workers and get on well with them."
Mental health and wellbeing

During 2012/13, Knowsley Council provided adult social care and support to 370 people with a mental health issue. Mental health issues can include conditions such as depression, 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 help people live independently.

I’ve been going to the Alzheimer’s social group for nearly a year and have done so much with them. They have a minibus to get us out and about. We went to the William Brown Library - this was a really good experience. We also went to the Imperial War museum and Croxteth Hall. They produced information books for us, putting all our memories down. We have had Radio Merseyside and ex-footballers give us a talk.

What has been good?

- 64% of people with a mental health issue are supported to live independently in the community. This compares to 47% in the North West, England average of 59% and a statistical neighbour average of 58%.

This shows that in Knowsley, more people are supported to be independent and remain living in their local communities.
• There are some good community support groups in the borough which support people with mental health issues such as the mental health coffee mornings and the Alzheimer’s social group.

What has improved?
• The council has secured funding to improve dementia care in nursing and residential homes in the area.
• There has been an increased focus on improving the services that support people with mental health issues into work including working with providers to help them improve.
• Work has begun in Knowsley to improve the whole system of mental health and wellbeing support in the borough. This aims to be a pioneering programme which will change the way services are designed and delivered.

What needs to improve?
• Support to carers of mental health service users. Carers need to be listened to more as they know the service user best.
• There are issues with the differences in quality and access to mental health care in different areas of the borough.
• Despite lots of work going on, only 6% of people in Knowsley with a mental health issue are employed. This is the same as the North West and statistical neighbour average, but lower than the England (9%) average.
• Services for people with mental health issues need to be more centred around the person. Services such as health, social care and housing need to work together better so that a person is supported in all aspects of their life to improve their wellbeing.
• There is not enough information and advice which acts as a barrier to services.
• There is no formal structure to capture the experiences and views of people with mental health issues in the borough.

Everton in the community - get ready to work programme
This is a 12 week programme for 12 people assisting them to look at how to prepare for interviews, how to undertake job applications, preparation of CVs, supporting self-esteem and building confidence. It is run at Everton Football Club and includes the opportunity for work experience at Everton. Once the course is completed, there is a presentation day and we work with IGEUS - a company who look to find long term employment for those attending the programme. The programme also works hard with the Benefits Agency on ensuring people who attend don’t lose out on benefits. We engage with employers across Merseyside and employers also attend the presentation day where all people who have attended the programme are expected to present. Last year’s cohort of service users going through the programme has led to four out of the 12 people gaining full time employment and two others obtaining part time work.

Mental Health and Wellbeing Programme
Knowsley’s Health and Wellbeing Board has begun a large scale programme of work to explore the arrangements and processes in relation to mental health and wellbeing across the borough. The programme will explore how mental health and wellbeing needs are currently met and where there are gaps in provision across the borough. It will cover a range of public services including the council, Knowsley Clinical Commissioning Group (CCG), the NHS, schools, housing providers and the community and voluntary sector.

The aim is to change the way services are designed and delivered to meet the needs of people with mental health issues. This will include mental health issues right across the spectrum from low level mental health issues to acute mental health issues.
Learning disability

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 640 adults with learning disabilities who receive services from adult social care. Examples of services that people with learning disabilities access are disability day services, residential care, supported accommodation or direct payments.

What’s been good?

• A brokerage project has been set up in conjunction with the National Autism Society. This gives people with autism access to professional brokers who can help them plan their care package, be creative in the way they use their funding and assist them in realising better outcomes from their care and support.

• In April 2013 we celebrated National Autism Awareness Day in the borough which aimed to increase the understanding of autism within our communities.

• The council has worked with people to develop support which is designed to encourage independence.

• Knowsley Inclusion Through Employment (KITE) partnership currently supports over 20 adults with disabilities to work in both paid and voluntary positions.

• Short breaks for people with learning disabilities.

