



2010 - 2011

Knowsley Directorate of Wellbeing Services Adult Social Care – Local Account

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Executive Summary

The Adult Social Care Local Account is intended to make the Council more accountable to the people who access social care and support services and the public in general. This document confirms some of our key priorities, highlights how we are performing and how we deliver adult social care in Knowsley.

Our Vision for Adult Social Care in Knowsley is to ensure people live longer, healthier lives and to ensure that:

- ❖ Everybody has the opportunity to have the best health and wellbeing throughout their life.
- ❖ Quality of life is improved for people and families in need of care and support.
- ❖ People and families who use services enjoy a positive experience.
- ❖ People are protected from risks that can affect their health.
- ❖ Making choices that promote physical, social, emotional and mental health and well being becomes easier.
- ❖ More people look after themselves and support others to do the same.
- ❖ Improved life chances for our most vulnerable residents.

To deliver our vision for the residents of Knowsley we have developed four key priorities for Adult Social Care. These priorities guide how we deliver services to you and set out some key standards and services that residents can expect when accessing our services.

Priority 1: Enhancing the Quality of Life for People with Care and Support Needs - This section will show how we support people to enjoy a good quality of life and enable them to manage their own care and support as much as they wish.

Priority 2: Delaying and Reducing the Need for Care and Support - This section will show how we ensure people are supported to have the best health and wellbeing throughout their life by enabling them to stay healthy and independent for as long as possible.

Priority 3: Ensuring a positive Experience of Care and Support - This section will show how we ensure those who use social care and their carers are satisfied with the care and support services they access.

Priority 4: Treating and Caring for People - This section will show how we keep people safe and ensure they are treated and cared for in a safe environment.

The final section in this document will show you how we deliver Adult Social Care in Knowsley.

Adult Social Care in Knowsley - This section will show how we work with others, how we purchase and develop services and how much money we spend on care and support in Knowsley.



Local Accounts – An Introduction

The Government wants Councils to become more open with residents about how services are delivered in communities and encourage localised self assessments that help residents make informed choices about the services they can access as well as informing them about how well Councils are doing in delivering these.

'Local Accounts' are the first step in doing this. This 'Local Account' will provide you the residents of Knowsley with key information about Adult Social Care in Knowsley and it will look to:

- ❖ **Confirm our priorities.**
- ❖ **Outline some key services we deliver and the standards you can expect from them.**
- ❖ **Highlight how we are performing and show areas for development.**
- ❖ **Show some of the key processes and decisions taken around delivering services in Knowsley.**
- ❖ **Encourage residents to get involved and help shape future services they require.**

This is the first Local Account we have produced in Knowsley and we have an obligation to publish one on an annual basis.

We would be very grateful if you could take the time to give us some feedback and tell us what you would like to see in future reports. You can do this by the following methods.

By e-mail: Knowsley.AccessTeam@knowsley.gov.uk
By Telephone: 0151 443 2600
By Post: Policy & Performance Unit
1st Floor Nutgrove Villa
Westmoreland Road
Huyton
Liverpool
L36 6GA

Alternatively, this report is available online at <http://www.knowsley.gov.uk/families/social-care-and-health/policies-and-reports.aspx> and an online questionnaire is available to provide feedback.

Our Vision for Adult Social Care in Knowsley...

Is to ensure people live longer, healthier lives and to ensure that:

- ❖ Everybody has the opportunity to have the best health and wellbeing throughout their life.
- ❖ Quality of life is improved for people and families in need of care and support.
- ❖ People and families who use services enjoy a positive experience.
- ❖ People are protected from risks that can affect their health.
- ❖ Making choices that promote physical, social, emotional and mental health and well being becomes easier.
- ❖ More people look after themselves and support others to do the same.
- ❖ Children get the best possible start in life.
- ❖ Improved life chances for our most vulnerable residents.
- ❖ Children and young people are safe and protected from harm.

Delivering Adult Social Care in Knowsley – Achievements and Challenges

Key Achievements

- ❖ Despite having to make significant reductions in the Adult Social Care Budget, a recent report by DEMOS showed that Knowsley was placed first in the country for maintaining the support needed by Disabled Adults in the Borough. <http://disability-cuts-map.demos.co.uk/local-authority/knowsley/>
- ❖ Knowsley officially opened its Centre for Independent Living – a one-stop resource that provides a range of services and support to enable people to maintain their Independence and increase their quality of life.
- ❖ Knowsley has a strong history of integrated working between health and the local authority to improve health and reduce health inequalities. The development of its Health and Well-being Partnership into a new Health and Well-being Board in shadow format from April 2011 is a logical next step that has been agreed. Knowsley has also built on its model of extensive community involvement by bringing together a Health and Well-being Engagement Board as a sub group of the H&WB Board to ensure there is wider patient, carer and community involvement in the development of the JSNA, Health and Well-being Strategy and commissioning plans.
- ❖ As part of Care Quality Commission's program of special reviews, Knowsley was rated as better performing in a review of stroke services and number one in the northwest with an assessment of best performing in the review of first contact with adult social care services

Key Challenges

- ❖ The population in Knowsley is ageing rapidly. There will be an additional 7500 people aged over 50 by 2019 and of this number 1200 will be over 85. This will pose major challenges for health and social care.
- ❖ A key challenge for Knowsley will be to reduce the impact of health inequalities in the Borough
- ❖ Reductions in Government spending coupled with rising demand for health and social care services pose a significant challenge to the sustainability of the system and requires a complete transformation of the way social care is delivered.
- ❖ As the population ages new ways for supporting people will need to be developed that are more responsive to people's individual needs and aspirations, traditional services where users receive services and have tasks done for them will no longer be sufficient in meeting people's aspirations for a good quality of life.



Our Priorities

To deliver our vision for the residents of Knowsley we have developed a number of key priorities for Adult Social Care. These priorities guide how we deliver services to you and set out some key standards and services that residents can expect when accessing our services.

Our priorities for delivering Adult Social Care in Knowsley are to ensure:

- ❖ **We improve the quality of life for people with care and support needs.**
- ❖ **We delay and reduce the need for care and support and help people to stay independent.**
- ❖ **We ensure people have a positive experience of care and support.**
- ❖ **We are keeping vulnerable people safe.**

Our Local Account will be structured around these 4 priority areas and for each priority we will provide you with information on:

- ❖ What our priorities mean for residents and some of the services we deliver and feedback from people on how we deliver services differently
- ❖ Some of our key achievements.
- ❖ Performance information to show how well we are doing in delivering our priorities and allow you to see how we compare to other areas.
- ❖ Some of the key programmes we are developing to continue to improve our services.

