

“Even Better Lives Lived”

Adult Social Care Local Account for 2014/15



Whether you're someone who uses social care services, a member of staff, a local business or voluntary sector leader, you have the potential to make a positive and lasting difference to your own life and to the lives of others. 'Better Lives for people in Leeds' is our commitment to unlocking that potential.

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Foreword



Councillor Adam Ogilvie,
Executive Board Member for
Adult Social Care

Welcome to the 2014/15 edition of the Local Account of Adult Social Care in Leeds. This year we have decided to call it Even Better Lives because we believe we have taken some big steps forward in making life in Leeds more independent, safer and with wider choices for older, disabled, or vulnerable people in Leeds.

Major advances have included the opening of Holt Park Active, the South Leeds Independence Centre, and Assisted Living Leeds and you will read about them in the pages of this account. You can find out about Leeds's work to become a Dementia Friendly city and our ambition to be the best city in which to grow old.

Within these pages you will see how our mental health services have been transformed from a static, buildings-based service to one which is centred on recovery and re-integration in communities and the life of the city.

And you will read about how our social care services are increasingly becoming integrated with the health services to give people a better and more joined-up experience of the health and social care 'system'.

But most of all, you will read what people who use Adult Social Care services say and think about us. The local Account is an honest assessment of how well we are serving the people of Leeds – by the people of Leeds and I hope you will find it both interesting and stimulating.

Introduction



Dennis Holmes,
Director of Adult Social Service
(Interim)

The past year has been dominated by two major issues, both of which are outside the control of Leeds, its Council and our partners. The first is the arrival of the Care Act, the biggest piece of legislation to affect health and social care services in fifty years. This means a major shift of emphasis in the way we will provide support services in the future and also means important new rights for carers. In this publication, you will read how we are working to bring in the provisions of the Act and how this will affect the lives of people we support.

The second major issue is of course funding. Local authorities have been grappling with the biggest budgetary challenge ever but here in Leeds, we have responded to this by driving change to save money, but at the same time, setting ourselves the additional task of ensuring that along the way, our services are better than before. This has been challenging, but we have come to learn that by doing things differently, by arranging services for people

that are not necessarily provided by the Council and by working smarter, we can actually do more, for less.

Many of the achievements you will read about in Even Better Lives are the result of this new way of thinking and of squeezing value out of every penny we are given to spend on behalf of the people of Leeds. You will read in these pages our continuing commitment to helping people live Even Better Lives through independence, choice and modern, flexible services that fit their needs.

Better Lives for people in Leeds

We want Leeds to be the 'best city in the UK' for anyone with social care needs – a city which offers its residents the best support available to maintain their health and wellbeing long into the future.

People who use social care services have told us loud and clear that what they want most is to maintain their independence and stay at home for as long as possible. Over the next few years, our focus will remain on ensuring that people with social care needs can access services earlier; maintain their independence with support where needed; and that people are given choice and control to use the services that best suits their individual needs.

This is our firm commitment to people in the city, and we're calling it **'Better Lives for people in Leeds'**.

If people are to make the most of the support and care options that are open to them, it's important that we work closely with partners in the health, housing, independent, enterprise and voluntary sectors, to strengthen and add value to the hundreds of new and existing social care services available in the city. By working in this way, we can align our resources - both people and money - more effectively to focus on the things that will make a real difference to people's lives. And, to help make this happen, we're focusing on three key areas which provide the foundation of how we will make Better Lives for people in Leeds a reality. The three areas that run throughout our Local Account are:

- Better Lives through housing, care and support;
- Better Lives through integration; and
- Better Lives through enterprise.

Healthwatch Leeds

The primary aim of Healthwatch Leeds is to work with all local statutory and voluntary organisations, providing or commissioning health and social care services to help to ensure that they offer the most effective support to the people of Leeds.

We do this by working with local people, groups and forums to find out what they think of the services currently being provided, and about plans being drawn up for future service provision. We then share what people are saying with service providers and commissioners.

We can do this effectively because Healthwatch Leeds has seats on a range of significant strategic boards and groups, including the Better Lives Board. By contacting Healthwatch volunteers and others prior to the boards meeting, our representatives have been able to pass on the views gathered about the topics being considered, including the Care Act, social isolation and loneliness, home care re-provision, service information, urgent and emergency care and volunteering. Healthwatch also have a representative on the local account editorial group.

The Local Account

Healthwatch Leeds is of the view that the way this Local Account is presented is an effective and interesting way of describing both the strategic thinking of Leeds Adult Social Care and the work being undertaken to achieve that vision. The inclusion of case studies and outlines of the targets and plans is especially helpful.

It is also important to maintain a consistent format (including the presentation of performance data) so that readers will be able to track the process of Leeds Adult Social Care's thinking and progress in future years.



For more information please contact HealthWatch Leeds on 0113 898 0035, or email info@healthwatchleeds.co.uk or visit www.healthwatchleeds.co.uk.

Introduction - care and support is changing for the better

From April 2015, the new Care Act will help make the care and support system more consistent across the country. 'Care and support' is the term used to describe how the Council provides support with 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 point in our lives and the new national changes are designed to put a person in control of the help they receive. Any decisions about care and support will consider a person's wellbeing, and what is important to them and their family, so they can stay healthy and remain independent for longer.

What does this mean for me?

In the reformed adult social care system, the Government expects people receiving adult social care to be able to articulate clear outcomes from their experience through "I" statements:

"I am supported to maintain my independence for as long as possible."

"I understand how care and support works, and what my entitlements and responsibilities are."

"I am happy with the quality of my care and support."

"I know that the person giving me care and support will treat me with dignity and respect."

"I am in control of my care and support and I have greater certainty and peace of mind knowing about how much I will have to pay for my care and support needs".

The Care Act covers a large area of social care and support reform. Below we've highlighted the main areas but more information can be found by logging on to www.leeds.gov.uk/residents/Pages/Care-Act-2014.aspx

Your care and support

Everyone's needs are different; they may be physical or emotional. Someone may find that the support they need could be met by something going on in their local community, for example services organised by local charities or other support networks. Whatever the level of need, Leeds City Council will be able to put people in touch with the right organisation to support their wellbeing and help people remain independent for longer. People will also know how much money is spent on their care and they will have more control over how it is spent.

Advice and information

The Council now has a duty to advise and inform people so that they can better plan for their future care and support needs, gain a greater understanding of the adult social care system, and improve their access to services.

Support for informal carers

In England millions of people provide unpaid care or support to an adult family member or friend, either in their own home or somewhere else. These people are called carers and caring for someone covers lots of different things, like helping with someone's washing, dressing or eating, taking them to regular appointments or keeping them company when they feel lonely or anxious. The Care Act means that carers will be able to get more help so that they can carry on caring. They may be eligible for support and/or a personal budget to spend on the things that make caring easier. They may need practical support, like arranging for someone to step in when they need a short break or they may prefer to be put in touch with local support groups so they have people to talk to.



Assessments and eligibility

'National Eligibility Criteria' will be set where a minimum threshold will determine the care needs that will make an individual eligible for the Council's support. Assessments will be revised and expanded, and we will need to re-assess people who move into Leeds from another area; assess people who have the financial means to fund their own care, and start doing carers' assessments.



Charging and the lifetime cap on care costs

From April 2016, a lifetime 'cap' (the maximum) on care costs will be put in place for people receiving the state pension. It is proposed that this will be set at £72,000 after which the Council will meet the costs of care. The cap will consist of care costs only and will not include accommodation costs and there will be a duty on the part of the Council to provide a care account, which records care costs, and tracks progression towards the care cap.

Duty to promote integration

This duty maintains a strong focus on the Council to carry out its care and support responsibilities with the aim of integrating services with local NHS partners.

Self-funders

The Council will help give advice and information to people who have the financial means to plan and fund their own future care and support needs.

Choice and control

Personal budgets will become law for the first time and create a duty on the part of the Council to include them in a person's care and support plan.

Adult Safeguarding

Safeguarding arrangements will be strengthened by placing Adults Safeguarding Boards on a statutory footing and creating a legal duty on the part of the Council to investigate suspected abuse when an adult is deemed to be at "risk of harm".