• Day centres for people with learning disabilities are rated very highly.
• 92% of people with a learning disability are supported to live independently in their communities. This compares to a North West average of 85%, an England average of 74% and a statistical neighbour average of 80%. This shows that in Knowsley more people are supported to be independent and remain living in their local communities.

• 85% of people with a learning disability are in control of the support they receive and chose what type of support best suits their needs. This is done through a personal budget or a direct payment.

**What’s improved?**

• Knowsley Adult Disability Day Services has now been successfully accredited by the National Autistic Society and will continue to lead and innovate in providing high quality care for adults with learning disabilities and autism.

• There has been more access to a range of activities for people with learning disabilities such as social activities, training courses and fitness activities.

• Social workers have had specialist training in conjunction with the National Autistic Society. This will help our social workers become better at understanding the needs of people with autism, communicating more effectively with them and making reasonable adjustments to assessment procedures.

**What needs to improve?**

• Continue to ensure that the Autism Service Development Group (ASDG) properly represents people with autism and their families, parents and carers.

• Ensure continuity of social workers to ensure that people with learning disabilities can speak to someone they can trust whenever they need to.

• Help people with learning difficulties manage and understand their finances to become more financially independent.

• The percentage of people with a learning disability in employment is 3%. This is 20 out of 695 people. This compares to a North West average of 6%, England average of 7% and a statistical neighbour average of 5%.

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"Staff should let me have my own bank card. They do not give me financial independence and I have to ask them when I want money."
Physical disability

People with physical disabilities 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 physical, visual or hearing impairments. During 2012/13, Knowsley adult social care services provided care and support to 645 people with a physical disability.

What’s been good?
- 281 people with a physical disability had major adaptations to their own homes through the council’s disabled facilities grant programme and a further 291 people with physical disabilities were provided with adaptations in partnership with Knowsley Housing Trust (KHT).
- In partnership with the Merseyside Fire and Rescue Service, 57 deaf and hard of hearing residents received specialist adaptations to protect them from the higher risk of fire in their homes.
- Nearly 5,000 people in the borough received handyperson and minor adaptation services from Knowsley’s Home Improvement Agency to assist in remaining independent in their own homes.
- A retail model was developed at the Centre for Independent Living allowing residents with physical disabilities the option to rent or purchase equipment, aides and wheelchair products, including specialised products for beach holiday access.
- People with physical disabilities who are living in unsuitable housing or need to move can make a referral to the High Priority Resettlement Panel where a multi disciplinary approach is taken, including representatives from social care, housing strategy, housing options and housing provider partners, to assist with finding a suitable housing solution. They are also guaranteed to get the best possible priority banding on the choice based letting system (Property Pool Plus).

What has improved?
- There has been an increase in the number of drop kerbs in the borough which has improved accessibility for people with physical disabilities.
- During 2012/13, parking meters in the borough have been lowered to ensure people with physical disabilities, particularly those in wheelchairs, can easily access parking meters.
- The Blue Badge assessment service was integrated into the Centre for Independent Living, increasing the services that are available to people with physical disabilities in one place.
• During 2012/13, the council has worked closely with Knowsley’s main housing provider Knowsley Housing Trust (KHT) to influence the design of new build bungalows. KHT now put a level access shower into all new build bungalows which makes them much more accessible for people with physical disabilities.

• The council has worked more closely with housing providers and when social housing adapted properties become vacant, Occupational Therapists go out and assess them for suitable cases. This ensures that specialist housing is being allocated and utilised in the best possible way.

What needs to improve?
• Some people with hearing or visual impairments in Knowsley have told us that they are experiencing communication difficulties when trying to access services.

• There needs to be further delivery of extra care housing across the borough to expand the housing choices for people with a physical disability.

• The council needs to identify how it can ensure an increase in the number of major adaptations can be delivered to meet the rising demand.

• The services available at the Centre for Independent Living need to be available in other areas of the borough to improve access to these services.

• The council needs to work closely with all registered housing providers to improve access to adaptations in the area.

