



# Adult Social Care in Knowsley How are we doing?

The Local Account for Adult Social Care

2015

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# Foreword

by Councillor Mike Murphy and Janet Tildsley

Welcome to the fourth Adult Social Care Local Account where you will find details of how the Council has supported Knowsley residents with care and support needs and their carers over the last year. This document has been produced in partnership with the people who use services and their carers.

By working together this Local Account has been influenced by people's experiences of care and support. They have told us what has been good and what has improved over the last year and what needs to improve in the next 12 months. This Local Account is an example of the Council's commitment to co-operative principles. 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 government cuts in spending.

We are proud of our services and support in Knowsley and want to continue to make them better. 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 Mike Murphy  
Portfolio Holder for  
Health and Social Care



Janet Tildsley  
Chair of Knowsley  
Engagement Forum

## What is a 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**

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 fourth 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.

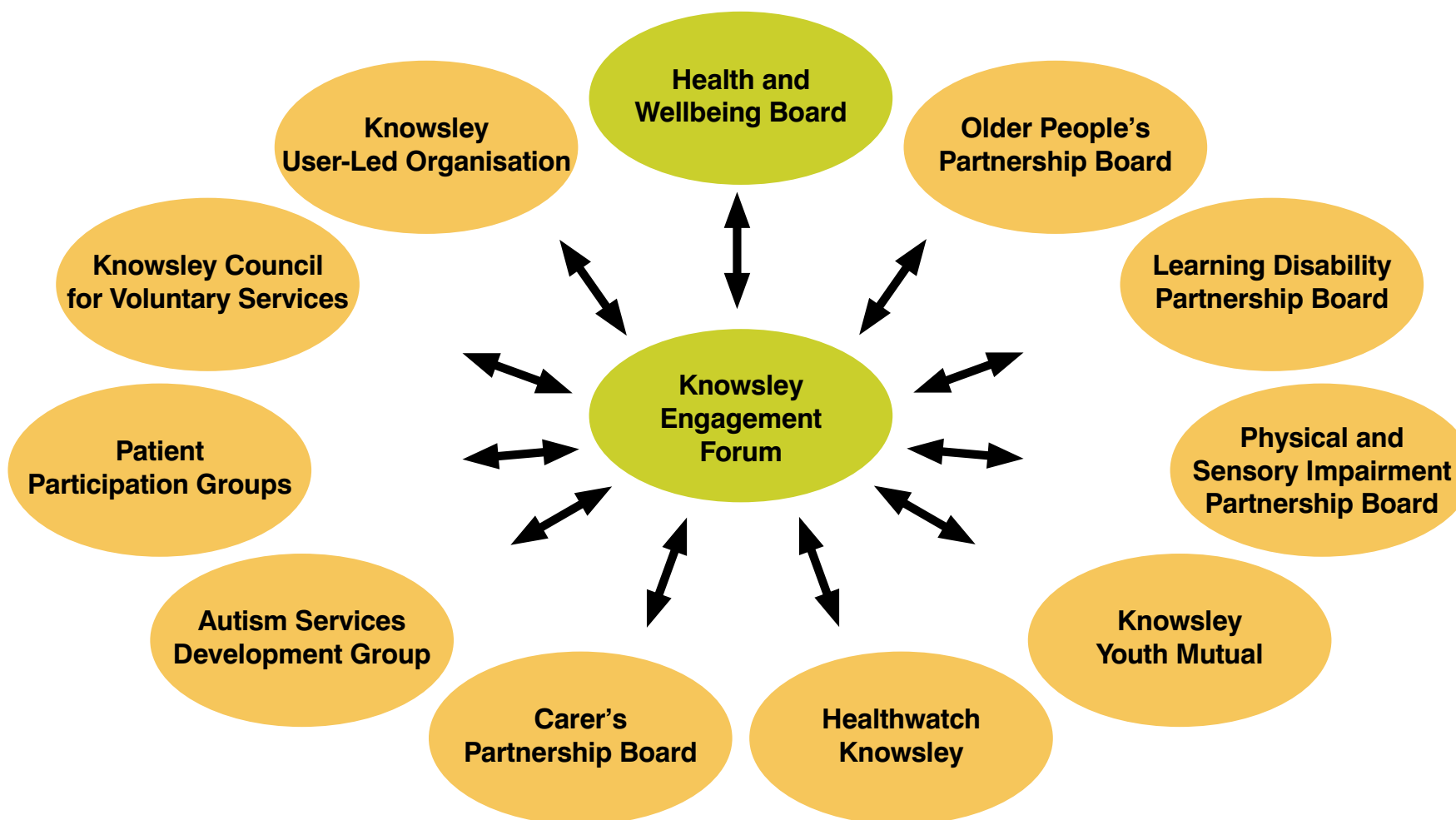
In September we held a consultation day with our partners in Healthwatch and members of the Knowsley Engagement Forum to review last year's Local Account to see how we could make this year's document better by looking at what was good about it and where we could include more information on specific topics. For example, this consultation showed us that people wanted to hear more about what the Council was doing to support people affected by welfare reform. We used this consultation to develop a framework for developing this year's document.

During September and October 2014, Healthwatch sent out a “call for evidence” where we contacted all our partners, community groups and organisations and asked them to do 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. Healthwatch also held a well attended consultation day in October 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, Healthwatch 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:







### **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 on page 25** and the **Things affecting everyone on page 27**. 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 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 do get in touch.

### **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.

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

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

## 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)

### **What is adult social care?**

Adult social care is to help people who find it hard to look after themselves and 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. We also help 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 had 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 Knowsley Access Team on 0151 443 2600.

### **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.



### **How many people contacted adult social care in 2013/14**

Contacts and assessments:

- 8,860 people contacted the Knowsley Access Team for social care support/information and advice (excludes safeguarding activity)
- 2,454 people progressed to a new social care referral
- 2,551 people known to social care progressed to re-assessment
- 685 carers progressed to assessment

### **Who has been supported by adult social care in 2013/14**

In 2013/14 **4,685** 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.