Deferred payments


The act extends a deferred payment agreement which allows people to meet their own care costs without having to sell their homes in their lifetime regardless of their eligibility.

Advocacy

The Care Act sets out the right to independent advocacy for people who need help to understand what they may or may not be entitled to.

Prisoners

The local authority will be responsible for assessing and meeting the care and support needs of offenders in a prison, "approved premises" or bail accommodation if they meet the eligibility criteria.

 **For more information on the Care Act please email care.act@leeds.gov.uk or visit www.leeds.gov.uk/residents/Pages/Care-Act-2014.aspx**

Better Lives | Housing, Care & Support

What do we mean by Housing, Care and Support?

We know that people want to stay independent for as long as possible; to live safely and with dignity. We also know that there's no simple 'one-size-fits-all' approach, and so we've developed new ways of working; which provide new facilities within the areas of Housing, Care, and Support to make sure that those who need our support, get more of the support they want. Yes, we'll continue to provide residential and day care services, but what you'll see in the future, what you can see now, is a more personalised approach.

If it matters to you... it matters to us

We want all the people in Leeds with care and support needs to be able to say...

"Our support staff are considerate and deliver competent services"

"We have the information we need, when we need it"

"We can keep in touch with our friends and family"

"We can receive our services through a personal budget (money allocated as a result of an assessment of need)"

We have made progress...

- A survey reported that service users in Leeds felt safer, were satisfied with their service, and had more control over their life than in the previous year.
- The Council is working with all the care homes and home care providers used by the Council to ensure that they comply with national and local standards of care.
- A 'mystery shopping' exercise by independent experts evaluated support in Leeds for access to services by telephone, website, face to face (at one-stop shops) and at Council receptions as 'good'.
- Over 80% of personal budget holders in Leeds reported that their personal budget had improved their quality of life. (POET Survey 2014)
- Most people reported that they found it easy to obtain information and advice about social care services and the number is increasing. However, Leeds performance in this area is still below average.
- More older people are being supported to live independently, leading to a decrease in the number of people needing to be admitted to residential or nursing care.

However...

- Overall quality of life reported by people with care and support needs (supported by the Council) is lower than the national and comparable local authority averages.
- Although better than the previous year, 20% of personal budget holders still said that it was difficult to get advice, information, and support. (POET survey 2012)
- A declining percentage of people in Leeds with mental health concerns are in employment.
- The percentage of social care service users, who reported that they had as much social contact or enough contact with people that they liked, fell by 2% over the previous year. (PSS survey 2013/14)
- The proportion of people using social care services who feel safe has fallen from 73.5% in 2012/13 to 60% in 2013/14.

You told us that the Better Lives programme needed to go further and faster to address these issues. The next few pages shares what we've done about it...

Better Lives | Housing, Care & Support

A possible new future for the Learning Disability Community Support Service



Graham, one of the Learning Disabilities service users

The Learning Disability Community Support Service (LDCSS) is the Council's in-house provider of care and support; it is committed to delivering the type of services that will meet the needs of some of the city's most vulnerable people, now and in the future. With a team of over 700 people, they support more than 1,000 adults with a learning disability to live as independent

a life as possible.

Leeds City Council, like many councils, is facing a growing demand for social care services at a time when funding is under increasing pressure. To meet this challenge the LDCSS have asked if they can set up a social enterprise, which is a business that serves a social or environmental purpose and re-invests any profit back into the business for social good.

What does all this mean in reality?

The LDCSS would no longer be part of the Council but would be run and owned by all its staff, as equal members and will help protect the current service and jobs.

The proposal will allow them to continue to deliver the same level of service, with the same members of staff, and in the same buildings as they do now, so customers and cares shouldn't see any changes.

The social enterprise will be a socially responsible employer committed to paying the Living Wage for new areas of work, creating job opportunities and apprenticeships, and raising employment standards in the care sector.



For more information please contact **Andy Rawnsley, Head of Service** on **0113 3781920** or email **andrew.rawnsley@leeds.gov.uk**

Below you can find a 'timeline' of what we've achieved so far and what we'll be doing in the future

September 2014

- Work with Workplace Leeds to support people with mental health needs to find a job.

April 2015

- Increase the number of Safe Places from 125 to 250.
- Increase the number of Changing Places from 15 to 20.
- Complete a review of all the service users affected by the residential and day centres closures.

March 2016

- Support the development of a choice of housing and support solutions for older people by building 45 new extra care units.

By 2016/17

- Review the success of Holt Park Active.
- Engage with 3rd party providers to extend the range of opportunities for people with a physical impairment.
- Improve the quality of our information.

Better Lives | Housing, Care & Support

Mental Health & Physical Impairment - putting people at the heart of what they do

The Mental Health and Physical Impairment Recovery Service (MH&PIRS) places a strong emphasis on delivering a recovery model aimed at keeping people well and offering a varied choice of service provision. To ensure that the person is truly at the heart of this approach, staff work with service users to understand what keeps them well. Staff strive to make sure that the service user is at the heart of developing their own support plan, building a fulfilling life and working towards their wishes, aspirations and goals. They also work to prevent isolation and promote independence by encouraging service users to become involved in activities, training, and employment opportunities. MH&PIRS has had over 1,300 service users accessing its services in 2013.



For more information please contact **Debbie Ramskill, Interim Head of Service** on **0113 3367709** or email **debbie.ramskill@leeds.gov.uk**

User-led groups and activities

In Adult Social Care we encourage our service users to lead and run activities and groups. One way to do this is by joining (or starting) a user-led group. This is a group that is run and controlled by the people in it, and one of the main benefits is that the group makes their own decisions about what the group does, where it meets and how it's run. A user-led group can be a good way for people to get involved at their own pace, with no pressure, and helps them build up their confidence alongside other people who have experienced similar problems.

The support of other people who are in a similar situation can help people feel less isolated and alone. They may find they gradually start to feel more confident about spending time with others. They'll also have the opportunity to help new members who may be struggling. Many people find that, as part of a group, they are able to do things that they don't feel ready to do alone.



For more information please contact **Debbie Ramskill, Interim Head of Service** on **0113 3367709** or visit **www.leeds.gov.uk/mentalhealth**



"Going fishing isn't about catching fish; it gets people out doing something different. I like seeing people triumph over adversity and I like to share knowledge and experience. Taking on the group really challenged me because it made me look at myself, as well as other people's attitudes and beliefs, but it's worth it to see people go through a personal journey and begin to appreciate the natural world around them."

Craig, Pisces user-led fishing group

Better Lives | Housing, Care & Support

One year on - residential and day care centres

In last year's Better Lives Lived, we told you about the difficult decision that was made to close four day services and four residential homes, but what happened to the residents and those who attended the day centres?

Thanks to a team who worked closely with the residents and the families of those affected, everyone was moved to their choice of new service following an exercise to re-assess them. 93 service users (78%) are happy and settled in their new homes and day centres. One year on, staff are now carrying out a review with the people affected to see how they have coped with the changes.



For more information please contact **Kim Maslyn, Head of Service** on **0113 2478583** or email **kim.maslyn@leeds.gov.uk**



Arthur, a resident at Victoria House care home

Arthur lived at Burley Willows care home where he was visited regularly by his brother, Terry. "I enjoyed living at Burley Willows, I had lots of friends, everyone knew me and the staff were nice. When they told me it was closing I was sad and thought "where am I going to go from here?"

During one of Terry's daily visits, Kath, Burley Willows manager, suggested moving Arthur to the Victoria House care home. Terry went to have a look round and said "as soon as I saw the room I knew Arthur would like it as it looks out onto the road and you can nearly see my flat."

When Arthur went to see the room he said, "I really liked it and decided to move here. Terry feels Arthur moving to Victoria House has given him peace of mind as he knows he is close and safe. "Victoria House is alright and I am happy here."

Holt Park Active - a new type of centre

Holt Park is a sports and leisure centre in North West Leeds and since it opened in October 2013, they have had over 247,000 visitors pass through their doors.

Holt Park Active is a different sort of centre, aiming to offer a much wider range of opportunities for people of all ages and abilities to be active, socialise, and learn new skills. One of its aims is to improve people's wellbeing.