• Knowsley has more people with a physical disability in residential care homes, compared to similar local authorities.

• The council needs to develop more specialist community based rehabilitation support for people with acquired brain injuries.

Case study
The High Priority Resettlement Panel has worked closely with a young person living in a care home that does not require the level of support and wishes to move into a more appropriate, independent living setting. Different options have been proposed and considered. The young person has expressed their preference and is close to moving into a bungalow, with support to maintain their independence.
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”

(Princess Royal Trust for Carers)

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 Carers Centre. During 2012/13, 1,378 carers were offered information and advice and 623 carers received a specific carer’s service, 351 carers received a personal budget or direct payment.

What’s been good?

- Following consultation and direct feedback from carers, services to support carers that are run by the Knowsley Carers Centre have been extended including more holistic therapy sessions and more counselling sessions.
- The carer’s personal break scheme has given carers the opportunity to take breaks from caring that are flexible and meet their individual needs and wishes. This scheme has proven to be very popular and successful among carers.
- Awareness of the support networks for carers has increased and there has been increased attendance at carer groups in local areas.
- Carers have found it really helpful to have had support and representation at benefit hearings, eviction hearings and legal proceedings.
- Services have become more flexible to meet the needs of working carers and carers who wish to be seen out of hours or in a neutral locality.
- 56% of carers are in control of the support they receive and chose what type of support best suits their needs. This is done through a personal budget or a direct payment.

Without the help and support, mainly by my husband attending the Carer’s Centre, I would not be able to cope, and my husband would probably have to go into long term care, which we do not want to happen. The staff of the Carer’s Centre are wonderful, kind and caring and also have a sense of humour, which I think is very important.

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• 75% of carers felt they had been included or consulted in discussions about the person they care for. This is higher than the North West (73%) and England (73%) averages but slightly lower than our statistical neighbour average (76%).

What’s improved?
• There is now much better awareness of carers and their needs in the borough.
• Carers have said that they feel that they are being listened to and consulted on issues that impact them and the people they care for.
• A new carer’s assessment has been developed and carers have said that this has made the process much easier and more straightforward. Carers feel their needs now matter just as much as the people they care for.
• Improved information and advice has resulted in more carers becoming aware of their entitlements to support. There has been an increase in uptake of the carer’s special grant and direct payments.

Needs to improve
• More carers need to be aware of the care and support that is available to them and be encouraged to access it. Carers are expressing unhappiness with accessing support such as respite.
• Carers have said they want to be able to pay for the services that they receive rather than being billed in advance for services which could come to several thousand pounds.
• We need to improve satisfaction with our services as 40.9% of carers said they were satisfied with Knowsley social services. This is lower than the North West (45%), England (42%) and statistical neighbour averages (47%).

Carer’s Strategy
The Carer’s strategy “A life of my own” identifies six themes that carers told us were important to explore further.
1. A life outside caring
2. Carers physical, mental and emotional health and wellbeing
3. Access to information
4. Carers involvement
5. Carers treated as partners
6. Young carers

Under each of these themes sit a series of priority outcomes which carers told us they wanted to happen first and these will be the areas we will be focusing on for improvement over the next year. To read more about these please see our Carers Strategy.

Case study
I received a phone call from carer, who had to give up his job suddenly to care for his wife and three young children. I assisted him in completing a carer’s allowance pack. The carer was in a lot of debt and was receiving a lot of letters which he was ignoring, as he could not deal with them, he was under a great deal of stress. I arranged for someone to come out and deal with his debts and they also carried out a full benefits check to ensure the family were getting their full entitlement. The carer phoned to thank me for my assistance and said that he felt really relieved that the debts were being dealt with.

Making Space, Carer Support Worker
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 26,900 people aged over 65 which is an increase of 3,300 from 2012.

There will be an even bigger increase in the number of people aged over 85. 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 much 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.