Priority 1 – Enhancing Quality of Life for People with Care and Support Needs

This section demonstrates how Knowsley supports people to achieve the following outcomes:

- ❖ Enjoy a good quality of life by living their own lives to the full and achieve the outcomes which matter to them by accessing and receiving high quality support and information.
- ❖ People manage their own care and support as much as they wish, so that they are in control of what, how and when support is delivered to match their needs.
- ❖ Carers can balance their caring roles and maintain their desired quality of life.
- ❖ People are able to find employment when they want, maintain a family and social life and contribute to community life, and avoid loneliness and isolation.

What we have done

Think Local Act Personal - ‘Personalisation’ is the word the Department of Health uses to describe a new way of working with people. It means thinking about public services and social care in an entirely different way, starting with the person and their individual circumstances. You may also hear people call this the ‘Transformation of social care’. A key feature of this transformation is the introduction of “Personal Budgets”. In Knowsley we were told by our customers that “everyone requiring support from social care services should plan that support in a way that is personal and meaningful to them”. These are just some of the ways that we have met that challenge;

Personal Budgets - A ‘Personal Budget’ is an amount of money which is identified to meet a person’s social care needs (following an assessment of those needs). People can use their ‘personal budget’ to buy support that fits with their needs, preferences, and circumstances, and therefore offer greater choice, control and flexibility about how they are supported.

In April 2011 Knowsley met a Department of Health ‘personal budget’ target by having more than 30% of people with a personal budget for their care services. This percentage continues to grow and Knowsley aims to have all people in receipt of a personal budget for community care services by April 2013.

To help people understand what a personal budget is, a range of Knowsley leaflets have been produced. In July 2011 a DVD was also produced to show how people in Knowsley have used their personal budgets in a way that has made a real difference in their lives. Copies of this DVD can be made available by contacting Adele Gregory via email at adele.gregory@knowsley.gov.uk or by telephone on **07826535930**.

Working together - Throughout 2010 we worked with Knowsley Expert Panel (50 people who access services, carers and staff) to agree what should happen for someone from the point they made contact with social services to being supported by services. This led to a new way of thinking through what is important in someone's life, and the development of a new "Knowsley outcome focussed assessment and review".

Outcome Focus Assessment and Review - We piloted this new approach in partnership with the Department Of Health so we could be sure that this way of working was something that our customers would find useful. The pilot went on for six months and concluded that

"It was an invaluable tool both for service users and staff who in the main described it 'helpful' in identifying and achieving desired outcomes.

The pilot demonstrated that In Knowsley 117 of 127 (92%) outcomes identified were achieved or making progress towards being achieved. This is a significant achievement and 'Putting People First' suggests this is the true test of a successful social care system"

Employment - In July 2009, the government published the cross-government strategy 'Valuing Employment Now: real jobs for people with learning disabilities'. In this strategy, the government set out the government's belief that all people with learning disabilities should have the opportunity for paid work. The government has also set out targets for numbers of people with a learning disability in employment.

In Knowsley, to support this strategy we have adopted a range of activity including:

- ❖ Acting as a role model and reviewing our own employment practice
- ❖ Working to raise aspirations in young people with a learning disability so that they consider paid work as an option
- ❖ Re-focussing the approach of day service opportunity providers to consider work skills and work based activity
- ❖ Establishing the Knowsley Inclusion through employment (KITE) partnership with local providers such as Job Centre Plus and supported employment providers that work to support individuals in work placements and ultimately into paid work wherever possible

The KITE partnership works with care management and individuals to make training, work placements and opportunities for paid work available in as many areas as possible and this has achieved some success for individuals with learning disabilities. However we acknowledge that in the present economic and employment environment, the availability of paid work is limited for all

We are also forming close relationships with Remploy so that we can offer support to people with other forms of disability to seek employment or to retain the employment that they have following illness or accident.

The following 2 case studies illustrate this priority well and some of the specific services to help deliver on this priority.

Case study 1 Joyce – Supporting people through Direct Payment - Joyce experiences M.E and stress which can also induce anxiety and depression. Joyce had been receiving Direct Payments for some time, and using this to employ a personal assistant. However, Joyce was struggling with employing a PA often finding it stressful and bringing on M.E attacks.

Following a review, it was agreed to convert the weekly direct payment rate, about £170 per week and enable Joyce to use her budget flexibly and reduce the stress of employing a PA at the same time. A support plan was completed. The Support plan highlighted that it was important to Joyce to have choice and control over how she meets her assessed needs. It was important to Joyce to be able to convert her direct payment and the resource she had and use it in a different way to buy supports that will meet her assessed needs and to do the things that the PA did but in a different way that works for her.

In the support plan, it was agreed for Joyce to be able to buy a mobile hairdresser, have an ironing service, have a cleaner, get some respite / breaks away (weekends), have a "sitting" service either Thurs pm or sat pm for 4 hours while her husband did shopping and other tasks for another family member. There was still the need for some personal care for Joyce and it was agreed that Joyce's husband may be able to do this, but on the occasions that he may not be well enough, the personal budget allowed an amount for the use of an agency.

Case Study 2 – Enhancing Quality of Care - Tom - Tom experiences severe and enduring mental health problems and receives support from mental health services. Tom had been receiving support from a local service provider but this had broken down as the relationship with support workers was not successful. This has led to a crisis for Tom and his wife who was his main carer. At a review, it was agreed to use the reasonable equivalent of the cost of the support from the local service provider and convert this to a personal budget. This gave an indicative figure of £150 per week.

A Support plan was completed, and it highlighted that it was important to Paul to get to and from his mental health drop in centre. Tom's wife had taken on this role and was finding it difficult to cope. The plan also highlighted the need to have funds for respite for Tom's wife, at least twice a year, to enable them to have a break, without the worry of looking after Tom.