### **Estimated demographics for Knowsley**

- 24,037 older adults (65+)
- 2,685 adults (18+) with learning disabilities
- 17,494 residents (16+) are considered to be unpaid carers
- 33,566 residents (16+) are limited by a long term health problem or disability
- 28,400 adults (18+) experience at least one mental disorder in any given year

### **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 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 need to support them and get an idea of how many people will require services to meet these needs. The team then needs to look at what services are available to meet these needs and 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 have a role, along with Care Quality Commission, 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 2013/14 the Council spent just over £249 million on services. Nearly £52 million of this was spent on adult social care. This is nearly 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 are set to continue. Knowsley Council's funding from central government has been drastically cut; 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. 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 will have to be made.






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







Health services and support are mostly delivered by the National Health Service (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, 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 closer together in future and over the next year. 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




What we said in 2012/13	What we have done in 2013/14	
<p><b>Transition from Children to Adult Services</b></p> <p>We will implement a programme of reform for children with Special Educational Needs and Disabilities. As part of this the transition from Children to Adult's Services will be improved.</p>	<p>Knowsley has implemented the SEND (Special Educational Needs and Disabilities) changes this year including an Educational, Health and Care (EHC) assessment and plan, personal budgets, and a local support offer for children and young people with disabilities aged 0-25.</p>	
<p>We will be reviewing our information and advice to include the new and extended duties placed on local authorities by the Care Act.</p>	<p>We are on track to fully implement the Care Act reforms by April 2015 and this will include a much better information and advice service and the re-launch of the "Know Your Care" website.</p>	
<p><b>Younger adults</b></p> <p>We will ensure younger adults have more access to information and advice about their money.</p>	<p>In September 2014 our financial policies for younger people were reviewed to ensure they have more information about financial independence and access to information and advice.</p>	
<p>As part of the Special Educational Needs and Disability reform programme we will be improving the information and advice that is available to younger adults.</p>	<p>The current Parent Partnership service has been remodelled and is now rebranded as the Special Educational Needs and Disability Information, Advice and Support Service. This now provides more specialised information and advice to young people.</p>	
<p>We will review the day services and respite that are available for younger people and aim to extend the choice and opportunities that are available.</p>	<p>There is currently a project in place looking at a commissioning review of all adult provider services. This will include day service and respite provision. The aim of the project is to look at how we deliver these services more efficiently and effectively and what the gaps in provision might be. This will enable the Council to maximise choice for individuals.</p>	

What we said in 2012/13	What we have done in 2013/14	
<p><b>Mental health and wellbeing</b></p> <p>We will work with providers to improve the support to carers of people with mental health issues.</p>	<p>A guiding principle of the Mental Health and Wellbeing Programme is to strengthen and enhance people's individual assets, capabilities, their networks, carers and communities. Phase 2 of the Mental Health and Wellbeing Programme will involve system redesign ensuring residents and service users are at the heart of the new approach.</p>	
<p>Alongside the Clinical Commissioning Group we will continue to undertake a review of mental health in the borough.</p>	<p>Phase 1 of the Mental Health and Wellbeing Programme is complete and the findings are in the Interim Findings report. The report also proposes a series of options and recommendations for the focus of phase 2 which is ongoing. The full report can be accessed in the mental health section of this document.</p>	
<p>We will develop a mental health employment strategy to improve access to employment for people with mental health issues.</p>	<p>Through the mental health social inclusion service there is a specific focus on training and awareness raising across employers in the borough, and building relationships with the Knowsley Chamber to highlight the benefits of employing a person with a mental health issue.</p>	
<p><b>Learning disability</b></p> <p>We will review the membership of the Autism Service Development Group (ASDG) to ensure it properly represents people with autism and their carers.</p>	<p>The ASDG group has been supported to develop its membership to include more clients, carers and advocates with autism. This work is being supported by Healthwatch Knowsley.</p>	
<p>We will deliver learning disability awareness training for the Welfare Benefits Team to better equip them to respond to requests for financial information in appropriate formats. We will also review advocacy support to ensure that people with learning disabilities are supported to understand their finances better.</p>	<p>Disability awareness training can be accessed via Merseyside Partners in Policymaking. Access to these courses will be made available to the Welfare Benefits Team and this will be offered before April 2015. Knowsley's Direct Payment Support Service also provides support and guidance to clients to help them to understand what their budget is and what they can spend it on.</p>	
<p>We said that by April 2015 we would undertake an audit of people with learning disabilities with skills and qualifications, and make links with the Knowsley Inclusion Through Employment (KITE) partnership to identify any opportunities for employment.</p>	<p>This piece of work is planned to begin in early 2015.</p>	

What we said in 2012/13	What we have done in 2013/14	
<p><b>Physical disability</b></p> <p>We will review the sensory services and consult with people who are hearing or visually impaired to identify gaps in service provision and develop an improvement plan.</p>	<p>A review of issues experienced by clients accessing sensory services has been undertaken. The outcomes of the review and consultation have helped inform an improvement plan.</p>	
<p>Three extra care housing facilities will be developed in Knowsley.</p>	<p>The BlueBell Park, 122 apartment scheme in Huyton will open in April 2015 and the Derby Court 40 apartment scheme in Halewood is now open. The Watchworks, 70 apartment scheme in Prescot has started on site and is now scheduled for completion for 2017. This scheme will be able to accommodate both younger and older residents with physical disabilities.</p>	
<p>Through the Care Act and the Better Care Fund programmes the Council and Clinical Commissioning Group (CCG) will look to extend preventative services and support.</p>	<p>We are on track to extend preventative services and support through the Better Care Fund and Care Act requirements with our CCG partners. This work will continue through 2015 and 2016.</p>	
<p>We will be working to extend the services offered in the Centre for Independent Learning (CIL) across the borough.</p>	<p>It has not been possible to extend the services out of the CIL into the community. This remains a priority for the Council and partners and following a restructure of both the 5 Borough Partnership and Vivark services in the CIL, this action should be progressed in the new financial year (April 2015). The User-Led Organisation (ULO) are helping to change what's not working in this area and meetings to address the issues have been scheduled.</p>	
<p>We said that by April 2015 we would review everyone with a physical disability in nursing and residential care to see whether it is a suitable place for them to be.</p>	<p>A project team was set up in January 2015 to begin this work. The extension of extra care services over the next 18 months will also offer more choice of accommodation for people with physical disabilities.</p>	
<p>We said that by April 2015 we would review the existing provision of rehabilitation support for people with acquired brain injuries and consider how we can improve this service in Knowsley.</p>	<p>A local review of services is currently taking place alongside a wider regional review of services. Part of this local review will include consulting with service users about the quality of current services.</p>	