**What’s been good?**

- During 2012/13 the new extra care housing project Bailey Court opened in Knowsley and further plans are in place for three more to open during 2014/15. Local people and, in particular, older people have been involved with the design and development of these new housing schemes.
- There is good partnership working between the council and the local community to tackle some of the problems faced by older people in the borough. In 2012/13, Age UK Knowsley and West Mersey and the council submitted a bid to get funding to tackle social isolation in Knowsley.
  - The range of assistive technology and telecare services in Knowsley is good and the Centre for Independent Living allows people to try new pieces of equipment and access support to help them live independently.
  - The council has been good at supporting new services which develop at the community level to support emerging need such as the Knowsley Foodbank and Memory Lane.
  - 66% of older people are in control of the support they receive and chose what type of support best suits their needs. This is done through a personal budget or a direct payment.
What’s improved?
  • Older people have said that there is a high level of engagement with them and they feel they have the power to influence decisions about adult social care and support in Knowsley.
  • The council is continuing work to reduce social isolation across the borough and has been shortlisted for funding from ‘Fulfilling lives: Ageing Better Programme’ from the Big Lottery Fund.

What needs to improve?
  • During 2012/13, there were 820 older people (aged over 65) permanently admitted to nursing and residential care per 100,000 of the population. This is higher than North West (782), England (697) and statistical neighbour averages (759). This measure is an indication of how successful adult social care is at enabling people to remain independent and living in their homes.
  • During 2012/13, 2% of older people who were discharged from hospital were offered re-ablement. This compares with a North West average of 3.8%, England average of 3.25% and a statistical neighbour average of 4.4%.
  • The Knowsley Older People’s Strategy highlighted a range of issues which older people felt needed improvement or change over the next three years. These have been grouped into four themes:
    1. Being physically and emotionally healthy
    2. Being part of a strong and dynamic local community
    3. Having a satisfying and fulfilling home life
    4. Maximising income and spending power
   Themed work groups have now been established to co-ordinate the changes and improvements identified under each theme.
Keeping people safe

The definition of adult safeguarding is to protect vulnerable people from abuse and neglect. This is a specific duty of the council. 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.

During 2012/13, the total number of alerts was 905 compared to 810 in 2011 - an increase of almost 12%. The total number of referrals was 555 compared to 413 in 2011/12. This is an increase of over 34% and is the greatest percentage increase seen for several years.

Every year the Knowsley Safeguarding Board produces an annual report. This report will give a lot more information on how the council and its partners have kept people safe in 2012/13. 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?

- There has been close partnership working between Healthwatch and the Knowsley Safeguarding Adults Board (KSAB). A specific project involved an audit of the quality of homecare services in the borough.
- Using the Board’s annual public event to raise awareness across all partners, providers and residents of ways in which they can contribute to keeping people safe. This event was positively received, and following the event 1,000 ‘What you can do to help’ booklets distributed.
- With partners in all Health Trusts the KSAB have reviewed their own internal reporting arrangements to ensure that all incidents reported as complaints, whistle blowing alerts and serious untoward incidents are screened to identify any safeguarding issues.
- The KSAB has invested and worked with partners both to support care staff in delivering good quality care across all sectors and to develop how this is monitored.

What’s improved?

- In 2012/13 both alerts and referrals have seen an increase. This suggests that knowledge of safeguarding and the threshold for initiating a safeguarding investigation is improving in the community.
- As a result of the many referrals about older people with dementia and in recognition of how vulnerable this group is, Knowsley has focussed resources on supporting and developing services in this area.
• This year, 22% of all referrals concerned incidents of financial abuse. This is a slight decrease from last year (25%) but still remains a problem area. KSAB has expanded their resources to support people who are not able to manage their own money through becoming Corporate Deputy or Appointee.

• A reduction in the percentages of referrals relating to residential care staff from 16% overall in 2011/12 to 13.5% this year, and from 24% to 18% in respect of older people. KSAB have invested a lot of time and resources in embedding quality care in these settings and improving skills and knowledge of residential care staff.