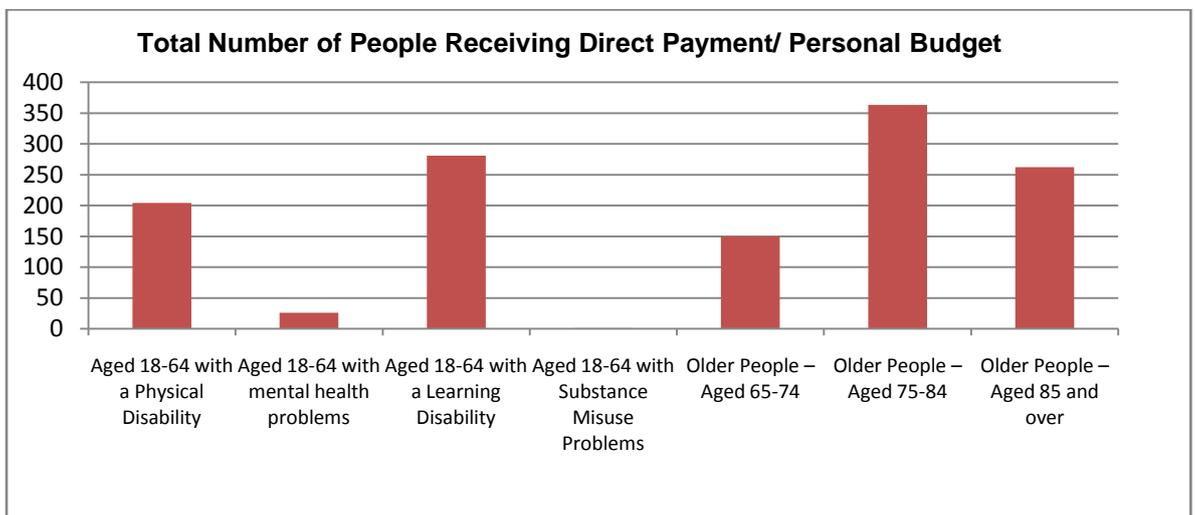
The personal budget was discussed and agreed to spend £150 per week in a flexible way for transport both ways to the Drop in centre, attending a weekly alternative therapies session, securing short breaks for up to 2 weeks per year, support to attend the local football team games and support to participate in preferred social and leisure activities and building local community connections (for example: attending art galleries).



Performance

There is a range of national performance indicators which can be use to demonstrate how the services being provided by Knowsley compare both nationally and against other local authorities and also to demonstrate how effectively we deliver the outcomes under Enhancing Quality of Life for people with care and support needs.

- ❖ Following a national survey which gathered Social Care users’ views of services they receive, Knowsley scored an average rating of 18.8 out of a maximum of 24 in a Quality of Life rating. Our performance is similar to our statistical neighbour average of 18.9 and marginally better than the England average score of 18.6. Gathering user perceptions is an essential aspect of assessing whether the personal outcomes that people want from care and support services are delivered. A full detailed report of the response to this survey can be accessed via the following link <http://www.knowsley.gov.uk/families/social-care-and-health/policies-and-reports.aspx>
- ❖ 70.9% of service users answered that they consider themselves as having either as much control over their life as they want or adequate control which is below the NW average of 75.9%, the England average of 75% and our comparator group at 76.8%.
- ❖ 30.8% of service users, including carers received a personal budget and chose either to take this as a direct payment or have the council arrange their care on their behalf. Our performance is similar to both comparator group and England Averages of 32.3% and 30.1%. This measure supports the drive towards personalisation and research has indicated that personal budgets have a positive effect in terms of impact on well-being, increased choice and control, cost implications and improving outcomes. Studies have also shown that direct payments make people happier with the services they receive. The breakdown of service users in receipt of Direct Payment and Personal Budget can be seen below:



- ❖ 1.4% of Adults with learning disabilities known to Knowsley Adult Social Care were supported into employment. This measure relies on people having received a review in the year. Unfortunately our review figures are below what we would like and therefore has been identified as an area for improvement through 2011-12. Due to this issue our performance is lower than both comparator group and England averages of 5.4% and 7.1%.
- ❖ 7.4% of Adults known to Mental Health services were supported into employment. This is in line with our comparator group average of 7.9% but below the England average of 9%. This indicator measures the employment outcomes for adults in contact with secondary mental health services.
- ❖ 52.2% of Adults with learning disabilities were supported in appropriate and settled accommodation. This measure also relies on people having been subject to a review in the year and because of this, as with the employment measure, our performance is below the comparator and England averages of 61.3% and 60.6%. If the review element was removed Knowsley's actual performance is over 80% and therefore provides a true reflection on the accommodation status for people with a learning disability.
- ❖ 80.9% of Adults known to Mental Health Services were supported in appropriate and settled accommodation. This is significantly better than both comparator group and England Averages of 74.2% and 66.6% and represents a positive outturn for Knowsley.

What we are looking to do in the future

Outcome Focussed Carers Assessment - An 'outcome focussed carers assessment' is currently being developed with carers and carers groups. This will build on the 'outcome focussed' approach currently being used in Knowsley, and will ensure that we really focus on how best to support carers in their caring role, as well as support them to achieve what they want to achieve outside of their caring role. This approach will be piloted during 2012, alongside the launch of a new Carers Directory.

Pre payment Cards - We will be looking into the role of 'pre payment cards' in offering people greater flexibility over purchasing hours of support when they need them. We also anticipate that the monitoring of personal budgets will become less bureaucratic with the introduction of this new method of payment.

Direct payments - We will be reshaping the way we support people to manage their direct payments. We want to make sure that we are ready to support more people to take up direct payments as we encourage all people to take up this method of paying for their support.

Individual Service Funds - 'Individual Service Funds' are currently being developed with all adults with learning disabilities who live in supported accommodation. This work will ensure all adults with learning disabilities who are also defined as being in "settled accommodation" have an opportunity to choose and control how they are supported with knowledge of their individualised support costs.

This work will continue into 2012 to ensure that everyone living in this type of accommodation has an Individual Service Fund by 2013.

Support Planning and Brokerage - Two independent providers have got together to offer a new independent and personalised support planning and brokerage service that enables people to have more choice and control over how their care and support needs are met. The service was launched in October 2011, and will be evaluated into 2012 to see if their independence and community links can make a difference in supporting people to develop truly person centred support plans.