What we said in 2012/13	What we have done in 2013/14	
<p><b>Carers</b></p> <p>We will review the information and advice provided around adult social care to ensure we meet the new duties outlined in the Care Act.</p>	<p>We are on track to meet all new duties outlined in the Care Act by April 2015 and this will include better information and advice for carers.</p>	
<p>We will review the services and support offered to carers in Knowsley as part of the implementation of the Care Act reforms.</p>	<p>The Care Act introduces new rights for carers to access an assessment and support if they are eligible. We are on track to extend the support offer to carers as a result of the Act.</p>	
<p>We will review the charging policy and practice for adult social care services.</p>	<p>We are on track to ensure people have enough information about how and why charges for care are made.</p>	
<p><b>Older people</b></p> <p>Over the next two years the Better Care Fund and the Care Act reforms will aim to improve outcomes for older people in Knowsley.</p>	<p>We are on track to implement the reforms and improve outcomes for older people over the next two years and this will include reducing permanent admission to nursing and residential care and supporting older people to recover better when they leave hospital.</p>	
<p>The Council, together with our partners, will be working to address the priorities set out in the Older People's Strategy over the next three years.</p>	<p>Work Groups have been established for each of the four strategy themes:</p> <ul style="list-style-type: none"> <li>• Being physically and emotionally healthy</li> <li>• Being part of a strong and dynamic community</li> <li>• Having a satisfying and fulfilling home life</li> <li>• Maximising income and spending power</li> </ul> <p>These are made up of representative older people and officers from the Council, Knowsley CCG, and other agencies. They meet bi-monthly and are jointly responsible for making the changes and improvements identified in their theme.</p> <p>Updates on progress are regularly reported to the Older People's Partnership Board and meetings of Knowsley Older Peoples Voice members.</p>	
<p><b>Keeping people safe</b></p> <p>We will be working towards meeting the safeguarding priorities set out in the Safeguarding Annual Report.</p>	<p>We are on track to meet the priorities in last year's Safeguarding Annual Report. Work will continue and new priorities have been set out in the 2013/14 Safeguarding Adults Board Annual Report.</p>	



What we said in 2012/13	What we have done in 2013/14	
As part of the Care Act reforms we will be reviewing information and advice on how people can stay safe.	We are on track to improve the information on how people can stay safe by April 2015.	
<p><b>Things affecting everyone</b></p> <p>We will continue to improve the quality of care in Knowsley, and will work with CQC to monitor the quality of care in nursing and residential homes and in home care services.</p>	We will continue to monitor and act on issues of poor quality. We will also be working with our providers in 2015 to tell them exactly what we expect from services and the adult social care market in general. This will be presented in a Market Position Statement (MPS).	
We will continue our policy of providing sustainable transport solutions for adult social care in the borough.	During 2014 the new transport company (Knowsley Community Transport), as part of developing new approaches to travel in the borough, is piloting a more sustainable transport solution for adult day care and a community transport offer in the Huyton area.	



## 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 2013/14, **12** children in Knowsley made the transition to Adult Services.

### What has been good?

- The plans to improve the experiences of people who transition from Children to Adult Services has been acknowledged as a positive step and people have started to see some improvements to this process.

### What has improved?

- The Adult and Children's Social Work Teams have come together and there is now a dedicated team to make the transition to Adult Services much smoother.
- Knowsley has implemented the Special Educational Needs and Disabilities (SEND) changes this year including an Educational, Health and Care (EHC) assessment and plan, personal budgets, and a range of services for children and young people with disabilities aged 0-25.
- It is the aim of the national SEND changes to improve the transition experience for all young people. We are also addressing the local issues identified which will include providing more information on transition for young people and their families.

### What needs to improve?

- Parents and carers have said they would like more information to be available when their child is going through the transition from Children's Services to Adult Services.
- More information needs to be provided on the eligibility criteria for Adult Services and how decisions are made about what support people get.
- People have said they would like to have more support during the transition to Adult Services including independent advocacy support from the voluntary sector.
- It is felt that respite care is not suitable for younger adults during the transition from Children's to Adult Services. It is felt that respite does not meet the specific needs of younger adults and that there needs to be more people trained to deal with children in transition with complex needs.

## 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 has been good?

- Young people have said that they have received valuable support with housing options from the Council's Housing Officers.
- Young people have said that they are pleased with the effort that is being made to bring together care, health and education services to make it easier for them to access.

### What has improved?

- The Special Educational Needs and Disability Information, Advice and Support Service (SENDIASS) includes

independent support workers who will guide children, young people, parents and carers through the new Education, Health and Care (EHC) plans process. There are also two specialist workers who will advise on issues around EHC provision and support all the way through to any mediation or tribunal. The local parent/carer forum SPEAK will also be involved in low level advice and peer support.

- The Council is currently undertaking a review of services as part of a wider review of Leisure Management and Cultural Services. This review will include day services and respite services. The review is designed to identify opportunities for improvements and will include options for building a social enterprise to deliver some of these services. This will help to improve outcomes for children and young people with disabilities and their families to enable

them to live ordinary lives.

- In September 2014 we reviewed our financial policies for younger people to have more information about financial independence and having access to information and advice.

### What needs to improve?

- Local insight suggests that young people may have to travel outside of the borough in order to find services that meet their needs.
- Young people said they need more information, advice and guidance to say when things are not right and that they need support throughout the complaints process.
- Young people have said that there is a shortage of housing options for young adults, with some housing such as Bluebell not being accessible to younger people. This can mean having to move to a different area to access suitable housing.



## Mental health and wellbeing

### Stockbridge Community Intergenerational Project (SCIP) - part of the Warmer Homes Initiative

“ SCIP delivered a weekly sewing and crochet group targeting families and older people to teach participants sewing techniques, make a variety of household items and garments to help stay warm in the home. Doris had shut herself away after losing her husband last year, feeling isolated, lonely and low. Her daughter told her about the crochet courses as Doris had enjoyed doing this before her husband passed away. Doris is now a regular weekly attendee. ”

During 2013/14 Knowsley Council provided adult social care and support to **279** people with a mental health issue. 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 help people to live independently.

### What has been good?

- The Mental Health and Wellbeing Programme has started, with phase 1 of the programme already complete. The purpose of the programme is to change the way services are designed and delivered to meet the needs of people with mental health issues.