It has facilities just for older people, people with learning disability and for physically impaired people to use. As well as all the more usual facilities, it has a hydrotherapy pool, an accessible garden area and a training kitchen.

Holt Park Active holds a range of activities, including dancing, computers, cookery, crafts and Yoga. It has links with local people and with other organisations, and ideas are always coming in for new activities. They were very active during the recent Tour de France, and knitted the yellow jumper for the Black Prince on City Square.



Holt Park Active staff, service users, and Councillor Ogilvie



For more information please contact **Holt Park Active** on **0113 3781301** or email **holtpark.active@leeds.gov.uk** or visit **www.leeds.gov.uk/holtparkactive**

Safeguarding adults

Safeguarding adults is the term used to describe services that protect an adult who is at risk of harm from abuse or neglect, and to investigate concerns raised. Safeguarding adults work is overseen by the Leeds Safeguarding Adults Partnership and includes representatives from Adult Social Care, Health, Police, Fire and Rescue, Probation, Housing and voluntary and community groups. Its role is to ensure that vulnerable adults in Leeds are supported to protect themselves or to be protected from abuse or neglect. For more information visit www.leedssafeguardingadults.org.uk



How to report or ask about safeguarding

If you think someone is in imminent danger from abuse or neglect, dial 999 and ask for the police or the ambulance. • If you think a serious crime has been committed but there is no immediate danger, dial **0845 606 0606** to report it to the police. • If you are concerned about someone's safety and you suspect abuse or neglect, call the contact centre to make a safeguarding referral on **0113 222 4401**, Monday to Friday 8am to 6pm. On weekends, Bank Holidays, and all other times you can call the Emergency Duty Team on **0113 240 9536**. • If you want advice you can call the Safeguarding Adults Advice Line on **0113 224 3511**. Lines are open 9am to 5pm Monday to Thursday and 9am to 4.30pm on Friday. • You can write to Leeds Safeguarding Adults Board, 2nd Floor, 2 Great George Street, Leeds, LS2 8BA. • If you are being abused and feel unable to call yourself, tell someone you trust and ask them to do it for you.

In 2013/14 there was an increase in the proportion of safeguarding investigations relating to people with a physical disability (from 35% to 39%). There was a decrease in the ones relating to people with mental health problems, 16% to 11%.

5.8% of adults at risk of harm and supported by the adults investigation procedures were from a minority ethnic community. This compares to 7.0% in 2012/13.

There has been a decline in the proportion of safeguarding investigations involving physical abuse (39% to 33%). Alongside this, neglect has increased from 23% to 25% and emotional abuse has gone from 11% to 13%.



Mrs Barnes aged 75, has mental health problems, is frail and has mobility problems; this means she needs support with her physical care.

Her brother visits and supports her regularly, and she gets support from paid carers during the day. Unfortunately, Mrs Barnes was admitted to hospital as she had serious sores on her leg. Her brother, who was concerned about how serious the sores were, made a safeguarding alert.

A meeting was held and it was agreed to hold an investigation. This found the carers had seen the sores, but hadn't checked them regularly, and they hadn't passed their concerns on to a medical professional.

A meeting was held to review the investigation findings; it decided that neglect had taken place. It was agreed that the care agency would improve the training given to staff, improved their links with health professionals and would have a better recording and communication system. These changes will help prevent any further incidents, not just for Mrs Barnes, but for all the agency's clients.

Compliments, comments, and complaints

Everyone has the right to expect high quality support and to be treated with dignity and respect. Thanks to people who have taken the time to tell us, which is often the case and we really appreciate the feedback. However, sometimes this isn't the case. If a person who helps you isn't treating you well, it's important to tell someone: **it's not making a fuss.**

If you have a compliment, comment, complaint or a concern about our services, please start by talking to a local member of staff or their manager. If you feel worried or confused about making a complaint, there are people who can help; you can ask a relative, friend, or carer.

How to contact us

You can phone us on **0113 222 4405**, you can use the do it online form by visiting www.leeds.gov.uk/residents/Pages/Complaints.aspx, or you can write to us and hand this in to any Leeds City Council office or post it to **The Complaints Manager, Leeds City Council, Adult Social Care, Merrion House, Leeds LS2 8QB.**

You can visit one of our local council offices where we will always do our best to sort your problems out. We can also provide complaints leaflets in video format for deaf people who use British Sign Language, leaflets in Braille, large print, audio tape, CD and community languages.



In the 2013/14 financial year, we received 751 compliments, compared to 678 in the previous year, showing an increase of 11%. The largest number of compliments were for the Community Support Service, which received 301 (40%) compared to 260 last year. Service users and family members expressed their appreciation for the caring and professional help and support they had received from staff.

In the 2013/14 financial year, we received 390 complaints, compared to 441 in the previous year, showing a decrease of just over 11%. 137 complaints were made about Blue Badge assessments compared with 150 last year.

Care Opinion - every voice matters

Care Opinion is a new website where service users, carers and staff can safely share their experience of care at any CQC-registered provider of adult services. It is about stories, and the impact they can have in improving services and highlighting good care and where we might need to improve. Care Opinion gives everyone a voice; you can share your thoughts with the public and other local organisations across the NHS and social care.

How does it work

Service users, carers, family or staff share their stories about their care. After moderation, stories are sent to all the providers involved. You can then decide whether to publish the story, and to restrict publication to just the CQC and the relevant local bodies. Once published any authorised organisation can post a response.



For more information please visit www.careopinion.org.uk or email info@careopinion.org.uk

"These highly professional and dedicated people gave first class care and I would like to take this opportunity to thank everyone there who gave me wonderful care, support, and total understanding. You are all angels! Thank you so much."
www.careopinion.org.uk/opinions/177903

Better Lives | Integrated Services

What do we mean by Integrated Services?

People have been telling us for a long time that it can be a very disjointed and disorienting experience when they have to move between different services. For example, people who need social care and health care have to meet with at least two sets of professionals, sometimes more, all asking similar questions for assessments, but working completely separately. This doesn't make sense; it's frustrating for those involved, and wasteful of resources too. It's much better to join things up so people who use different services are treated as 'whole people' and have an altogether smoother, more seamless, less fragmented experience.

If it matters to you... it matters to us

We want all the people in Leeds with care and support needs to be able to say...

"I want to be in a position to decide what happens to me where I can. Not necessarily the medical part of it but definitely the parts I can control, that I understand and I've asked if there are options."

"We have flexible integrated care and support"

"We feel in control and safe"

"Our support is co-ordinated, co-operative and works well together and we know who to contact to get things changed"

We have made progress...

- Because of better co-ordinated services and effective preventative services, fewer people have their care needs met through support from the Council in residential and nursing care. A smaller proportion of Leeds residents were admitted to Council supported residential care than the average for similar cities and for England as a whole.
- The proportion of people from Leeds who were ready to leave hospital, but whose discharge was delayed due to a social care related reason, decreased in 2013/14 and this performance was better than the national average.
- Older people in Leeds who receive short-term support by the Council to return home from hospital following an accident or illness are much more likely to have successfully remained independent than the national average.

However...

- Although an improvement on the previous year, Leeds still offers a smaller proportion of specialist short-term social care services to older people leaving hospital to help them recover from illness or accident than comparable local authorities.

You told us that the Better Lives programme needed to go further and faster to address these issues. The next few pages shares what we've done about it...

Better Lives | Integrated Services

Assisted Living Leeds - the new one-stop centre for assistive technology



The warehouse at Assisted Living Leeds

Assisted Living Leeds is the new one-stop centre that houses a range of specialist services to support people with physical, learning and care needs to live safely and independently. The centre provides information and advice on what type of equipment and other "assistive technology" is available in Leeds. Assistive technology describes products or services that promote independence including telecare and telehealth devices (for example alarms, tracking systems and monitoring equipment) and equipment (such as bathing and walking equipment and commodes).

The Council is running the scheme in partnership with the NHS. Assisted Living Leeds now provides a new home for Leeds Community Equipment Service - the service that provides equipment for daily living and nursing needs to people at home. They deal with equipment right across the city - last year 80,000 items were provided and 57,000 collected for re-use. The new building will provide an excellent standard of warehousing, cleaning and refurbishment of the equipment.