Employment – Following a scrutiny review into people with learning disabilities' entry into employment a number of actions have been taken forward into 2011-12 in a bid to improve on the employment outcomes for people. This action will aim to ensure that:

- ❖ The Council's employment Policy and procedures are reviewed to ensure there are flexible recruitment practices such as advertising in appropriate places, for example community networks, using simple language in advertisements and specifications and 'job carving' where roles are simplified and split up rather than potentially the same number of jobs working across a variety of activities and needing a wider variety of knowledge and skill
- ❖ The future contract with KITE sets out a target of people with Learning Disability having paid jobs
- ❖ Work will be undertaken with other directorates to follow up on the creation of work placements across the wider local authority and each council directorate gives prime consideration as to how it can help children and adults with learning disabilities have appropriate work experience
- ❖ The council undertakes work with Remploy and Job Centre Plus on their work choice programmes.
- ❖ The Council engages with the Getting a Life Project which is about the raising of aspirations among young people and attempting to get them focussed on work from an early age
- ❖ The Council sets out an expectation that all agencies meet their responsibilities under the Equalities Act 2010

Priority 2 - Delaying and Reducing the Need for Care and Support

This section demonstrates how Knowsley supports people to:

- ❖ Have the best health and wellbeing throughout their life
- ❖ Have access to support and information to help them manage their care needs
- ❖ Ensure earlier diagnosis, intervention and re-ablement means that people and their carers are less dependent on intensive services
- ❖ Ensure when people develop care needs, the support they receive takes place in the most appropriate setting, and enables them to regain their independence

What we have done

Know Your Care - In 2011 we introduced a new 'Know Your Care' website which is easy to use, and includes information about what is available in Knowsley to offer support to people when they need it most. The site also includes information about what is available in local communities in Knowsley so people can find what they need without having to make contact with services. For those people who may require support from social care there is a facility to complete an online form which will go straight through to 'Knowsley Access Team' who will then make contact.

Knowsley Access Team - Knowsley Access Team was established to make sure that there was one point of contact in Knowsley for support from Social Services. The team offer advice and information to Knowsley residents in relation to a range of community opportunities and support services. The team can also start an assessment of a person's needs, and determine eligibility for social care support. They can also put someone in touch with other organisations that maybe able to help. During 2011 we extended the role of an existing team so that they can visit people in the community within hours of receiving a call. This urgent response means people can access increased support at home and avoid admission to residential care and or hospital. In addition the team monitor and respond to people who go to Whiston Accident and Emergency, and provide additional support at home in order to avoid a hospital admission.

Integration - During 2011 a 'Care Campus' approach was introduced to the health and social care needs of Knowsley residents. A key feature of this approach was the introduction of a weekly catch up between district nurses, social workers, mental health specialists, and where appropriate therapists and GPs. These catch ups happen in five different areas in Knowsley and workers plan how best to support residents to remain in their local community and maintain their independence.

Integrated Discharge Team - In partnership with St Helens and Halton we developed an Integrated Discharge Team based in Whiston Hospital. This team work proactively with people and ward staff to ensure that people are safely discharged home with the support of reablement services where appropriate.

Performance

There is a range of national performance indicators which can be use to demonstrate how the services being provided by Knowsley compare both nationally and against other local authorities and also to demonstrate how effectively we deliver the outcomes under Delaying and Reducing the Need for Care and Support.

- ❖ 215 Older people were permanently admitted to residential or nursing care during 2010-11 and based on a per 100,000 population rate Knowsley has a higher than average rate compared to both North West and England averages. Avoiding permanent placements into residential settings is a good indication of delaying dependency and research suggests where possible people prefer to stay in their own home rather than move into residential care.
- ❖ 17 Adults aged 18-64 were permanently admitted to residential or nursing care and per 100,000 population compares to the North West average but slightly higher than the England Average.
- ❖ Knowsley spent 58% of the older people's budget on residential or nursing care. This is above the North West average of 50.7%. A relatively high level of spend on residential care can indicate that the balance of spend is wrong and recommendations are that no more than 50% should be spent on residential care. Due to integration in Knowsley a significant amount of this increased spend is attributed to Continuing Health Care Placements and therefore whilst we accept we do need to reduce admissions the information is not comparable due to the impact of Continuing Health Care on the overall budget.
- ❖ A high proportion of people discharged from hospital direct to residential care could indicate there is a lack of choice of services from either health or social care to keep older people in their own home. In Knowsley 1.6% of older people were discharged to residential care which compared well against the North West average of 2.4%.
- ❖ 75% of people discharged from hospital into rehabilitation or intermediate care services remained at home 91 days following discharge from hospital. This indicator measures the benefit to individuals from intermediate care and rehabilitation following a hospital admission. It captures the joint work of social services and health staff and services commissioned by joint teams. The outturn for Knowsley is in line with our comparator group average of 79% but below the England average of 83%.

- ❖ Delayed transfers of care from hospital – Knowsley continues to perform well in this area keeping delays to a minimum. The no of delayed transfers of care per 100,000 population for people over 65 was 115 for Knowsley which is significantly better than the North West average of 194 and saw Knowsley ranked 6th out of 23 authorities.

What we are looking to do in the future

Intermediate Care Redesign – During 2012 services described as being part of ‘intermediate care’ will be changed to make sure that; they all work really closely together, are delivered wherever possible in a person’s local community, and there are no gaps for people. In particular reablement will be reviewed to make sure it is supporting people back to independence.

Going into Residential Care - During 2012 we will be looking in more detail at why people go into residential care. We will talk to people as they go into residential care to try and understand whether people feel they have no alternative because of the way they need to be supported, or whether they would be supported in a different way if it was available. This information will help us plan services in Knowsley in the future, and better understand why people do go into residential care.

For some people the move into residential care may be the right one. In these circumstances our role is to ensure that the service they receive meets their needs with dignity and respect and that the standard of care provided is always of good quality. We do this in a variety of ways which are detailed later.

Priority 3 - Ensuring a positive Experience of Care and Support

This section demonstrates how Knowsley supports people to:

- ❖ Ensure those who use social care and their carers are satisfied with their experience of care and support services
- ❖ Ensure carers feel that they are respected as equal partners throughout the care process
- ❖ Ensure people know what choices are available to them locally, what they are entitled to, and who to contact when they need help
- ❖ Ensure people, including those involved in making decisions on social care, respect the dignity of the individual and ensure support is sensitive to the circumstances of each individual

What we have done

Knowsley's Advocacy Hub - Knowsley Advocacy hub was established in 2011 to offer access to advocacy providers in one place. Knowsley Advocacy Hub is a partnership between Knowsley Advocacy and Information Service (KPAIS) and Knowsley Disability Concern (KDC). The Hub also provides access to other specialist independent advocacy, including support and representation.