- The Knowsley Clinical Commissioning Group has supported funding for 12 months for a number of staff to be appointed to the Primary Care Mental Health Liaison Worker role, who act as direct links between mental health service providers and individual GP practices. This is to support people with both mental and physical health issues.
- A Personality Disorder Hub has been created to provide psychological services to people and also training for mental health workers. This has been a significant step in the development of a more integrated approach to supporting people with personality disorders in the community.

### What has improved?

- There has been increased focus on reducing mental health stigma and discrimination in Knowsley. The 'Sticks & Stones' campaign, which is run by 5 Boroughs Partnership, is aimed at reducing stigma towards people with mental ill-health and learning disabilities and was designed and developed by services users and their carers.
- The Mental Health Social Inclusion Service has been changed this year and the new service has now begun. There is a specific focus on training and awareness raising across employers in the borough, and building relationships with Knowsley Chamber to highlight the benefits of employing a person with a mental health issue. The service will also offer social and leisure activities, as well as access to both educational and vocational programmes of support, to help support people to live independently in the community.

### What needs to improve?

- Nationally and locally, it is felt that resources are not balanced between preventative and reactive spend

(treatment). There needs to be a shift towards more preventative interventions and improving wellbeing. Any available preventative services such as counselling, often involve long waiting times.

- Lack of a balance between services for physical health and mental health has been highlighted as an issue in Knowsley which should be addressed at a strategic and service user level, with insight suggesting a lack of understanding regarding the links between physical and mental health.
- An issue locally relates to increasing demand versus reducing provision and the differences in provision across the borough. As mental health services in Knowsley are provided by a range of different providers this can lead to a lack of communication, consistency, choice and joined up working.
- Difficulties at transition points have been highlighted as an issue, not just between ages but also between levels of care, particularly for those with disabilities and for children moving between Children's and Adult Services.

- Professionals have raised concerns that there is a disjointed landscape of provision with unclear pathways to accessing mental health and wellbeing services, responsibilities and accountability, leading to some people being excluded from mental health assessments and a lack of clarity. Local insight has found that criteria for eligibility are conflicting between the service providers, leading to people falling through the gaps.

#### The interim findings report of the Mental Health and Wellbeing Programme 2014

This report is intended to provide a high level assessment of how the system is working as a whole, looking at mental health needs, how these needs are being met, any gaps in provision and the customer journey across the entire life course. The purpose of this interim report is to present the findings of phase 1 of the programme, and to propose a series of options and recommendations for the focus of phase 2. Phase 2 of the programme will build on the findings of this report and will involve system redesign, ensuring residents and service users are at the heart of the new approach. This phase will require a focus on what outcomes the programme is trying to achieve and the enablers to get there. The scope of this programme provides a real opportunity to deliver improvements across the entire health and wellbeing system.





## 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 **636** 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 has been good?

- The short breaks for people with learning disabilities are rated very highly and offer a variety of activities.
- Specialist activities for people with learning disabilities have been provided in a range of accessible venues. These can help people to feel more included in the community.
- People with learning disabilities and their families are involved in planning

local services. These include universal health and community services such as libraries and care pathways.

- People have said that Knowsley Disability Concern is really supportive. This service helps to improve choice, control and independence for those with learning disabilities.
- Annual health checks and registers for those with learning disabilities are provided on an annual basis by the Advanced Nurse Practitioner Learning Disability Nurse. There is a process in place for those turning 18 to be put on the GP register and 72% of people on GP registers had a health check.

### What has improved?

- There has been more support and information given to young people with learning disabilities, for example having a mentor to help them in their job.

- The Autism Strategy Development Group (ASDG) board is setting its priorities in line with the refresh of the Think Autism 'Fulfilling and Rewarding Lives, the strategy for adults with autism in England: an update'. The ASDG has also developed its membership to include more clients, carers and advocates with autism.
- Disability awareness training has started to provide a range of training sessions for professionals, carers and family members around learning disabilities.
- Knowsley's Direct Payment Support Service provides support and guidance to clients in receipt of a direct payment. This service helps clients to understand what their budget is and what they can spend it on. They also provide information and support to assist people in deciding who or what services they want to spend their payment on.



### **What needs to improve?**

- People with learning disabilities said that turning 25 feels like a cut off point. Social activities are limited, and there are few services for encouraging skills, education, and employment and for preventing isolation.
- People feel that there needs to be more support for people aged 16-25 with learning disabilities and where they can go to continue education.
- More work needs to be done around local services and transport, ensuring families and people with disabilities have access to local facilities.
- There were a number of issues identified with Knowsley's sport and leisure services. For instance there are no inclusion facilitators to encourage participation in sport and leisure for those people with learning disabilities. There is also no easy read information to publicise sports and leisure activities.
- Many people have indicated that there are problems with their social workers. Poor communication, as well issues with the frequency of

visits (not enough visits) have been highlighted. People also feel that there should be just one social worker assigned to them - not just a social worker for a specific issue.



## Physical disability and sensory impairment

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 paralysis, visual or hearing impairments. During 2013/14 Knowsley adult social care services provided care and support to **625** people with a physical disability.

### What has been good?

- People are pleased with home and local space adaptations, such as dropped kerbs and equipment and adaptations in their homes.
- Local insight highlights that Knowsley Centre for Independent Living (CIL) has been particularly good in providing tailored support and helping people to obtain specialised equipment.
- Bradbury Fields has been highlighted as being particularly good at supporting people with visual impairments, and local residents said

that being with people in a similar situation gave them a boost.

### What has improved?

- Consultation with those suffering from physical disabilities has improved following last year's Local Account whereby some people with hearing or visual impairments in Knowsley told us that they were experiencing communication difficulties when trying to access services.
- A review of communication issues experienced by people accessing sensory services is currently being undertaken. This has included a service user questionnaire which has been distributed to all adults known to the Council who are registered with a sensory impairment, as well as the 55's Club in Prescot. The 55's Club is a social club for those people with a sensory impairment.
- Regionally, Knowsley is one of six CCG's who have partnership

arrangements for the provision of rehabilitative network of services for people with an Acquired Brain Injury (ABI). These services are currently being reviewed with regards to the continued pan-regional approach to commissioning these services in line with the requirements to re-commission this support in April 2015. A local review of services is running concurrently alongside the regional review. Part of this review will include consulting with service users about the quality of current services.