The centre will also house the Council Telecare service. Telecare is the hi-tech system that allows older or vulnerable residents to live safely and independently at home by providing 24 hours a day monitoring using sensors and alarms. This service operates from the new building and includes the telephone response centre, which runs 24 hours a day, 365 days a year.

The Blue Badge assessment service, which helps people who have difficulty and need help with parking, will also be located here.



For more information please contact Leeds Community Equipment Service on **0113 3783282** or visit www.leeds.gov.uk/residents/Pages/Assistive-Technology-Hub.aspx

"We wanted to create a one-stop centre so people with physical, learning and care needs, and their families had only one place to go to get an idea of what type of equipment and other 'assistive technology' is available to support them in Leeds.

People will be able to contact us by phone, email or by just calling in to find out about all the different types of equipment adaptations and other technology that they can use to help them at home. There will be space for people to try equipment and we will train staff from health and social care on the use of equipment at the building."



Below you can find a 'timeline' of what we've achieved so far and what we'll be doing in the future

August 2014

- Develop a one-stop shop for assistive technology in Leeds.

March 2015

- Reduce the demand for health and social care beds.

April 2015

- Improve the support for carers and make sure it is in line with new national expectations.

Better Lives | Integrated Services

South Leeds Independence Centre (SLIC)



Richard, one of the patients at SLIC

The South Leeds Independence Centre (SLIC) is a pioneering new service designed to avoid unnecessary admission to hospital or residential care and supports people to leave hospital sooner. It is the city's first intermediate care unit, providing 40 community intermediate care beds, and will provide person-centred care, focused on rehabilitation and promoting independence.

The team at the centre is made up of health and social care professionals including nurses, physiotherapists, occupational therapists, and care assistants, with access to dieticians, joint care managers, and medical practitioners for specialist input. They operate a 24-hour approach to rehabilitation with registered nursing staff present day and night, 365 days a year. At a recent visit to the centre,

a patient at the centre, Richard said "the treatment is wonderful; I didn't think I would be able to walk again, the staff here are angels".



For more information please contact SLIC on **0113 843 5777** or visit www.leedscommunityhealthcare.nhs.uk/our_services_az/south_leeds_independence_centre_slc/

Reablement - helping people to get their confidence back

'Reablement' is designed to help people regain the ability and confidence to do some or all of the things they used to - whether it's cooking for themselves, bathing without help or getting to the shops. It helps them get to the point where they can look after themselves better and remain independent in their own home for longer.

It's not about doing things for them. It's about giving them the skills and confidence to get back to doing everyday tasks and activities themselves.

Reablement is provided by specially trained staff, so if you're already using social care, you may get support from some different people to your usual carers. You can be confident that all staff are trained to provide an equal standard of excellent, high-quality care.

"After I hurt my back I couldn't do most things. I lost almost two stone in weight as I wasn't eating. I couldn't leave the house and my family were all very worried about me.

I've been very lucky with the people who have come to help. They helped me get my confidence back to do things for myself. They were very good, very patient. It wasn't a case of doing things for me, just a case of encouraging me. They were quite firm about getting me to do more things for myself, and they did right: now I can do much more."

Pauline, 83, one of the Reablement service users



If you're already receiving social care support, speak to your care manager for advice. If you haven't used social care before, call Adult Social Care Customer Services on **0113 222 4401**

Getting to the heart of carers needs

Carers Leeds is working with the neighbourhood teams to identify and support carers in the community. By making links through the neighbourhood teams, Carers Leeds is identifying carers who may have been previously overlooked and offering support, including emotional support, providing links to services in the community or assisting in completing health and disability forms.

One of the most valuable things that Carers Leeds can do as part of this role is to give carers time, time to meet and talk about the things affecting them, in a place where they feel comfortable. Many times this is away from the person they are caring for either at their offices or somewhere easier, like a supermarket café for example.

Making links through the neighbourhood teams has enabled them to make a real impact on people's lives. They have already helped a number of carers across Leeds who without the partnership of the neighbourhood team and Carers Leeds may not have been identified.

What is a neighbourhood team?

There are 13 neighbourhood teams across Leeds. These teams work alongside GPs, providing community health and social care services to people registered with those GPs. These newly established teams work together to manage people's health and wellbeing in the community, helping them to live at home for longer. They are made up of staff from health (e.g. community matrons and district nurses) and social care (e.g. social workers).

For more information visit www.leeds.gov.uk/transform



For more information please contact Carers Leeds on 0113 380 4300, Monday to Friday 10:00am - 4:00pm or visit www.carersleeds.org.uk



Ash lived with her dad who, up until the age of 91, had always been very active. But when he suffered a series of long-term health problems, Ash made the difficult decision to leave her job to become a full-time carer.

"For years I was trying to do my best without any real awareness of what support was available," says Ash. "My dad had always been very independent and active but then he had a stroke, which added with other health problems meant he became wheelchair bound, needing 24-hour support for the first time in his life."

Ash bought in support from private care agencies, the NHS and the Council and although this made it easier, they still needed help with day-to-day care and decided to employ a part-time carer.

"We finally had some consistency in my dad's care and someone we could both trust. I trained the carer myself, she was with us for almost two years and became like a second daughter to my dad. It meant I could give him more time."

"My dad passed away last year but he never gave up the will to live. It taught me a valuable life lesson. One day, we will all have someone in our inner circle that will need support. Help is available, but it's not just about relying on the GP, district nurse, social worker or other agencies. Individuals and families have to take responsibility and control too - you can get the best care at home when we all work together!"

*Names have been changed to protect privacy

Dementia-friendly Leeds

Recent years have seen the National Dementia Strategy (2009), The Prime Minister's Challenge on Dementia (2012) and many other publications setting out a new vision to change health and social care for people with dementia. Timely diagnosis improves access to information, support, and treatment. This will help people to stay well for longer, as well as reduce or delay hospital and care home admissions.

Local services in Leeds have been among the pioneers of many of the important developments, including memory services; specialist services to support people with dementia in hospital, and to return home from hospital; peer support; dementia cafés and activities offered by voluntary and community groups. However, there is still a great deal more to be done, especially to improve people's awareness.



Dementia is one of the conditions that people in middle age and later life are most concerned about. There are an estimated 560,000 - 670,000 people living with dementia in England, and an estimated twenty-one million people in England have a close friend or family member with the condition.

What is dementia?

Dementia describes a set of symptoms that may include loss of memory, mood changes, and difficulties with thinking, problem solving, or language. Some forgetfulness is normal for everyone, perhaps if we are busy, distracted, or stressed, or as we get older. It is when increased confusion or memory problems are having a significant impact on daily lives that we should seek advice and help. The risk of developing dementia increases with age, but most people will not develop it - the rate of dementia amongst people aged 65-69 is estimated at just over 1%; at age 85-89 it is 20%.

Dementia Friends

The Dementia Friends campaign, launched by Public Health England and Alzheimer's Society, encourages people to become a Dementia Friend by watching a short video online or by attending a face-to-face information session, to increase their understanding of the condition. Leeds City Council is supporting the new Dementia Friends campaign to help people develop an understanding of dementia so that they can help people in their community living with the condition. We are also working with community groups to find new ways of spreading the word.

For more information on becoming a dementia friend, please visit www.dementiafriends.org.uk

Leeds Dementia Action Alliance - bringing local organisations together

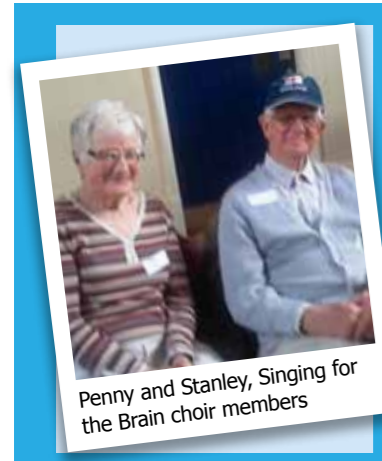
The Leeds Dementia Action Alliance supports over 50 groups and organisations to help make Leeds a dementia-friendly city, and brings together everyone who wants to make a difference for people living with dementia, including families and carers, so people can still participate in everyday life and maintain as much independence as possible. They don't think life with a long-term condition should only be about health and care services.