Knowsley's Centre for Independent Living – Knowsley's Centre for Independent Living is a partnership between the Voluntary Sector, Knowsley Council, NHS Knowsley and Knowsley Housing Trust. The new Centre has been developed with Knowsley User Led Organisation, making sure that local people have a say in how services are delivered.

The Centre opened in April 2011 and has an open plan showroom, with a range of equipment on display that can be tried out such as stair lifts, chairs, beds, mobility, bathing and toileting aids.

In addition a range of advice and information is available at the Centre about; assistive technology, how to access health and social care services, advocacy, direct payments, housing care and repair, wheelchair services and specialist child health. Members of staff are there to assist so an appointment is not always necessary.

Having your say – We have improved the accessibility of the complaints process and increased opportunities for customers, stakeholders and families to raise concerns about local health and wellbeing services. Listening to and acting on feedback is fundamental to shaping the future health and wellbeing of the population of Knowsley. All feedback is systemically used to improve quality and productivity, promote innovation and prevent recurrences.

The primary aim of learning from complaints is to ensure that similar events do not occur in future. The complaints process ensures that systemic learning from individual cases is reported to all relevant staff, managers and stakeholders to prevent recurrences of complaints of a similar nature.

Performance

- ❖ There is a range of national performance indicators which can be used to demonstrate how the services being provided by Knowsley compare both nationally and against other local authorities and also to demonstrate how effectively we deliver the outcomes under ensuring a positive experience of care and support.
- ❖ Of those people surveyed during 2010-11 63.56% said they were extremely or very satisfied with the care and support services they receive. This is similar to that of the North West average at 63.7% but better than the England average of 60.9%.
- ❖ 63% of people surveyed reported finding information about services either easy or fairly easy to find. This is a positive outcome for Knowsley and is higher than both the North West average at 55.7% and England Average at 55.9%. This indicator reflects the experience of access to information and advice about social care. Information is a core universal service and a key factor in early intervention and reducing dependency.
- ❖ The Knowsley Access Team surveys a number of people throughout the year to get a view of customer satisfaction. 100% of people surveyed by KAT were completely satisfied with the service provided by the KAT team.
- ❖ The Care Quality Commission undertook a program of special reviews and studies throughout 2010. The main aims of the programs is to provide assurance that services are meeting standards and are of high quality, and to identify the priorities for improvement. One of these reviews looked at the “Social services’ response to people’s first contact with them. The review assessed 19 areas, 15 based on a mystery shopping exercise and the remaining four were based on information supplied through an online survey. An average of the scores was taken to give an overall assessment of either “best performing”, “better performing”, fair performing” and “least well performing.” Knowsley was assessed as “best performing” with an average score of 3.45 out of a possible 5. We were one out of only 26 local authorities across the country to receive the top grade and were ranked 15th highest in the country and top in the North West region.
- ❖ 87.6% of service users were assessed within four weeks of their initial contact to the organisation. This compares well against the NW average of 79% and the England average of 80%. Users and carers should expect practical help and other support to arrive in a timely fashion soon after their problems have been referred to social services.
- ❖ 94.13% of service users were provided with a service within 28 days of the completion of their assessment. This again compares well against the NW average of 89.3% and the England average of 88%.

- ❖ 75% of our service users who are in receipt of services were reviewed during 2010-11 which is better than the NW average of 72.3% and the England average at 72.9%. It is important to carry out annual reviews to ensure that services people receive continue to be appropriate and effective.
- ❖ Between April 2010 and March 2011 Care and Repair received 5334 enquiries and 4961 people were helped to live at home. Of those people helped to live at home 4184 were supported by a handy person service with an average time from contract to completion of two weeks.
- ❖ Knowsley Adult Social care received a total of 17 complaints in respect of locality services during 2010-11. Complaints concerning 'adequacy of care/service' such as hours provided; frequency of visits and type of care. In the majority of these cases, only relatively small adjustments to care planning or reassessments were required to resolve the complaints. A total of ten complaints were received relating to commercial, commissioning and organisational decisions. Complaints received concerned commissioning of pathways, bespoke local services, specialist treatment, funding for individual care packages and policy decision. All of these cases were concluded by the end of the financial year with no complaints outstanding or known to have progressed to the Parliamentary and Health Service Ombudsman.

What we are looking to do in the future

Independent Brokerage - Two independent providers have got together to offer a new independent and personalised support planning and brokerage service that enables people to have more choice and control over how their care and support needs are met. The service was launched in October 2011, and will be evaluated into 2012 to see if their independence and community links can make a difference in supporting people to develop truly person centred support plans.

Customer Satisfaction – During 2011/2012 Knowsley Access Team will continue to speak to a variety of people about their experience of social care services. This information will be used to improve what we do, and make sure it is easier to get hold of who you need when you need them.

Priority 4 - Treating and Caring for People in a Safe Environment and Protecting them from Avoidable Harm

This section demonstrates how Knowsley ensures that:

- ❖ Everyone enjoys physical safety and feels protected and secure
- ❖ People are free from physical and emotional abuse, harassment, neglect and self harm
- ❖ People are protected as far as possible from avoidable harm, disease and injuries
- ❖ People are supported to plan ahead and have the freedom to manage risks the way that they wish
- ❖ People are treated and cared for in a safe environment

What we have done

Good Practice in safeguarding adults at risk is based on “No secrets: guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse” published by the Dept of Health in 2000

The Safeguarding Adults Board in Knowsley is convened by Health and Social Care with multi-agency representation from a wide range of statutory, voluntary and independent bodies.

In order to keep vulnerable adults safe, the Board has three main areas of activity:

- ❖ To support a multi-agency approach to safeguarding adults including raising awareness and providing training to staff involved in their care and support
- ❖ To ensure all instances of abuse or neglect of a vulnerable adult are investigated, action taken against perpetrators if necessary and any lessons learned
- ❖ To prevent harm to vulnerable adults by ensuring that they are supported by high quality services.

The work of the Safeguarding Adults Board is supported by the Safeguarding Adults and Quality Assurance Unit, a small team of local authority staff.