- The BlueBell Park, Alamein Road 122 apartment scheme in Huyton will open in April 2015 and the Derby Court is now open, Church Road 40 apartment scheme in Halewood is now open. Referrals for both schemes are nearing completion and whilst the extra care schemes are aimed at older residents, both schemes can accommodate younger residents with physical disabilities.





### What needs to improve?

- People with physical disabilities feel that the staffing and waiting times for blue badges needs to improve. There are not enough assessors for the demand so people struggle to get an appointment for a blue badge, and those that receive a badge are sometimes not receiving them until after the date on the badge.
- The extension of extra care services over the next 18 months will offer more choice of accommodation for people with physical disabilities. A project team has been set up to begin this work.
- Local insight suggests that there are not enough activities available for people with visual impairments and also appropriate age groups. It was also felt that there needs to be more accessible information for visually impaired people in hospitals and GP surgeries, and appropriate markings on lampposts around the borough.
- Whilst people who have used the CIL and those who have received home adaptations have said that these services are good, waiting times are still causing problems with some

residents unable to access these services.

Following last year's Local Account, a review of barriers to accessing services has been undertaken for those with a sensory impairment to understand better the difficulties faced by those with physical disabilities. A survey of people accessing services who have a sensory impairment has been sent out to understand the problems they face.

One hundred people with hearing impairment were sent a questionnaire to complete and a further one hundred people with visual impairment were also contacted. For those people with visual impairment this included a supporting CD explaining the questionnaire. All respondents were provided with a contact method to ensure any assistance they may require to complete the forms could be facilitated including a telephone consultation or home visit.

## 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 Carer's Centre, the Alzheimer's Society and Making Space. In total 2,700 carers are registered with and were provided with support from these organisations.

In addition, during 2013/14 **1,298** carers were offered information and advice and **307** carers received a specific carer's service, **450** carers received a **personal budget** or **direct payment** through Knowsley Social Services.

### What has been good?

- Carers are pleased with the level of involvement they have had with the Council in developing support to meet their needs and being involved in decisions about support.
- Carers have said that social workers respect and listen to their opinions about care provided to the people they care for.
- Carers have said that the support provided for them at Willis House in Prescot is great.

- Carers have said that they really value carer's breaks that allow them to have a break from their caring responsibilities.
- People have said that the Knowsley Carers Centre provides essential support to carers and many carers have expressed their gratitude to the centre and its staff for supporting them.

### What has improved?

- Carers have said the availability and access to information and advice to support carers in Knowsley has been improving.
- More carers are becoming involved with shaping services for carers through the Carers' Strategy. The influence of carers can be illustrated by the changes to services to support.



### What needs to improve?

- Carers have said that they are noticing the impact of budget cuts on services such as day care which provide them with a break from caring. They have said that this service can be as much about carers as it is for the person they care for.
- Carers have said that there is little available to allow carers a break at weekends. They would like to see extended opening hours in day centres and weekend respite.
- While there has been improvements in the information and advice available to carers, some carers have said that the information and advice should be available in one place and be consistent for all carers and that those who don't know about it should be better supported to access it.
- Some carers have expressed an interest in having a separate assessment of their own needs and have said they are pleased with the entitlements to an assessment that the Care Act introduces in April 2015.
- Carers have said they would like to have access to the care plan of the

people they are caring for and want to be more involved in its development.

#### Views from our residents

“ I feel I spend too much time trying to contact support services without actually getting support. I find all my time goes in accessing services and supporting our son's needs ... I feel too exhausted to help myself. Just seems to be too many “hoops” to jump through, more phone numbers to ring, letters / forms to complete, places to visit ... all during the few hours our son is in day service. It's just too much. ”

#### Views from our residents

“ I would be feeling very isolated if it was not for the excellent support I receive from Knowsley Carers Centre and sharing with other carers at our fortnightly coffee group at the School House Huyton, and of course our trips out, which mean so much to us all. ”

### The Care Act - changes to carers rights and entitlements

On 1 April 2015, the Care Act means changes to the way care and support is provided in England and means carers may be able to get more help so that they can carry on caring. Carers may be eligible for support, taken as a personal budget to spend on the things that make caring easier or practical support, like arranging for someone to step in when the carer needs a short break. The Council can help you find the right support and may suggest that you have a carer's assessment. For more information visit [www.knowsley.gov.uk](http://www.knowsley.gov.uk) (search for Care Act) or phone the Knowsley Access Team on 0151 443 2300.

## 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 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 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 has been good?

- People have said that access to information and engagement for older adults in the borough has been good; people particularly value the efforts of the Council to ensure the continuation of the Older People's Involvement Programme.
- Older people have said they are experiencing improvements in dementia care as well as podiatry care.
- People have said that they like the street lighting programme and the No Cold Calling Policy as they led to more residents feeling safe in their own home.
- Older people have said that they are pleased with the continued engagement of older people in the development of extra care housing in each area.

### What has improved?

- Older people have said they are pleased about the Council's No Cold Calling Policy. It helps prevent vulnerable people from being targeted by rogue traders and burglars.
- A programme of work has been agreed to tackle social isolation in Knowsley which has been welcomed by older people in the borough.

### What needs to improve?

- Despite some improvements in podiatry services, some older people are experiencing increased waiting times for accessing this service, especially for those with specialist conditions, such as diabetes.
- Older people have noticed increasing waiting times for blue badges through the Centre for Independent Living.

- Older people have said they sometimes find referral pathways for social care confusing and difficult to navigate.
- Disabled older adults in particular have said they find the bidding process for social housing with Property Pool Plus difficult to use, as well as those older adults who cannot access computers.
- Older people have said they are experiencing difficulties accessing some social care services, particularly those older people who are very vulnerable and don't know how to access support.
- The loss of computer training activities previously delivered by Age UK means that older adults in Knowsley are facing problems accessing information technology and risk becoming digitally excluded. Also the development of digital services with no alternative way of access for non-computer users is said to be increasing digital exclusion amongst this age group.

### **No Cold Calling Policy**

During 2014, Knowsley Council developed No Cold Calling Zones to combat doorstep crime in the form of both rogue trading activity and distraction burglary. They are also a useful method of empowering residents to say "no" to uninvited traders. The zones are characterised by:

- Highly visible street signs stating "This is a no cold calling zone"
- Residents' packs containing useful advice on avoiding doorstep crime and window stickers
- A commitment from Trading Standards Officers to contact any trader who breaches the zone

Older people and other vulnerable groups are the principal victims of cold calling incidents and this programme has been developed to protect them against unwanted visitors to their homes.