For more information please contact Maggie Graham or Jane Robinson on 0113 244 1697 or visit www.dementiaaction.org.uk/leeds

Dementia Cafes

The Leeds Alzheimer's Society has been funded to develop new services, working with our Neighbourhood Network groups. Since March 2013, the number of dementia cafes in Leeds has increased from 15 to 25 and the number of singing groups from 6 to 10.

For more information please contact the Alzheimer's Society in Leeds on **0113 2311727** or email leeds@alzheimers.org.uk



The Singing for the Brain choir, Otley, run by the Alzheimer's Society, brings people together so they can express themselves and socialise with others in fun, interactive singing sessions. Often lyrics and music remain firmly fixed in the brain, even though other memories have faded.

"Singing has many benefits - it keeps the brain active, it stays even though other areas have gone and most of all, it's just good fun. Music gives everyone - carers and the person with dementia - a much needed boost," Antony Davies, the group leader, explained.

Penny and her husband, Stanley, joined the Singing for the Brain choir eighteen months ago. "It is absolutely delightful," says Penny "we didn't know anyone here to begin with but they're such a lovely group of people."

For more information please contact admin@otleycourthouse.org.uk or call 01943 462826.

Support after diagnosis, and funding for a new service

Living with dementia can be tough for the person with the condition, their family members and carers. However, a local evaluation in 2013 showed that people in Leeds are not consistently shown where they can go to get information, advice and help after diagnosis. A joint initiative between Leeds City Council and its partners has led to NHS investment in new staff, to work with GPs and other partners, to work with people with memory problems during the diagnosis process and afterwards and to make sure that no one is left to cope alone with dementia.

Peer Support

The Peer Support Service offers an informal and friendly setting that provides a safe and structured environment for people to come together and share their experiences. The groups offers support and the opportunity to exchange information, share coping strategies, to talk about experiences, or just the chance to chat about current affairs, reminisce or to just go with the flow.

For more information please contact Debbie Marshall on **07891 271980** or email deborah.marshall@leeds.gov.uk

"When the peer support service came into my life, I was in a very bad way. They invited me to meetings to talk to other people with dementia. After a while, I realised that other people were doing and thinking things I thought only I was. I got a bit more confidence to open up - that's when you start feeling better. We all help each other and when you start to get into it, it's actually a lot of fun. Knowing that there's support out there means everything."

Bob, peer support service user diagnosed with Alzheimer's over three years ago.



Making Leeds the 'Best City to Grow Old In'

Leeds aspires to be the best place in the UK to live, grow up and grow old in, in short we want to be 'the best city to grow old in'. We believe that all older people should feel valued in their community and live healthy, fulfilling lives with adequate access to, and choice and control over, any support that they may need.

We want Leeds to be the leading age friendly city in the UK and we can all play a part in reaching that goal, and we can all do something towards giving ourselves the best chance of a healthy, active older age.

The 2011 Census shows that there are almost 150,000 people in Leeds aged 60 and over (accounting for almost 20% of the total population). This number will continue to increase with the number of people aged 50+ expected to rise to 256,585 by 2021, with those aged 80+ increasing to 39,091.

Ensuring Leeds is an age friendly city was identified as a priority area by older people in Leeds.



Time of our Lives Charter

Leeds has already made a commitment to its older people. Since 2012, Leeds has had the Time of our Lives Charter (<http://democracy.leeds.gov.uk/mgConvert2PDF.aspx?ID=69694>), which was developed by older people in the city. It shows what older people want and how they want to be treated by organisations and it has already being signed by Leeds City Council, the NHS and other partners such as Metro, the region's bus and train operator.

Age Friendly Cities

Leeds joined the World Health Organisation's (WHO) Global Network of Age Friendly Cities and Communities this year, and is just one of seven UK members that were accepted in 2014. Being accepted into this global network

is just the start, we are now developing a self-assessment and action plan to meet the eight areas of city life (www.who.int/ageing/publications/age_friendly_cities_guide/en/), which the WHO identified as key areas to be addressed. Although we want to use the WHO key areas, we already know there are areas we need to focus on. How do we know? We know because the older people of Leeds told us! Therefore, we will look more closely at:

- Tackling loneliness and social isolation
- Preventing excess winter deaths
- Poverty
- Transport
- Intergenerational work
- Healthy and active lives (including exercise and nutrition)
- Information (including digital inclusion)
- City centre and community planning and management
- Employment (including work, retirement and volunteering)
- Cultural activities
- Community safety
- A dementia friendly community.



Tackling loneliness and social isolation

Loneliness blights both individual lives and communities through unhappiness and ill-health. This puts people, carers and relatives under enormous pressure. The Leeds Older People's Forum supports organisations throughout Leeds that provide services for older people. In the face of extremely stiff competition, the Forum has secured funding from the Big Lottery of £1M per year for 6 years, starting July 2015. This will be used to help tackle the loneliness and isolation experienced by many older people in Leeds.

There are 246,000 older people in Leeds, and 14,500 of these are aged over 85. Numbers are growing every year and it is estimated that about 15% of older people are lonely and socially isolated. This amounts to 37,000 people in Leeds. The funding from Big Lottery will allow us to establish a wide

range of services and projects to tackle this serious and growing problem.

Working with a wide range of partner organisations including Leeds City Council, Voluntary, and Business Sectors the project will:

- promote Leeds as an age friendly city,
- develop inter-generational links,
- improve connections with older people from street level upwards,
- provide support and friendships at home,
- increase number of volunteers in local communities.

This project will build on the excellent work already being done across Leeds and focus on the more vulnerable, hard to reach people and most importantly of all - older people will be at the heart of managing and designing all of this work.



For more information please contact Leeds Older People's Forum on 0113 244 1697, visit www.opforum.org.uk or email info@opforum.org.uk

Doreen had been in hospital three times when her GP recommended she went to Naburn Court. Her doctor thought it would be good for her to meet some new people and to have someone to talk to; she says "it did bring me out of my shell. It was nice at Naburn Court and Doreen Hamilton.



When Naburn closed I was asked if I wanted to go to Holt Park Active I wasn't sure if I would like it. I was a bit nervous and I thought it was too far to travel. I was asked to give it a go and I did, and I loved it right from the first day!

I get to see more people, and we even go out to the shops together. There's no point sitting on your own and going to sleep in a chair - I would rather be here! I really look forward to coming here and like to keep busy by getting involved in all the activities, there is always something to do. At the moment I'm learning to swim, doing arts and crafts, learning creative writing and I'm even learning how to use computers, which is something I didn't think I would do - I get into everything."

Doreen, a service user at Holt Park Active

Better Lives | Enterprise

What do we mean by Enterprise?

'Better lives through enterprise' is about stimulating the social care market in Leeds to develop beyond what's already provided in the traditional way by statutory organisations. In practice this means providing older and disabled adults with a greater variety of services that are geared to respond to people's specific needs. This approach is encouraging more community action such as volunteering and new small social care organisations.

If it matters to you... it matters to us

We want all the people in Leeds with care and support needs to be able to say...

"We are active members of supportive communities"

"We have opportunities to train, study, work or engage in activities that match our interests, skills, abilities."

"We have systems in place so that we can get help at an early stage to avoid a crisis."

"We have a network of people who can support us - carers, family, friends, community and if needed paid support staff."

"We have access to a range of supports that help us to live the lives we want and to remain contributing members of our community."

We have made progress...

- Leeds provides more accessible support than other authorities for adults with lower levels of social care need, such as luncheon clubs, neighbourhood networks and services run by voluntary groups - 12,800 people access these services every week. 69% of these are older people and 17% are from BME communities.
- Voluntary organisations reported that they had 2,632 volunteers and utilised 7,173 volunteer hours a week - the equivalent of 194 full time staff.
- The number of carers in Leeds who are receiving support from the Council, has continued to increase over recent years and more carers are receiving a specialist carer's service.
- Six new social enterprises were established in Leeds in 2013/14.

However...

- In 2013/14, 10.2% of people with mental health conditions were helped into employment. This is 1.9% less than 2012/13 and 2.1% less than 2011/12.

You told us that the Better Lives programme needed to go further and faster to address these issues. The next few pages shares what we've done about it...