**What needs to improve?**
The Safeguarding Annual Report sets out a number of key priorities for improvement in 2013/14. Below are areas where the public have said they would like to see improvements.

• There needs to be more information and campaigns on how vulnerable people can keep safe.

• There should be more reviews of services such as home care and care homes. These should be reviews conducted by the council and its partners but also reviews such as the ‘enter and view’ review of nursing and residential care carried out by Healthwatch.

**Case study**
Margaret, a sheltered housing manager, noticed a 75-year-old resident was losing weight and found his fridge and cupboards empty. He also had stopped joining in with social events. Margaret discovered a younger man had been regularly visiting the resident and doing his shopping for him. She alerted Social Services and when the resident’s finances were checked it was found that £32,000 had been withdrawn from his bank account over 12 months.

The younger man had been stealing from the resident. He allowed Margaret, with supervision from KHT and Social Services, to take control of his finances so that every penny could be accounted for.

The resident was helped to move to a new extra care housing scheme where he would be safe. He is now back to his old self.
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:**
There are 24 residential homes in Knowsley, the quality of nursing and residential care is monitored nationally by the Care Quality Commission (CQC) who regularly inspect homes to assess whether they have met some essential quality standards. The most recent information shows that 22 homes meet all the standards and two failed to meet all of the standards on their last inspection. One home failed on whether people were not protected against the risks associated with medicines. The second home failed as the provider did not have an effective system in place to regularly assess and monitor the quality of care people receive.

Locally, Healthwatch has also carried out ‘enter and view’ which is where members of the community make unnannounced visits to homes in the borough to assess the quality of care they offer. During 2012/13, the council published its Nursing and Residential Care Strategy and its Market Position Statement. The strategy outlines what it expects of providers of nursing and residential care over the next few years with a primary aim of improving the quality of nursing and residential care in the borough.
The next stage of the survey will include contact with carers of people with dementia in order to gain their valuable feedback on behalf of the people they care for. This will be facilitated through the Admiral Nurses and we hope to be able to share the results in our next Local Account.

Day Care
Day Services in Knowsley have traditionally offered a range of building based activities for adults and older people with learning and physical disabilities. Although these activities are still part of the core service, more recently, adult day services has widened its offering to include activities aimed at encouraging more interaction within the community. This includes the use of facilities based at our local leisure centres and libraries, as well as accessing opportunities to work with local arts and theatre groups. We have recently changed the way we monitor outcomes for people accessing day services. We have adopted a more personalised approach which involves the service user throughout. The aim is to encourage people to recognise their own potential and increase their independence by looking at their whole life needs.

Charging for care and self funders
People who receive services and their carers are unhappy about the way they are charged for care. People have said they want the process to be more transparent and they want to avoid paying in advance for services they have not received yet.

Choice and control
78% of people who use adult social care services say that they have control over their daily life and this has increased from last year. Also 68% of people who use adult social care are in control of the type of care they receive through a personal budget or direct payment. Both these percentages are higher than the North West, England and statistical neighbour averages. There are some good examples of where people have a range of services and providers to choose from. For example, day care services have illustrated how they are working towards delivering much more personalised care that meets people’s individual needs and preferences. However, there are some areas where choice needs to be extended such as services to give people a break from caring (respite).

Home Care
In April 2013, Healthwatch and the Adult Safeguarding Unit conducted a survey to establish how satisfied people were with the quality of homecare support they receive from local service providers. 63 out of 100 people invited to take part responded. Of these, 64% described the quality of care as either excellent, very good or good and 35% described the quality as satisfactory. Only 1% of respondents described quality as poor.