**To discuss this further please contact Tracy Dickinson, Head of Environmental Health and Consumer Protection on 0151 443 4732.**

### **Knowsley Opening Doors**

In November 2014 Knowsley Council commissioned Nugent Care Ltd to provide the Knowsley Opening Doors Service. This is a service for adults who are experiencing social isolation due to their home circumstances or are going through a life event that can cause isolation, such as retirement or bereavement. The scheme will offer people support from volunteers to help them regain their confidence to use their local community services.

### **Local bid around tackling loneliness and social isolation**

In March 2013 Big Lottery announced the launch of Ageing Better, a £70 million fund aimed at reducing loneliness and social isolation.

One hundred most at risk local authority areas were invited to submit expressions of interest and Knowsley was one of 30 shortlisted areas through to the next stage. In April 2014 a more detailed vision and strategy for a Knowsley project was submitted. This proposed a range of linked interventions designed to tackle social isolation in Knowsley. Local older people were integral in designing this proposal and the areas of priority. Knowsley's request was for £5.5 million over six years.

Unfortunately, Knowsley was not one of the 15 successful submissions selected for funding by Big Lottery. However, the process has enabled Knowsley to identify a number of potential work strands to tackle and prevent social isolation in the borough. Some of these could still be pursued without lottery funding.



## 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, to ensure local services work together to spot those at risk and take steps to protect them. 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 2013/14, the total number of alerts was 977 compared to 905 in 2012 - an increase of almost 8%. The total number of referrals was 764 compared to 555 in 2012/13. This is an increase of over 38% and is the greatest percentage increase seen for several years.

Every year the Knowsley Safeguarding Adult's 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 2013/14. 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 has been good?

- The development of Knowsley's Multi-Agency Safeguarding Hub (MASH) has strengthened partnership working with the police and other partners. This will ensure a more consistent approach to dealing with incidents of abuse or neglect.
- The booklet 'What you can do to help' has been distributed to raise awareness across all partners, providers and the community of

ways in which they can contribute to keeping people safe.

- Although Knowsley continues to have a relatively large number of alerts and referrals, it is reassuring to see that, in general, adults at risk are reporting that overall they feel in control, safe and secure. 69% of people in Knowsley who use services say they feel safe compared to the average in England of 66%. Knowsley also has a higher percentage of adults who say they find it easy to find information about services (74%) than its statistical neighbours (72%) and the North West average (71%).
- Work has continued with all partners to ensure that everyone is able to recognise the signs of potential abuse/neglect, and is able to raise any concerns.

### What has improved?

- The Board has appointed an Independent Chair to lead its work. This will help to ensure transparency, an alternative viewpoint and an unbiased evaluation of local arrangements.
- The Safeguarding Board appointed a multi-agency Thresholds Task and Finish Group to review thresholds for reporting safeguarding alerts in the following areas: falls; incidents of poor practice in provider services; incidents between service users; pressure area care; and missed calls by Home Care providers. This has been re-launched and presented to all providers who provide support to vulnerable adults. This will ensure that they are aware of what safeguarding is and when to report incidents and concerns that affect the quality of care and support.

### What needs to improve?

The Safeguarding Adult's Annual Report sets out a number of key priorities for improvement in 2014/15. Below are areas where the public have said they would like to see improvements.

- People have said that there needs to be more awareness and information on how vulnerable people can keep safe, and more CCTV around sheltered accommodation where most vulnerable people live.
- It is felt that there needs to more information about how to report safeguarding issues and more convenient ways to do it, such as dedicated places in the community.

### Disability Hate Crime Campaign

The campaign has been tackling disability hate crime and improving the reporting of these crimes across the borough. Hate Crime reporting services such as Stop Hate UK, Knowsley's Police Sigma team and Knowsley Council's 'Speak Up' service have all been involved in the campaign. An annual Disability Hate Crime Awareness conference was held in November by Knowsley Disability Concern (KDC), in partnership with the Commissioner's community engagement team, Merseyside Police, Knowsley Council, Knowsley Fire and Rescue Service, the Crown Prosecution Service and Victim Support. Nearly 100 service users and their carers attended and made the day a great success. There has been a focus across the borough on how disability related Hate Crime can be reported. The number of reported crimes and incidents has increased over the last year. It is not that crime was not previously occurring, but there has been more willingness to report incidents and increased confidence in Merseyside Police to deal with their concerns.





## 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**

The Council is working together with local health services to improve the quality of residential and nursing care services in the borough. There are improved links with services to support people with dementia, medication management and infection control. Healthwatch Knowsley is visiting services to find out what people's experiences of services are and this is helping us to identify where improvements are needed. The Council has invested in a quality improvement project which has visited all the homes to offer practical support tailored to their specific needs.

The Council is also updating contracts to make it clearer what the minimum standards of service quality are and we are reviewing our systems for monitoring quality to ensure that they are efficient and effective.

#### **Day Care**

Commissioners have been working in partnership with colleagues in leisure and cultural services on a review of the existing performance and quality monitoring framework. As a result of this work a revised service specification has been put in place with a set of performance indicators which will capture both activity and performance related data. This is supported by a six monthly and annual management report which allows the provider to expand on how the outcomes relating to the individual and the service are being met. This also includes how the service is meeting the outcomes in the adult social care outcomes framework, Knowsley's social value model and

outcomes directly linked to the Council's Corporate Plan.

In addition, Adult Day Services have been piloting the use of the outcomes stars which are directly linked to setting, promoting, maintaining, monitoring and measuring individual outcomes which is due to be evaluated in early 2015. There is also a commissioning review of wider adult provider services (of which day services is part of) just beginning to be implemented. The purpose of this review is to identify how the areas covered within the adult provider services can:

- be delivered efficiently
- maintain valuable outputs and outcomes for Knowsley
- have more of a direct impact on priorities through service engineering/adaptation
- explore the most effective and efficient delivery models

### **Domiciliary/Home Care**

A survey completed by Healthwatch Knowsley and the Council during 2014 suggests that those who receive domiciliary care are satisfied with their experiences and treatment; the majority of those asked rated their overall satisfaction as “excellent.” Residents are particularly happy with the time care workers have to provide care and support. It is felt that the timings of care visits are convenient for the majority of those asked and that they had a choice in deciding the time of visits themselves. General feedback about the carers themselves was also positive with many people saying that carers are “lovely” and “part of the family”.