Volunteering



A quick search on the Charity Commission's website reveals that there are over 1,600 charities working in the Leeds area. These include individuals and groups such as scout groups and the like, and religious establishments that you might not immediately think are charities but who - are essential to people's lives and their communities.

What do they all have in common? They all want volunteers to help them run their projects. One thing that is abundantly clear is that without volunteers, many of these organisations would not be able function, and there is always room for more volunteers! If you want to help out somewhere, and perhaps aren't quite sure where to start or aren't sure if the skills you have are suitable (they will be!) then the Volunteer Centre (part of Voluntary Action Leeds) is a great place to start. Equally, if you are involved with an organisation that needs

volunteers, it's also worth emailing or popping into the centre, based in the centre of Leeds to see how they can help.



For more information please contact **Volunteer Centre Leeds on 0113 395 0405** or visit www.doinggoodleeds.org.uk/volunteering-in-leeds.html

Turning over a New Leaf

New Leaf Gardeners is an innovative Community Interest Company (or social enterprise) which provides training, volunteering and employment opportunities in gardening and horticulture for people with mental health needs. It operates from Vale Circles undertaking both formal contracts for organisations (such as Lovell Respond) and work for private individuals.



"Gardening can be a very calming and relaxing activity. It can be very enjoyable too. When you transform a garden, you can really see that you've made a difference."

Bob, New Leaf Gardeners member



For more information please contact **New Leaf Gardeners on 0113 378 2822**, visit www.newleafgardeners.org.uk or email newleafgardeners@outlook.com

Below you can find a 'timeline' of what we've achieved so far and what we'll be doing in the future

October 2014

- Develop and support corporate social responsibility.

By 2016/17

- To grow the number of social enterprises and user-led organisations.
- Support the implementation of personal health budgets.
- Support the 'spin-out' project for people with learning disabilities.

July 2015

- Reduce social isolation by using community initiatives.

By 2015/16

- Develop and support corporate social responsibility.

Leeds Shared Lives



Betty (on the right) with her Shared Lives carer Sheila

Shared Lives is a little known, but important, alternative to traditional residential respite and day services for people in need of support. Shared Lives offers personalised, quality care where carers share their lives and often their homes with those they support.

The Leeds Shared Lives scheme helps people who take on the often emotionally and physically draining care of a loved one. They do this by providing day support, short breaks and outreach to service users and carers. They can support adults with a wide range of care needs such as older people, adults with dementia, or learning, physical, or sensory difficulties.

The support offered is flexible and based on the individual's needs. It can include day support of up to 7 hours; a break, which could be a short overnight break, a weekend or part of a week, during the day for a few hours, a night awake service so that the carer can catch up with their sleep or a longer period of support. The break can take place in the Shared Lives carer's home or there are outreach workers who can support people in their own home. Using these services enables the person being cared for to make new friends, it helps them try new experiences and to learn new interests and skills, all this helps them to gain independence as well as to have a change of scenery in a friendly environment.



For more information please contact **Shared Lives on 0113 247 8658**, visit www.leeds.gov.uk/sharedlives or email shared.lives@leeds.gov.uk

Yvonne lives alone in a flat with support from staff. She says "I heard about Shared Lives from my Support Manager, she suggested it might be a good idea to look for a carer to support me to do things and gain more confidence in myself."

When I first met Lucy and when I got to know her better, I thought about some of the things I'd always wanted to do but had never tried, such as sewing, tennis, going to the gym and horse riding. I have now done all these things and I even go out on Thursday night to a sewing/craft class on my own. I would never have done this before.

I look forward to Lucy coming and sometimes think of what I want to do the night before. I feel excited to see her. She is a good friend."

Yvonne (on the right) with her Shared Lives carer Lucy



Personal Budgets - helping people to have more control over their care and support

Personal Budgets can be used to buy support from both the council and other care providers. The money can be spent creatively, mixing and matching services from different organisations, and tailoring the support to the person's needs and preference. Service users can manage their own budget and arrange support for themselves if they want, but they can also choose to have their budget managed by the council if that's more convenient. There are lots of ways personal budgets can be managed to suit individual needs.



"Not having to be in for set visits, you've got your freedom to plan your life. You can organise your care to suit you and being able to decide who comes to help you makes such a difference. Since I made the change I've never looked back."

Linda, a personal budget user

Personal budgets make such a difference to an individual's life and are a priority for Adult Social Care. It is essential however, to take stock of how well we're doing not only against national performance levels but, against our local targets too. That is why we have been working with the charity In Control and the team at Lancaster University. They offered us the opportunity to review our activity and to see what more we could - the POET survey.

This shows how we've done so far but, more importantly, it lets us know what we need to do in the future. Leeds has made progress by increasing the number of people using personal budgets and seeing the benefits that personal budgets can bring to their lives, but we still have work to do and need to engage with as many people as possible.

In October 2014, we held a 'choice and control' event to share the survey results with many of our stakeholders including service users, carers, personal assistants, providers and social workers. They told us how personal budgets can work better; what we're doing well and what we could do better. This was the great value of this event and we're grateful for everyone who contributed to the discussion. It really was a powerful insight from so many different perspectives.

What can work better?

Personal budgets and having choice and control over services received, really works for an individual when they feel involved in the decision making process. It's about taking that control to decide what's right for them and having ownership of their own lives. One important message from the event was that people want to live their life the way they want and need to know that help and advice, when needed, is at hand to help them understand what services are available or to find their way through the process. We need to make sure the process is clearer across the board and help people get the support that lets them live their lives their way. By working together, we can make Leeds a better place for someone who has care and support needs.

Encouraging partnership working

Leeds has established a steering group to ensure that the suggestions were acted on and progressed. We asked for volunteers and now have representation from all areas including social workers, carers, providers and service users. This group tracks improvements in our jointly agreed approach, offering an experienced perspective of what can be resolved and how, with the support of the council. Engaging with those at the front line offers us a far greater and realistic insight into what can really be done to increase the uptake of personal budgets for those using services in Leeds.



For more information please contact Stuart Cameron-Strickland, Head of Policy, Perform & Improvement on 0113 22 43342 or email Stuart.CameronStrickland@leeds.gov.uk

All things equal...

On every council website, in every city in the UK, you will find a universal commitment to equality; reducing and removing barriers that may prevent people from living in a fair society. In Leeds, we're no different. We recognise different people have different needs regardless of their age or disability. In Adult Social Care equality is at the core of what we do.

Here are some facts and figures. Leeds is the UK's third largest city with a population of around 757,000, which is expected to rise to around 840,000 by 2021. That's a lot of people. It's a diverse city with over 140 ethnic groups representing just under 17.4% of the total population. Coupled with a significant ageing population, we face unique challenges but across the Council, we do share one common vision - to be the best city in the UK.

To achieve this vision, we have a Leeds Health and Wellbeing Board that oversees how we reduce inequalities and improve the health and wellbeing for all the people of Leeds. To provide an understanding of the challenges we face, we have the Joint Strategic Needs Assessment (JSNA), this is a shared piece of work between the NHS and Leeds City Council which pulls together information about the local population including data on health, housing, social care, education, crime and the environment. It provides an understanding of the challenges that are faced in tackling inequalities so we can plan for action and achieve our vision of being the best city in the UK.

The Joint Health and Wellbeing Strategy has 5 main outcomes to measure progress • People will live longer and have healthier lives; • People will live full, active and independent lives; • People's quality of life will be improved by access to quality services; • People will be involved in decisions made about them; and • People will live in health and sustainable communities.

Bringing about major changes will not happen overnight but gradually, and the Health and Wellbeing Board will use its influence to ensure that these outcomes are achieved by focusing collective efforts and resources on the right things. A few examples of what's already happening include:

The Board hosted the launch of the Homeless Accommodation Leeds Pathway (HALP) service, a partnership between NHS providers and the third sector in Leeds to tackle problems around homelessness, housing crisis and hospital admissions.

The Board approved the Dementia Strategy for Leeds and our ambition for Leeds to be a 'Dementia-Friendly' city. This commitment was followed up by board members taking a 'Dementia Friendly' training course, run by a representative from the Department of Health.