There are multi-agency policy and procedures to guide how services operate together to investigate all safeguarding incidents reported. The number of safeguarding alerts has increased year on year

Our Service Delivery standards are:

- ❖ To investigate all incidents of abuse or neglect in a timely manner
- ❖ To determine whether allegation of abuse or neglect can be substantiated

- ❖ Where concerns are well founded, to ensure that a safeguarding plan is in place to protect the individual in future

Every year the Safeguarding Board publishes an Annual Report and Business Plan (<http://www.knowsley.nhs.uk/knowsley-safeguarding-adults/>) which includes an analysis of all the referrals over the past year so that changes and trends can be identified and actions taken; for example after a period which saw an increase in the number of cases of financial abuse, the Board introduced better guidelines and safeguards for provider services and worked with the Safer Knowsley Partnership to ensure that vulnerable people in the community knew how to keep themselves safe and how services could support them.

With the Annual Report the Board publishes the Business Plan for the next 12 months, based on actions we have identified. Our priorities for the next year include developing a multi-agency approach to managing risks to vulnerable people, ensuring that there is a wider use of advocacy services, especially for people who may not always be able to make their own decisions about their care; and ensure that victims have the greatest possible say in how the safeguarding process works.

We work with a number of voluntary and community groups including Knowsley Disability Concerns, Age UK and LINK and welcome information from the public that will help us to safeguard adults at risk.

Members of the public can support the work of the Board by ensuring that they raise any concerns they may have about how vulnerable adults are being treated. Referrals can be made to the Knowsley Access Team (KAT) on 0151 443 2600.

We would also welcome information from service users, family members and carers about the quality of services, both good and poor, so that we can both foster good practice and deal with incidents of poor care at the earliest possibility.

How well have we done?

- ❖ 63.10% service users questioned in the national survey answered that they feel as safe as they want to. This compares favourably to the North West average of 64.2% and the England Average of 62.4%. Safety is fundamental to the wellbeing and independence of people using social care and is an important role of being safe in the quality of the individual's experience.
- ❖ 47.9% of people surveyed said the services they receive have made them feel safe and secure. This is a lower outturn than the North West and England Averages both at 55% and is an area we aim to improve on throughout 2011-12.

What we are looking to do in the future

Helping service users to manage risk - We are developing a multi agency approach to supporting people to manage risks – people have the right to exercise choices and have control over their lives. However this can sometimes place them or others at risk. We are working with other agencies to support people to live as they wish whilst helping them and others to remain as safe as possible

Improved investigations / training – We are working with the Police and other agencies to ensure that all staff conducting investigations into instances of abuse or neglect has received appropriate training

Closer working with Advocacy – We recognise that some people who may be the victims of abuse or neglect may find the process difficult or hard to understand. We are working with advocacy services to ensure that support is available and we are developing different options for addressing concerns for people who might not wish to go down the more formal routes. NHS Services have their own processes for investigating any concerns. We are working with partners in NHS services to align this more closely with safeguarding adults' arrangements.

Outcomes - On occasions when safeguarding investigations conclude that abuse, neglect or compromised care has taken place a safeguarding plan is put in place to prevent this being repeated. We will be working to ensure that we improve our arrangements for feedback from victims, so we can ensure that people are receiving the outcomes they want and we can ensure that these experiences inform practice.

Improving Feedback from service users – We recognise that as well as feeling safe, people need to feel involved and in control of any investigations involving them. We are working with LINKs to ensure that people who have been the victim of a safeguarding incident are able to tell us about their experience to help us develop the process in future.

Policies and Procedures - We will carry out a review of the Safeguarding Policy, Procedures and Practice Guidelines to ensure they are up to date and reflect national and local developments.

Adult Social Care in Knowsley

Working with others to deliver services

Delivering our priorities is not something we can do alone. Adult Social Care has strong links to the wider Health & Wellbeing of our residents and so close working with NHS Knowsley is vital.

Consideration of their priorities is something that shapes service delivery and the recent Joint Strategic Needs Assessment (JSNA) identified ten priorities for Knowsley. The JSNA is the method by which Primary Care Trusts and Local Authorities describe the future health, care and wellbeing needs of local communities. The ten priorities for Knowsley are:

- ❖ Alcohol
- ❖ Cancer
- ❖ Cardiovascular Disease
- ❖ Child Poverty
- ❖ Children with Disabilities
- ❖ Dementia
- ❖ Educational Attainment & Attendance
- ❖ Emotional Wellbeing of Children
- ❖ Employment / Unemployment
- ❖ Smoking

Community involvement is integral to the production of the JSNA. Since the 2008 JSNA, community engagement and involvement has become an integral part of the Knowsley Health and Wellbeing's Commissioning process and there has been strong input as part of the ongoing process. Therefore, specific community events and street surveys, such as those conducted for the 2008 JSNA were not repeated. Instead, community insight is drawn from previous consultations, and the information contained on the REACT database. The REACT database stores information on all of the Health and Wellbeing consultations, surveys and focus groups conducted with the community. In addition, feedback from LINKS has revealed common issues relating to Health and Wellbeing services that have fed into the process.

Community insight from these sources is included in all of the frameworks and has been used to identify needs, priorities and potential solutions.

More information on the JSNA and how these priorities were determined and are to be delivered can be found using the following link

<http://www.knowsley.nhs.uk/jsna/>

Governance & Making Decisions - Partnership Boards

A Partnership Board has members with lots of different skills and backgrounds. There are people who use services, carers, Council Officers, NHS staff, other local agencies like colleges, connexions, voluntary or charitable organisations and service providers.

A Partnership Boards job is to advise on how we should prioritise our services and the things or services that the council pays for - this is called commissioning. They also develop new services and perform a monitoring role on a range of performance measures.

By working together, the Partnership board can make sure that it involves the people who need the services most in deciding which services are the most important, how they will work and how they contribute to the Health and Wellbeing of all people who will use them across the borough.

Knowsley has well established partnership boards across all service user groups. For more detailed information about the role, function and membership of these boards contact Stuart Sheridan by telephone on 0151 443 4677 / 07500 765 148 or by email at stuart.sheridan@knowsley.gov.uk

Commissioning services in Knowsley

When Knowsley Health and Wellbeing buy a service for the people of Knowsley, this is called Commissioning. We work with Partnership Boards, Public Health and local people to understand what services people need (such as Visual Impairment Services or Advocacy Services), then work together to design the service and understand the outcomes that we want the service to achieve. We involve people who use these services because they are the experts – they have direct experience of the problem and the services we have to support to them, their knowledge is very valuable and helps us to ensure that we commission the correct and best quality services available.