Continuity of staff was a concern for some people particularly when their regular carers were off. For some, not getting regular carers has been an issue in the past but had now improved whilst for others they were unhappy because they’d lost their regular carers. One respondent said “I lost a lovely lady because they gave her too many hours: I get lots of different ones now my regular lady has left”. A couple of respondents stated that they were concerned about the amount of travelling that the care workers had to do and others stated that whilst they were happy with the attitudes of care staff they felt the attitudes of office staff could be improved, one saying “office staff are continually ringing the carers and stopping them getting on with their work.”
Transport and access to services and support
People have been pleased with the changes in the last year with regards to transport and access to services. For example, people are pleased with the increases in drop kerbs and pedestrian crossings and the extension of some bus services to places such as the Centre for Independent Living. However, lots of comments have been made about the difficulties people are having accessing community support groups and social activities, and also where transport has improved how this has been advertised and promoted so that people know about it.

Information and advice
Consultation with the community has shown that over the last year the information and advice available to people with care and support needs and carers has improved greatly. However, there is still more to do. Although there are now much better sources of information and advice, they are still not widely known about. Also, the infrastructure for cascading information between the networks and groups that exist in Knowsley is still not well established.

Integration
It is important that social care services and the NHS health services work together to improve the experience of people. This is particularly important for people who regularly rely on both these services. People often complain about having to tell their story more than once or contact too many people about the same things. We also know that when these services work together, people are better supported and they are enabled to be much more independent. In Knowsley, there has always been a good relationship between the council and health services and this will be strengthened over the next two years.