The Board supported Leeds' bid to become an integrated health and care services pioneer. The Government announced Leeds as one of 14 Integration Pioneers, following a competitive process where 111 local areas applied. As part of the pioneer programme, Leeds is benefitting from strategic support and expertise from a number of national partners to go 'further and faster' with our integration and innovation plans, and is taking the role of a national exemplar for integrated care.



For more information

If you wish to contact us regarding any council service:
Online - www.leeds.gov.uk
Better Lives blog - www.betterlivesleeds.wordpress.com
By email - general.enquiries@leeds.gov.uk
By telephone - **0113 222 4401**
Opening times Monday - Friday 8am - 6pm

Information and advice

One Stop Centres - There are 16 one stop centres across Leeds, where various services are brought together under one roof, making it easier for you to contact us. You can get advice on a range of council services, including council tax bills and benefits, housing tenancy issues, benefits for people on a low income, help for older people, disabled people, children and families, and more. For more information, visit our website www.leeds.gov.uk/council/Pages/One-Stop-Centres.aspx

One Stop Centres can be found at:

Aireborough	Garforth	Otley	St. George's Centre
Armley	Morley	Pudsey	The Compton Centre
City Centre	North Seacroft	Rothwell	The Reginald Centre
Dewsbury Road	Osmondthorpe	South Seacroft	Wetherby

What services are available for...

Older People

Age UK can give advice on all aspects of life, including money, health, leisure, home care, and legal issues for older people. Telephone: **0113 389 3000** Email: info@ageukleeds.org.uk Web: www.ageuk.org.uk/leeds

Leeds Older People's Forum is a network of voluntary sector organisations that work with older people. Telephone: **0113 244 1697** Email: info@opforum.org.uk Web: www.opforum.org.uk

Learning Disabilities

Connect in the North offer support and advice for people with learning difficulties to have control of their own lives. Telephone: **0113 270 3233** Web: www.citn.org.uk

Tenfold is a network of organisations that work with and for people with learning disabilities. Telephone: **07576 952 527** Email: info@tenfold.org.uk Web: www.tenfold.org.uk

Through the Maze is an information service for people with a learning disability, their families, carers and other individuals or organisations who work with them. Telephone: **0113 269 1889** Email: throughthemaze@mencap.org.uk Web: www.through-the-maze.org.uk

Mental Health

Leeds Mental Health Directory gives up to date information about what services are available in the city and how to access them. Telephone: **0113 305 5800** Web: www.leedsmyndirectory.co.uk

Volition is an alliance of voluntary organisations that provide services or work with people with mental health needs. Telephone: **0113 242 1321** Email: info@volition.org.uk Web: www.volition.org.uk

Physical Impairment

Physical & Sensory Impairment Network supports third sector organisations that work to improve the lives of disabled people in Leeds. Telephone: **0113 297 7942** Email: info@val.org.uk Web: www.val.org.uk

DALES (Deaf across Leeds enablement service) is a one stop shop for adults who are deaf or who have a hearing impairment. They offer equipment, support and information. Telephone: **0113 288 5750** Textphone: **0113 288 5758** Email: Dales@bid.org.uk Web: www.dales-bid.org.uk



The 'A-Z of health and social care services' is a booklet published by Adult Social Care and is probably the most comprehensive guide available for what health, care and support services there are in Leeds. There's over a 100 pages of useful contacts and details of organisations that are there to support people and communities in times of need.

This handy information guide is free. If you'd like to order one, please call **0113 247 8630** or visit www.leeds.gov.uk/docs/A-Z%20Services%20LRAW.pdf.

Leeds Directory - online

When you need help to find out about activities and support in your local area, Leeds Directory is another starting point. This is a FREE local directory of services, activities and support. The directory is online but there is also a helpline. Experienced staff are happy to advise over the phone or print out specific information about services or activities in a particular area and post this out.

To contact them please call **0113 391 8333** or visit www.leedsdirectory.org

The Leeds Vision Consortium works for people who are blind, have dual sensory loss or who are partially sighted. They offer support, from help in hospitals, employment support and other health and well-being services. Telephone: **0113 386 2800** Email: leeds@actionforblindpeople.org.uk Web: www.actionforblindpeople.org.uk

Carers

Carer's Emergency Service offers peace of mind if something unforeseen happens, such as a vehicle breakdown or sudden illness. Once you register, the scheme will provide free care up to 48 hours in an emergency. Telephone: **0303 123 1921** Email: caregistration@housing21.co.uk

Support services for carers is a list of groups and organisations that give support to black and minority ethnic carers, dementia, HIV, learning disability, life threatening illness, long term illness, mental health illness, physical disability, sensory impairment and substance dependency - www.leeds.gov.uk/residents/Pages/Carers-Support-Groups.aspx

Health and Wellbeing

Healthy Lives Leeds supports the involvement of the third sector for health and wellbeing. Telephone: **0113 297 7920** Web: www.val.org.uk/page/healthy-lives-leeds

Leeds lets change is a city wide programme which encourages and helps people to adopt a healthier lifestyle. It includes help and advice on services available for stopping smoking, alcohol, weight management, healthy eating, physical activity and mental health. Web: www.leedsletschange.co.uk

Touchstone Support Centre offers one-to-one and group support to improve the mental wellbeing of all black and minority ethnic people, including carers. Telephone: **0113 271 8277** Web: www.touchstonesupport.org.uk

Volunteering

Voluntary Action Leeds provides support services to voluntary and community organisations. They also have details of a wide range of volunteering opportunities. Telephone: **0113 297 7920** Email: volunteering@val.org.uk Web: www.val.org.uk

Other

Advonet is a support network for all advocacy providers in Leeds. If you or someone else needs an advocate they will know who the most appropriate organisation is for you. Telephone: **0113 244 0606** Email: advocacy@advonet.org.uk Web: www.advonet.org.uk

Healthwatch Leeds help people get the best out of their local health and social care services, it is about local voices being able to influence the delivery and design of local services. Telephone: **0113 898 0035** Email: info@healthwatchleeds.co.uk Web: www.healthwatchleeds.co.uk

Building the Best City

Our ambition is for Leeds to be the best city and Leeds City Council to be the best council in the UK - fair, open and welcoming with an economy that is both prosperous and sustainable so all our communities are successful.

We are improving in...

2Ci: The number of people delayed transfers of care from hospital

2Cii: The number of people delayed from leaving hospital due to a health or social care related reason

4B: The number of people that use our services and say the services make them feel safe and secure

3A: The number of adults with learning disabilities who are in a paid job

3D: The number of people satisfied with their care and support services

2Aii: The number of people aged 65+ who are admitted permanently to a residential or nursing home

2Bi: The number of older people who get short-term care after leaving hospital and were still living at home 3 months later

4B: The number of people that use our services and say the services make them feel safe and secure

1B: The people who use our services feel they have control over their daily lives

1Cii: The number of people who are helped to live at home and carers who have chosen the services they want to receive

1E: The number of adults with learning disabilities who are in a paid job

1H: The number of people who use mental health services who live at home, with or without support

Our aim is to improve the quality of life for our residents, make it easier for people to do business with us and achieve the savings and efficiencies required to continue to deliver frontline services.

By ensuring high quality public services, we improve quality, efficiency and involving people in shaping their city. With a focus on tackling poverty, getting services right first time, improving customer satisfaction, improving roads, tackling domestic violence, improving public health, and improving housing.

We need to do better in...