Commissioners then work together with local groups and people who use services to interview service providers to find the best quality and value service for the borough.

We have recently commissioned a Mental Health Social Inclusion Service to help people who have used mental health services to recover, find work and get involved in their local communities again – three people helped us to interview five different organisations. The commissioners and community members then agreed on the best service and the new contract was awarded to the organisation that had the best understanding of our local needs and the best plan to meet them.

Similarly we have also commissioned a Visual Impairment Service – this service supports people who are blind or partially sighted in all aspects of their life from finding or staying in employment to using leisure services and health care.

Again we worked with local people to design how the service should work then interviewed the organisations who thought they could provide what we were looking for. The commissioners and the people who are our partners then made the decision to award the contract to the best service.

This kind of partnership working has great rewards, both for Knowsley Health and wellbeing and for the people of Knowsley. We all get an insight into the things that are felt to be important in a service, get good ideas for improvements to services and form long lasting relationships with community members who can go on to champion services, new ways of working and ideas across the borough.

Over the past 12 months a series of public events have been held involving carers, former carers, carer representatives and staff from health, social and third sector organisations to decide the content and direction of the Knowsley Carers Strategy 2011-14. These events allowed people to express their ideas and views on what type of support carers needed to undertake their caring role and to have a life of their own.

They identified the key themes of 'A life Outside of Caring', Carers Health and Wellbeing, Access to Information, Carers treated as partners and involved in decision making and supporting young carers. For each theme a number of priority outcomes were identified that aims to provide carers with the support they need.

To turn their words and ideas into actions a number of smaller themed work groups was set up with carers, former carers and carer representatives. These smaller groups developed the action plans for each of the outcomes identified in the Carers Strategy.

Throughout the development of the Carers Strategy and action plans, as many carers and former carers as possible have been provided with information about the content of the strategy and asked for their views and agreement.

The result of working closely with carers and former carers is that Knowsley Carers Strategy reflects the views, ideas and support needs of Knowsley carers.

Equality and Diversity

Health and Wellbeing Services aim to provide services which are accessible and relevant to all residents and are able to meet their individual needs. We recognise that some people can have difficulty accessing services or may feel uncomfortable in traditional settings.

For this reason we have developed some specialist services, for example women only clinics, primary health care services for people who may not have been able to register with a GP and a range of services to help people with disabilities to live as independently as possible in the community.

Service users are also closely involved in the development of services, for example the activities offered with Day services are those chosen by service users and are regularly reviewed with them.

We work with a wide range of partner agencies to protect and support people who have been subject to hate incidents or discriminatory behaviour.

If any resident finds that they cannot access a service they need, that it is unresponsive to their needs or consider that their needs are not understood or respected by staff we would ask them to contact us.

Our key priorities are:

- ❖ To provide services that enhances the Quality of Life for all service users.
- ❖ To provide services that prevents ill Health and dependence and support wellbeing and recovery.
- ❖ The all experiences of Care and Support are positive for service users.

Commissioning and Use of Resources

Integrated Commissioning

Increasingly commissioning is taking on an integrated form and this is reflected in national policy, for example:

- ❖ The expectation that public, private and community organisations will through the Local Strategic Partnership agree on how their local areas should be developed.
- ❖ The requirement for Local Authorities and Primary Care Trusts to undertake Joint Strategic Needs Assessments.
- ❖ The expectation that strategies for particular population groups such as, Children and Young People, Older People, or People with Mental Health needs be developed across organisations.
- ❖ The creation of ways in which public budgets can be pooled and powers delegated between organisations through the use of Health Act Flexibilities.
- ❖ The introduction of Health and Wellbeing Boards to hold GP Commissioning Consortia to account for improving the health outcomes for their local population.

Running alongside these key drivers is the development of Clinical Commissioning Consortia and the transitional arrangements for Clusters, which together with the new health improvement role for councils means that integrated working will go far beyond social care to other council's plans and services. It provides the opportunity to build on the integrated commissioning arrangements that are already well established in Knowsley and which can demonstrate significant benefits in the delivery of services and outcomes for people.

Knowsley has a long and successful history of integrated working across both commissioning and the provision of services. Integrated working has realised many benefits including better outcomes for service users and reducing health inequalities. Integration has reduced duplication of effort by bodies such as the council, independent providers and PCT. By working together commissioning organisations achieve more and spend less by joining up plans. In particular, integrated commissioning can facilitate joined up delivery of health and social care support for people.

Quality of the Local Market

There are a variety of providers delivering social care services in Knowsley. They range from local providers only operating in Knowsley through to national providers delivering services across the country. The majority of our providers are charitable and voluntary organisations. We have some privately owned companies and some large statutory providers, such as the NHS and Council, as well.

The majority of provider markets are competitive with a sufficient amount of good quality providers either delivering services in Knowsley or interested in working with us. However, there are some sectors of the social care market where we are seeking to improve value for money. To do this we recognise that there is a need to increase competition, to improve quality and to reduce costs where possible.

We also need to note that the move to self-directed social care will potentially have significant implications for the care sector and the type of providers who can meet people's needs. The market for care will become more fluid and be more directly influenced by the individual choices of people who have a personal budget.

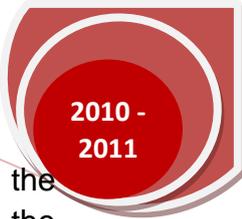
Within Knowsley we have already seen cases where individuals are planning creative support that they can purchase and control themselves and is not purchased from traditional supply sources such as domiciliary care agencies or respite units as can be seen through the experience of three people currently supported through Direct Payment.

Quality Assurance

The Care Quality Commission has now assumed a role that is primarily regulatory. It also conducts inspections of services. However, Local authorities have a lead role in ensuring the quality of the services they commission and keeping CQC informed of any safeguarding or matters of poor practice..

To do this we collate information from a variety of sources including reviews by care managers and district nurses; medicines management reviews, complaints, contract compliance reviews, audits and reports from the Local Improvement Network in Knowsley (LINK) and information from the Care Quality Commission (CQC). If concerns about the standard of care are identified we meet with the provider service and agree an improvement plan. We continue to support the provider to make the necessary changes and can offer a range of advice and training for staff.