However some people found that care workers can alternate in visits and that in over half of such circumstances, those receiving care are not informed of this change beforehand. One resident reported that “the service is poor” when other carers visit. Despite the majority of people asked saying that they felt as though they could raise any complaints with the agency, a significant number of respondents suggested that when complaints are made, they are not appropriately dealt with.

### **Centre for Independent Living (CIL)**

People have said that there is a shortage of staff at the CIL, which has made it difficult to get in contact and speak to someone. Feedback also suggests that CIL staff are not always well enough trained, with one resident reporting that when they rang with a query, they were asked to call back the next day when someone who knew the information would be in. People have also raised concerns with the blue badge process; one resident found that they were unable to get an appointment for a blue badge, leaving the resident without a badge.

### **Personalised Services**

As part of their Making It Real toolkit, Think Local Act Personal (TLAP) produced a survey, to assess the strengths and challenges of choice and control over services in Knowsley, as perceived by service users. The survey focused on six main issues: having the information I need; keeping friends family and place; my support my own way; my support staff; feeling in control and safe; my money.

The results indicate that the majority of people in Knowsley are happy across all six areas with no significant strengths or weaknesses. Apparent strengths could be

considered as ‘my support my own way’, with 78% of respondents in agreement with the statement ‘feeling in control and safe’. However, only 71% of respondents felt that they had choice and control in relation to ‘my money’.

Following this survey, an action plan that will focus on improving choice and control for users of adult social care in Knowsley has been devised.

### **Transport and access to services and support**

Some clients and carers have said they are experiencing difficulties accessing services due to the changes to the transport policy. The Council has put a programme of work in place to try and support people’s transport arrangements in a more sustainable way. During 2014 the new transport company (Knowsley Community Transport) piloted a more sustainable transport solution for adult day care and a community transport offer in the Huyton area, in a bid to develop new approaches to travel in the borough. In addition, the tender for a comprehensive travel solution contract has been advertised with the deadline for responses next February. The tender seeks savings through innovative approaches that may include

shared transport arrangements, volunteers, and independent travel commencing on 1 September 2015.

### **Information and advice**

It has been noted that the information and advice available on adult social care has much improved over the last year. People have said that there are still a few areas where they would like more information. The Care Act means that local authorities need to increase the availability of the information and advice that is available to residents and by April 2015, the Council will have updated and relaunched the **knowyourcare.co.uk** website which will have much more information and advice available to people. There will also be a booklet developed to give people the key information they need to make decisions about their care and this will be made available in accessible formats.

### **Integration**

The Better Care Fund is a national fund for councils and health partners to receive funding from NHS England focussing on joined 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, re-ablement 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.

### **Digital Inclusion Strategy**

Knowsley Council is working alongside its partners to develop a Digital Inclusion Strategy for borough. This work aims to support residents and businesses to use the internet and take advantage of the social and economic benefits it can provide. The strategy will seek to increase basic online skills, improve access to the internet and raise awareness of the benefits and necessity of being online. The Council is already making progress across these areas. For example, the Council has invested £0.025 million to the 'Get Ahead' campaign to empower more residents to access training and develop their English, Maths and digital skills. Knowsley libraries also offer free internet access to every customer and have trained staff to help customers with a range of tasks such as using a mouse, searching the internet and setting up an email account.

The Council has launched a programme of training in basic computer skills. The 'Get Ahead' campaign raises awareness of the free, local courses available for residents to help them improve their skills, confidence and achieve qualifications in order to get ahead. Further information is available at [www.knowsley.gov.uk/learn](http://www.knowsley.gov.uk/learn)

### **Advocacy services**

Knowsley Council commissions advocacy services for Knowsley residents. The services are:

- Crisis and citizen advocacy for disabled adults and older people
- Self-advocacy and accessible communications support
- Non-instructed advocacy
- Youth advocacy and Independent Visitor Service

Knowsley Advocacy Hub (the Hub) acts as a first point of contact for advocacy requests in Knowsley. The hub receives referrals for advocacy from a range of sources and records the information before passing these on to the most appropriate advocacy provider for support. Where referrals or requests are received for non-advocacy based support, the hub signposts on to appropriate organisations.

The hub monitors advocacy activity and performance in the borough and brings together advocacy providers to develop partnership approaches, identify gaps emerging in provision and to support practice discussion. The hub also works to promote the role and social value of advocacy within our communities. Knowsley Advocacy Hub received 67 referrals this year. Of these, 48 were passed on to providers for advocacy support. The remainder were

either passed on to non-advocacy services or did not wish to proceed. There were a total of 155 contacts to the hub recorded in addition to the referrals received.

### **The Care Act 2014**

From April 2015, care and support in England is changing for the better. The Care Act 2014 is the biggest change to adult health and social care law in over 60 years. It will help to make the care and support system more consistent across the country.

The changes will affect people who need social care as well as their carers, local authorities and service providers. The changes will mean clearer financial arrangements, better information and advice, improved support for carers and greater choice of services.

Care and support is the term used to describe things like washing, dressing, eating, getting out and about and keeping in touch with friends or family.

Many of us will need care and support at some time in our lives and the new national changes are designed to put you in control of the help you receive. Any decisions about your care and support will consider your wellbeing and what is important to you and your family, so you can stay healthy and remain independent for longer. If you receive care and support, or you support

someone as a carer, you could benefit from the changes.

For more information log on to [www.knowsley.gov.uk](http://www.knowsley.gov.uk) (search for Care Act) or contact the Knowsley Access Team on 0151 443 2600.

### **Welfare reform**

The government's programme of welfare reform has had, and is continuing to have, a significant impact on many Knowsley residents, creating financial difficulties for many of our residents.

As a Council, Knowsley is committed to supporting residents affected by the welfare reforms and has placed a significant priority on this issue. This support includes providing additional financial assistance for residents to help towards their rent, depending on their circumstances and eligibility, as well as through the direct provision of services, such as the Council's Emergency Support Scheme which provides help with food and fuel.

The Council also works with a wide range of partners such as local housing associations, Knowsley Foodbank, local advice agencies and Credit Unions, to try to co-ordinate and deliver more effective overall support for residents.