2Ai: The number of people aged 18-64 who are permanently admitted to a residential or nursing home

4A: The number of people who use services and who feel safe

1F: The number of adults receiving mental health services who are known to be in a paid job

1A: The number of people who are satisfied with the quality of their life

This information has been taken from the Leeds Adults Social Care Outcomes Framework, which can be found on pages 32 and 33

2Ai: The number of people aged 18-64 who are permanently admitted to a residential or nursing home

1Ci: The number of people who receives self-directed support

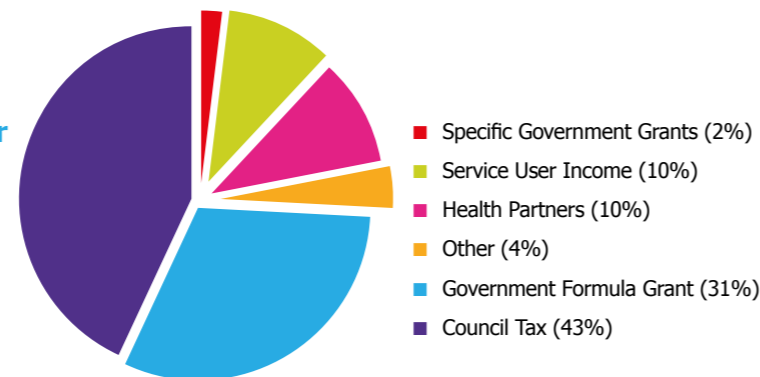
Better Lives with less money

Adult Social Care continues to be one of demographic increases; increased life expectancy, increasing complexity of need and service user expectations, greater support for people to remain living independently in their own homes for as long as possible, a national drive to improve the quality of social care services and an increasing focus on the integration of health and social care services. These national trends, which are leading to increased cost pressures, have been evident for many years, but the economic climate is putting increasing pressure on public finances and the reductions in public spending have added to the financial challenges faced by Adult Social Care.

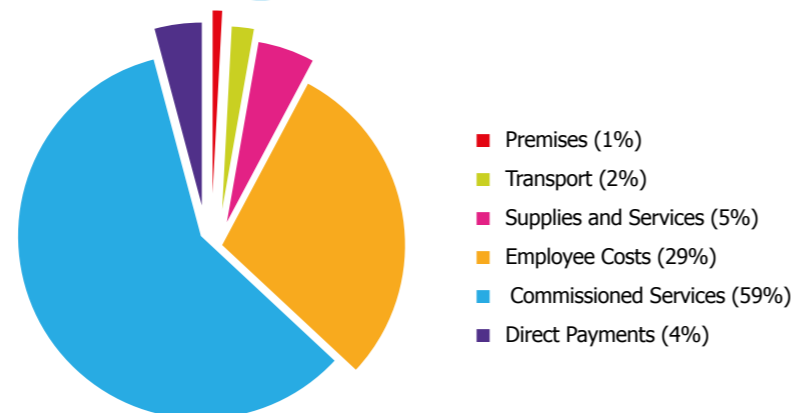
The Care Act 2014 is a radical redesign of adult social care services, with "wellbeing" being the central focus. The changes take effect in two stages in April 2015 and April 2016. From April 2015 some discretionary powers will become statutory duties, in particular support to carers, preventative services and advice and information. There are also new duties to undertake adult social care services with the aim of integrating them with local NHS and other health services and to oversee and shape the care market. In April 2016 a cap will be introduced on individuals' care costs, through a care assessment for people currently funding their own care who have not previously come to the Council for support, and changes to the capital thresholds that apply to financial assessments. A considerable amount of work has been undertaken during 2014/15 in preparation for these changes. However, it has been very difficult nationally to accurately predict the number of new customers that will arise in 2015/16 and greater certainty will only become available as the new financial year progresses. Following publication of the final regulations and guidance for the April 2015 changes in late October 2014 preparation for the new arrangements can be finalised.

The authority, despite losing £47m of government funding in 2015/16, has once again protected the provision of adult social care in its initial budget proposals by effectively allocating a cash standstill budget. However, the financial impact of demand and demographic pressures as well as the new requirements of the Care Act are expected to add £23.6m to the cost of adult social care in 2015/16, thus the directorate has had to identify a similar amount through new funding (£13.9m), efficiencies (£3.3m) and service changes (£5.9m).

Where the Council plans to get its money for Adult Social Care in 2014/15



How your money will be spent on Adult Social Care in 2014/15



Better Lives - measuring our performance

As part of our ambition to be the best city and the best council in the UK, we are always looking for ways to judge how well we are doing. The Adult Social Care Outcomes Framework is a set of measures that have been agreed nationally and show how well we are doing. The measures provide a way for us to compare our performance against the other Yorkshire & Humberside local authorities (22 in total).

Indicator reference	2011/12 score	2012/13 score	2013/14 score	Yorkshire & Humberside ranking	Are we improving?
1A: Social care-related quality of life - This indicator represents an average score for a person based on the responses of those that completed the Adult Social Care Survey.	18.4	19.2	18.8	11	▼
1B: The proportion of people who use services who have control over their daily life - This indicator is the average score of those who responded "I have as much control or adequate control" to the question "How much control do you have over your daily life?" on the Adult Social Care Survey, expressed as a percentage.	73.5	75.9	80.43	3	▲
1Ci: Proportion of people using social care who receive self-directed support, and those receiving direct payments - Part 1, any form of self-directed support - This is a percentage of the service users who are helped to live at home and carers who have chosen the services they want to receive.	52.1	70.4	68.3	6	▼
1Cii: Proportion of people using social care who receive self-directed support, and those receiving direct payments - Part 2, cash payments only - This is a percentage of the service users who are helped to live at home and carers who have chosen the services they want to receive and received a cash payment to purchase it.	17.7	15.9	16.8	8	▲
1E: Proportion of adults with learning disabilities in paid employment - This is a percentage of the service users with a learning disabilities and known to be in paid employment.	7.1	7.1	7.4	5	▲
1F: Proportion of adults in contact with secondary mental health services in paid employment - This indicator measures the percentage of adults receiving mental health services who are known to be in paid employment.	12.3	12.1	10.2	4	▼
1G: Proportion of adults with learning disabilities who live in their own home or with their family - This indicator measure the percentage of adults with learning disabilities who are known to the Council, who are recorded as living in their own home or with their family in the current financial year.	83.7	83.5	82.4	6	▼
1H: Proportion of adults in contact with secondary mental health services who live independently, with, or without support - This indicator measures the percentage of adults receiving secondary mental health services who are living independently.	55.5	52.5	54.1	14	▲
2Ai: Permanent admissions to residential and nursing care homes, per 100,000 population, part 1 - 18-64 - This measures the number of people aged 18-64 who are permanently admitted to residential or nursing home, per 100,000 population.	12.4	9.2	12.5	10	▼
2Aii: Permanent admissions to residential and nursing care homes, per 100,000 populations, part 2 - 65+ - This measures the number of people aged 65+ who are permanently admitted to residential or nursing home, per 100,000 population.	687.8	684.6	562.0	3	▲
2Bi: Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services - This measures the percentage of older people who received a short term package of care after leaving hospital and were still living at home 3 months later.	85.7	89.7	90	3	▲
2Bii: Reablement service offered following hospital discharge - This measures the percentage of older people (65 and over) who were offered reablement services following discharge from hospital.	0.4	0.4	0.6	15	▲
2Ci: Delayed transfers of care from hospital, per 100,000 population.	11.9	8.9	8.7	10	▲
2Cii: Delayed transfers of care from hospital, and those that are attributable to Adult Social Care - This measures the proportion of people who were ready to leave hospital whose discharge was delayed due to a health or social care related reason, per 100,000 population.	3.5	3.4	2.3	10	▲
3A: Overall satisfaction of people who use services with their care and support - This is the percentage of those who responded, "I am extremely satisfied" or "I am very satisfied" to the question "In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits?" on the Adult Social Care Survey.	63.4	67.7	69.15	4	▲
3D: The proportion of people who use services and carers who find it easy to find information about services - This is the percentage of those who responded, "very easy to find" or "fairly easy to find" to the question "How satisfied or dissatisfied are you with the care and support services you receive?" on the Adult Social Care Survey.	67.4	65.6	70.15	14	▲
4A: The proportion of people who use services who feel safe - This is the percentage of those who responded, "I feel as safe as I want" to the question "Which of the following statements best describes how safe you feel?" on the Adult Social Care Survey.	62.7	73.4	60.23	13	▼
4B: The proportion of people who use services who say that those services have made them feel safe and secure - This is the percentage of those who responded "yes" to the question "Do care and support services help you in feeling safe" on the Adult Social Care Survey.	84.3	82.6	83.03	6	▲

We would like to take this opportunity to thank the following people and organisations for all their help and support...

- **The people of Leeds that allowed us to share their stories**
- **Leeds Better Lives Board**
- **Healthwatch Leeds**
- **Yorkshire & Humberside Directors of Adult Social Services Association**

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0113 247 8630

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0113 222 4401

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Textphone **0113 222 4410**