Tier 1 - This includes regular contact by staff conducting Contract Monitoring, Supporting People Reviews, Medicines Management Audits, Nursing Reviews and Social Care Reviews. These monitor performance, complete audits and ensure that services are meeting the needs of service users and may identify areas for improvement with regard to an individual service user, make recommendations about a specific area of the service, such as the administration of medicines, and ensure that contracts are adhered to



Tier 2 - To improve communication and co-ordinate the provision of information the **Quality Information Group (QIG)** was established as a subgroup of the Safeguarding Adults Board in April 2009. The remit of the QIG is to collect information from a range of sources in respect of Providers of Care to vulnerable people in the borough. By using this information we are able to grade the level of concern against each Provider and agree action plans with the Provider to improve their standards. Information is also held by the QIG on Providers outside of the Borough who are providing care to Knowsley funded residents.

If the Quality Information Group has identified concerns about the standard of care by a Provider there are a number of options to safeguard the Resident/Service Users and monitor the level of care.

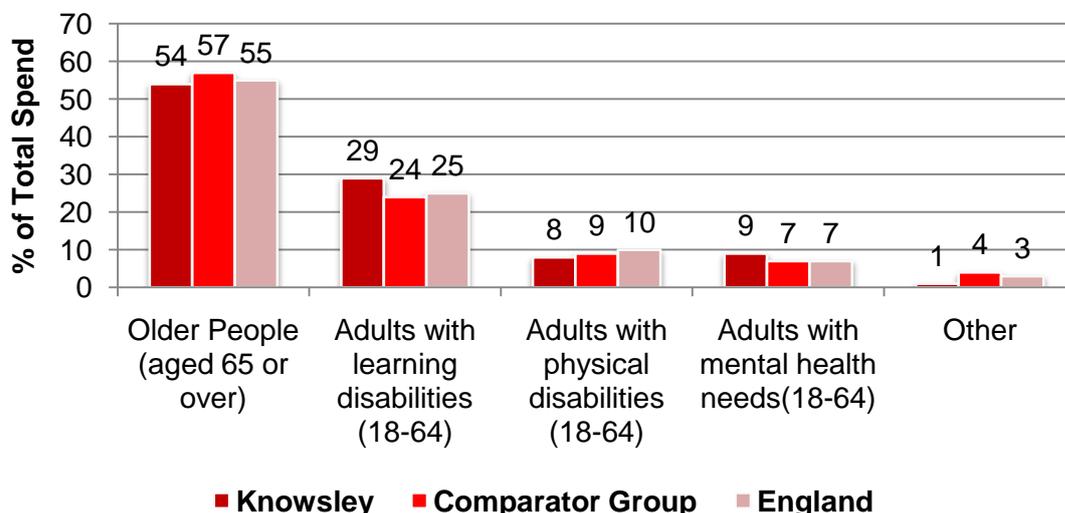
Tier 3 - Quality Assurance Management Reviews have are one of the ways we work with the provider more closely. Regular meetings are held with the Provider to agree and monitor any improvement plans, including those agreed with the Care Quality Commission, and provide support and advice to raise standards. This process will be in addition to Care Management Reviews and other contract monitoring work with the Provider.

Use of Resources

Adult Social Care accounts for 25.8% of the Council’s total budget for 2010-11. As a proportion of overall spend this appears to be one of the lowest in the North West. However Social Care in Knowsley benefits significantly from joint funding and efficiencies through partnership with Health.

This spend is distributed across a number of adult social care service user groups as can be seen from the charts below and further information has been provided in respect of contact, referral, assessment and review activity to demonstrate the activity this budget supports.

Distribution of spend by Adult Social Care service user group



During 2010-11 Knowsley provided services to 5,170 people with care and support needs. Services provided covered direct payments and personal budgets and community based services such as equipment, day care and home care as well as longer term services such as residential and nursing care.

Total No of People Supported During the Financial Year 2010-11 by Type of Service and Service User Category

Primary Client Type	Service type			
	Total No of Clients	Community based services	Residential care	Nursing care
Older People	3573	2766	605	468
Physical disability, frailty and sensory impairment (total)	650	602	26	30
Mental health (total)	282	214	39	37
Learning disability (total)	618	556	58	11
Substance misuse (total)	45	42	4	
Vulnerable people (total)	2	2	0	0
Total	5170	4182	732	546

NB: Total number of clients can be less than total no in service due to individuals being in receipt of multiple services in the year

As well as this Knowsley also provided 648 carers with specific services including Direct Payments and Personal Budgets and a further 1,328 were offered information and advice as a result of a separate or joint assessment with the cared for person.

There were a total of 5895 referrals to Knowsley, 1522 of those people referred had their needs attended to at or near the point of contact and 4373 people were passed for further assessment

A total of 3946 existing clients had a review in the year which equates to 76% of all service users. As some of these people had more than one review in the year it meant there were a total of 5419 review events.

Budget Reduction and Efficiencies

In setting the 2010/11 budget the Council was required to achieve savings and efficiencies both due to reductions in government funding and to meet demand pressures. While the Council always seeks to prioritise funding for front line services and in particular services for vulnerable people, Health and Social Care contributed £1.280 million to the required savings and efficiencies. This enabled the Council to provide additional funding of £0.900 million to fund demographic increases in

demand for services to older people and people with disabilities and to continue to maintain fair prices for providers reflecting their inflationary and other cost pressures.

Health and Social Care have sought to minimise the impact on disabled people by achieving budget reductions in other areas. Where it has been necessary to make savings that impact on service users we have assessed the impact of these very carefully and consulted with those affected. At all times through the budget setting process we sought to adopt measures which have the minimum impact on front line services.

The 2010/11 budget reductions were achieved in the following areas:

Saving / Efficiency	£'000
Management and support services	240
Review of high cost packages	380
Charging income	200
Service re-design	
- Intermediate care	238
- Supported living	30
- Day services	20
- Meals service	15
Procurement savings	157
Total	1,280

In addition a review of charging was initiated in 2010/11 in anticipation of the very significant reductions in government funding which will impact on the Council's budget for 2011/12. These will start to be implemented next year with the result of increasing the contributions required from many service users and bringing our policy in line with other local authorities. The Council regrets the need to ask some service users to make increased contributions to the costs of their care packages. However in the present financial climate, charging for social care services at levels comparable with other local authorities is preferable to reducing or withdrawing such services and will help to minimise the need to cut services to balance future years' budgets.

Conclusion

We hope you found this local account easy to read and understand. We feel it represents what we do in Knowsley well. If you have any questions or comments about this report we would like to hear from you.

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