## 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	2012/13 value	2013/14 value	Direction of travel	Statistical Neighbour Average 2013/14	North West Average 2013/14	England Average 2013/14
Social care related quality of life (maximum score of 24)	19.26	19.30	😊↑	19.10	19.00	19.00
Proportion of people who use services who have control over their daily life	78.18%	75.50%	😞↓	78.10%	76.70%	76.70%
The proportion of people using social care who receive self directed support, and those receiving direct payments	67.61%	77.30%	😊↑	64.20%	67.40%	62.10%
The proportion of people using social care who receive direct payments	15.25%	14.80%	😞↓	18.40%	19.00%	19.10%
Carer-reported quality of life	8.30	8.30 *		8.40	8.20	8.10
Adults with learning disabilities in employment	3.03%	3.10%	😊↑	5.20%	5.20%	6.80%
Adults in contact with secondary mental health services in employment	5.60%	3.50%	😞↓	4.70%	5.50%	7.10%
Adults with learning disabilities in settled accommodation/living in the community	91.79%	92.60%	😊↑	81.60%	87.90%	74.80%
Adults receiving secondary mental health services in settled accommodation/living in the community	82.76%	70.50%	😞↓	54.70%	55.20%	60.90%
Older people 65 or over permanently admitted to residential or nursing care per 100,000 population	836.43	882.90	😞↑	834.80	776.60	668.40
Adults aged 18-64 permanently admitted to residential or nursing care per 100,000 population	10.02	16.70	😞↑	14.60	14.40	14.40

Outcome indicators	2012/13 value	2013/14 value	Direction of travel	Statistical Neighbour Average 2013/14	North West Average 2013/14	England Average 2013/14
Proportion of older people who are still at home 91 days after discharge from hospital into re-ablement/rehabilitation services	75.27%	77.60	😊↑	81.90	82.50	81.90
The proportion of older people offered re-ablement services following discharge from hospital	1.97%	3.00%	😊↑	3.10%	3.10%	3.30%
Delayed transfers of care from hospitals - attributable to social care	1.18	1.30	😞↑	1.80	1.60	3.10
Delayed transfers of care from hospitals	5.90	6.10	😞↑	6.70	7.30	9.70
Overall satisfaction with local adult social care services	66.80%	65.65%	😞↓	67.20%	65.40%	64.90%
Overall satisfaction of carers with Social Services	40.94%	40.94%		47.20%	45.40%	42.705
Proportion of carers who report they have been included or consulted in discussions about the person they care for	75.23%	75.23%		74.30%	73.80%	72.80%
Proportion of social care users and carers who find it easy to find information about services	75.60%	73.70%	😞↓	76.10%	75.20%	74.70%
The proportion of people who use services who feel safe	68.59%	69.20%	😊↑	66.10%	65.70%	66.00%
Proportion of people who use services who say that those services have made them feel safe and secure	79.61%	79.00%	😞↓	77.80%	77.20%	79.20%

## 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.

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 2013/14:

- Healthwatch has focused on the delivery of activities based on the priorities identified within the two year business plan, set by community members. These priorities include, mental health, hospital care, domiciliary care, working with the Knowsley Health & Wellbeing Board, hospital discharge, GP and access to primary care appointments, signposting community members to local services and enter and view activities.
- Across the year Healthwatch has utilised its 'enter and view' powers to visit local nursing and residential care homes in Knowsley with a focus on quality of provision. This activity has been completed working in partnership with Knowsley Council's Safeguarding Adults Unit. The Enter and View Team is led by community

members with visits undertaken by Knowsley residents.

Additional work in this area has included involvement in the Quality Information Group (QIG) which is a subgroup of the Knowsley Safeguarding Adult's Board.

- Representatives from Healthwatch have provided the independent chairing of a Serious Case Review in Knowsley and involvement in the Serious Case Review Group.
- A Healthwatch representative has also chaired and supported the facilitation of the Thresholds Review Group on behalf of the Knowsley Safeguarding Adult's Board and also completed telephone based surveys with people receiving domiciliary care.
- Healthwatch ensured community involvement in the Health and Wellbeing Board in Knowsley.

A Healthwatch representative has held a statutory seat since April 2013 and has championed the views of the community in Knowsley. Ongoing involvement has also taken place with the Health and Wellbeing Engagement Forum for Knowsley.

- During this period Healthwatch has engaged with the community through 210 outreach activities which have taken place with different groups, including older people, young people, community groups and employers across Knowsley. Through this community based contact, Healthwatch has gathered 1,139 patient experiences from local community members regarding health and social care services.

This information has been used to produce 27 reports, based on community members' experiences of using health and social care services, these reports included 38 recommendations to service providers and commissioners.

- Healthwatch has also worked closely with the Knowsley Clinical Commissioning Group, supporting and contributing to its engagement

with the community across a range of commissioning activities.

- Healthwatch have taken an active role in the Quality Surveillance Group which bring together commissioners, regulators, local Healthwatch representatives and other bodies on a regular basis to share information and intelligence about quality across the system. This supports many of the recommendations made by Robert Francis in relation to the early sharing of information by key players in the NHS. They also help support the coordination of any action that is needed to respond where risks to patients are identified.

### Plans for the next 12 months

Over the coming year, Healthwatch is keen to further expand on the priority areas set within the two year business plan. Key areas we would also like to pay further attention to is raising the profile of Healthwatch with the frontline providers of services such as the domiciliary care and nursing care providers to promote the activities of Healthwatch, accessing choice in relation to health and social care services. This piece of work will be vital in preparation for the Care Act coming

into force in April 2015. Healthwatch will also continue to gather the views of the community through capturing their experiences of health and social care services, to ensure that the voice of the community continues to be heard.

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



Mary Spreadbury  
Chair of Healthwatch Knowsley

## 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, 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**

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.





## 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 dieticians, 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** - 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.

**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 Knowsley Access Team (KAT) or Healthwatch Knowsley.

### **Knowsley Access Team**

Contact Centre  
Municipal Buildings  
Cherryfield Drive  
Kirkby  
Knowsley L32 1TX  
Telephone  
0151 443 2600  
Email  
[Knowsley.AccessTeam@knowsley.gov.uk](mailto:Knowsley.AccessTeam@knowsley.gov.uk)

### **Healthwatch Knowsley**

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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)