Consultation feedback from the Carers Strategy Group
Carers agreed that having information was the key to being involved and mentioned that despite all the different groups and forums they could attend, there was no one way of being able to share the outcomes of those meetings with other groups and carers.
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 and can be used to compare performance against our neighbours and the England average.
<table>
<thead>
<tr>
<th>Outcome indicators</th>
<th>2011/12 value</th>
<th>2012/13 value</th>
<th>Direction of travel</th>
<th>Statistical Neighbour Average 2012/13</th>
<th>North West Average 2012/13</th>
<th>England Average 2012/13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social care related quality of life</td>
<td>19.28</td>
<td>19.26</td>
<td>😞 ↓</td>
<td>19.00</td>
<td>19.00</td>
<td>18.80</td>
</tr>
<tr>
<td>Proportion of people who use services who have control over their daily life</td>
<td>76.30%</td>
<td>78.18%</td>
<td>😊 ↑</td>
<td>76.60%</td>
<td>76.50%</td>
<td>75.90%</td>
</tr>
<tr>
<td>The proportion of people using social care who receive self directed support, and those receiving direct payments</td>
<td>55.19%</td>
<td>67.61%</td>
<td>😊 ↑</td>
<td>58.00%</td>
<td>60.80%</td>
<td>55.60%</td>
</tr>
<tr>
<td>The proportion of people using social care who receive direct payments</td>
<td>12.72%</td>
<td>15.25%</td>
<td>😊 ↑</td>
<td>17.20%</td>
<td>16.90%</td>
<td>16.40%</td>
</tr>
<tr>
<td>Carer - reported quality of life</td>
<td>n/a</td>
<td>8.30</td>
<td></td>
<td>8.40</td>
<td>8.20</td>
<td>8.10</td>
</tr>
<tr>
<td>Adults with learning disabilities in employment</td>
<td>2.83%</td>
<td>3.03%</td>
<td>😊 ↑</td>
<td>5.20%</td>
<td>5.30%</td>
<td>7.20%</td>
</tr>
<tr>
<td>Adults in contact with secondary mental health services in employment</td>
<td>4.80%</td>
<td>5.60%</td>
<td>😊 ↑</td>
<td>5.40%</td>
<td>7.00%</td>
<td>7.70%</td>
</tr>
<tr>
<td>Adults with learning disabilities in settled accommodation/living in the community</td>
<td>90.63%</td>
<td>91.79%</td>
<td>😊 ↑</td>
<td>79.50%</td>
<td>84.80%</td>
<td>73.30%</td>
</tr>
<tr>
<td>Adults receiving secondary mental health services in settled accommodation/living in the community</td>
<td>85.63%</td>
<td>82.76%</td>
<td>😞 ↓</td>
<td>54.60%</td>
<td>48.60%</td>
<td>59.30%</td>
</tr>
<tr>
<td>Older people 65 or over permanently admitted to residential or nursing care per 100,000 population</td>
<td>859.29</td>
<td>836.43</td>
<td>😊 ↓</td>
<td>758.70</td>
<td>781.80</td>
<td>697.20</td>
</tr>
<tr>
<td>Adults aged 18-64 permanently admitted to residential or nursing care per 100,000 population</td>
<td>18.43</td>
<td>10.02</td>
<td>😊 ↓</td>
<td>15.60</td>
<td>14.80</td>
<td>15.00</td>
</tr>
<tr>
<td>Outcome indicators</td>
<td>2011/12 value</td>
<td>2012/13 value</td>
<td>Direction of travel</td>
<td>Statistical Neighbour Average 2012/13</td>
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</tr>
<tr>
<td>Proportion of older people who are still at home 91 days after discharge from hospital into re-ablement/rehabilitation services</td>
<td>79.83%</td>
<td>75.27%</td>
<td>😞⬇️</td>
<td>80.90%</td>
<td>79.80%</td>
<td>81.50%</td>
</tr>
<tr>
<td>The proportion of older people offered re-ablement services following discharge from hospital</td>
<td>2.50%</td>
<td>1.97%</td>
<td>😞⬇️</td>
<td>4.40%</td>
<td>3.80%</td>
<td>3.30%</td>
</tr>
<tr>
<td>Delayed transfers of care from hospitals - attributable to social care</td>
<td>1.19</td>
<td>1.18</td>
<td>😄⬇️</td>
<td>2.00</td>
<td>2.20</td>
<td>3.30</td>
</tr>
<tr>
<td>Delayed transfers of care from hospitals</td>
<td>6.97</td>
<td>5.90</td>
<td>😄⬇️</td>
<td>7.30</td>
<td>7.70</td>
<td>9.50</td>
</tr>
<tr>
<td>Overall satisfaction with local adult social care services</td>
<td>65.70%</td>
<td>66.80%</td>
<td>😄⬆️</td>
<td>65.50%</td>
<td>66.00%</td>
<td>63.70%</td>
</tr>
<tr>
<td>Overall satisfaction of carers with Social Services</td>
<td>n/a</td>
<td>40.94%</td>
<td></td>
<td>47.20%</td>
<td>45.40%</td>
<td>42.70%</td>
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<tr>
<td>Proportion of carers who report they have been included or consulted in discussions about the person they care for</td>
<td>n/a</td>
<td>75.23%</td>
<td></td>
<td>74.30%</td>
<td>73.80%</td>
<td>72.80%</td>
</tr>
<tr>
<td>Proportion of social care users and carers who find it easy to find information about services</td>
<td>76.80%</td>
<td>75.60%</td>
<td>😞⬇️</td>
<td>74.20%</td>
<td>72.60%</td>
<td>71.50%</td>
</tr>
<tr>
<td>The proportion of people who use services who feel safe</td>
<td>72.60%</td>
<td>68.59%</td>
<td>😞⬇️</td>
<td>65.00%</td>
<td>66.30%</td>
<td>65.00%</td>
</tr>
<tr>
<td>Proportion of people who use services who say that those services have made them feel safe and secure</td>
<td>82.90%</td>
<td>79.61%</td>
<td>😞⬇️</td>
<td>76.60%</td>
<td>77.10%</td>
<td>77.90%</td>
</tr>
</tbody>
</table>
Let’s hear from

My name is Mary Spreadbury. I am the chair of Healthwatch Knowsley. Healthwatch is the community based champion for health and social care. We have significant statutory powers to ensure the voice of the community is strengthened and heard by those who commission, deliver and regulate health and social care services.

Healthwatch is a relatively new organisation that has emerged as a result of the Health and Social Care Act 2012. However, in Knowsley we have a strong track record of ensuring the voice of the community is heard and people are able to influence decisions about health and social care.

In Knowsley, we built on the foundations developed through Knowsley LINk which was the previous organisation who represented people who use health and social care. This meant that we could continue a community led approach and build on the various networks of people developed through the activities of Knowsley LINk.
During 2012/13:

- Healthwatch utilised ‘enter and view’ powers to visit local nursing and residential care homes in Knowsley. This activity was completed working in partnership with Knowsley Council Safeguarding Unit. ‘Enter and view’ visits were also undertaken at St Helens and Knowsley NHS Trust.

- Healthwatch ensured community involvement in the formation of a Shadow Health and Wellbeing Board in Knowsley. This led to the take up of the statutory seat on this board in April 2013.

- Healthwatch has worked with community members and partners to support the development of a Health and Wellbeing Engagement Forum. This group supports the engagement work of the Health and Wellbeing Board in Knowsley.

- Healthwatch enabled community representation at the Overview and Scrutiny Board within Knowsley and supported the scrutiny work undertaken around the processes in relation to hospital discharge.

- Healthwatch closely worked with the local authority safeguarding unit to begin to complete telephone based surveys with people receiving domiciliary care.

- Healthwatch worked closely with the Knowsley Clinical Commissioning Group and supporting the process towards authorisation.

- Healthwatch undertook community based consultations to understand community member’s views on the development of Healthwatch in Knowsley.

Plans for the next 12 months:

- Development of a Healthwatch Knowsley signposting service to support community members accessing choice in relation to health and social care services.

- Gathering of community based and patient experience of accessing services.

- Development of a business plan and strategic direction for Healthwatch based on community members priorities.

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)
Further reading

Strategy for Knowsley: The Borough of Choice
The Strategy for Knowsley sets out what the Knowsley Partnership needs to do to achieve its 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 2013-2015
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.
Home from Home - Nursing and Residential Care Strategy 2013-2016
This is the strategy and market position statement for quality nursing and residential care in Knowsley. As an organisation we purchase nursing and residential care from private providers on behalf of our residents. This strategy aims to set out clearly what our current position is and also provide a framework for future provision in the borough. We want to make clear what we expect nursing and residential homes to deliver, how we expect them to improve and set out our vision for a model of nursing and residential care that is reflective of good policy and practice and is ultimately a better fit for care provision in the 21st century. We want providers to evidence that they can meet the needs of our local people and show a commitment to improvement and delivering quality. An action plan to implement this strategy will be developed in partnership with key stakeholders.

A strategic framework for vulnerable adults
The strategic framework for vulnerable adults outlines the council’s plans for making services to vulnerable adults more personalised, more preventative and more focused on delivering the best outcomes for those who use them. It outlines how this will be achieved in the current economic situation and responds to key changes to policy and service delivery to maintain a consistent strategy for meeting the needs, demand and controlling the cost of services fairly.

Public Health Annual report - data compendium
This report gives information on some of the conditions which create the need for care and support in Knowsley.
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.

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

**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 dieticians, chiropodists and community psychiatric nurses.

**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.

**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.

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

**Integrated working** - Integrated working 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.

**Knowsley Partnership** - The Knowsley Partnership brings together representatives from the public, private, voluntary and community sectors to work together with the aim of ensuring the best outcomes for the Borough. It includes Knowsley Council, Merseyside Police, Knowsley Clinical Commissioning Group, Merseyside Fire and Rescue Service, the Knowsley Chamber of Commerce and First Ark - a provider of social housing in Knowsley.

**Personal Budget** - Money allocated to someone who needs support where the money comes from the council’s social care funding.

**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.

**Social Care Provider** - organisations such as small or large businesses or charities which provide social care or support services.

**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.

**Supported Accommodation** - A living environment for children or adults who have disabilities or high support needs. Staff assist residents with activities of daily living.
Get in touch

You can find out more information about adult social care in Knowsley at www.knowyourcare.co.uk

You can also find out information about adult social care by contacting the Knowsley Access Team (KAT) or Healthwatch Knowsley.

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