

# Living Better Lives in Leeds

## The Annual Report of Adult Social Care 2015/16



This is the local account for Adult Social Care. Whether you're someone who uses social care services, a resident of Leeds, 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.

## Contents

Foreword	3
Introduction	3
Better Lives for people in Leeds	4
HealthWatch Leeds	4
With thanks	5
Care and support has changed for the better	6
Supporting and promoting advocacy	6
Better Lives   Housing, care and support	7
What do we mean by housing, care, and support?	7
If it matters to you...it matters to us	7
WorkPlace Leeds	8
Leeds Involving People	9
Barca Leeds - responding to male suicide	10
Mental Health Recovery Service	10
Better Lives   Integration	11
What do you mean by integrated services?	11
If it matters to you...it matters to us	11
Integrated Neighbourhood Teams	12
Leeds Care Record	12
Dementia and Mental Health Liaison Practitioners	13
Mental Health Hospital After Care Service	14
Home from Hospital	14
Better Lives   Enterprise	15
What do you mean by enterprise?	15
If it matters to you...it matters to us	15
Why is 'enterprise' so important?	16
Carers Leeds	16
Action for Gipton Elderly	17
Out of the shadows: Time to shine	18
Best City for Health and Wellbeing	19
Safeguarding adults	20
Compliments, comments and complaints	21
Care Opinion - every voice matters	21
Equality and diversity - a city for everyone	22
For more information	26
Better Lives with less money	28
Better Lives - measuring our performance	30

## Foreword



Councillor Lisa Mulherin  
Executive Board Member for  
Health, Wellbeing and Adults

Welcome to the local account for 2015/16! At a time when pressures on our health and care services are increasingly acute it is even more important than ever to celebrate our successes. With that in mind, I am pleased that in this account, you will be able to read about some of the many hard working and talented people coming together to make a real difference to people's lives in Leeds. I want to thank my predecessor Councillor Adam Ogilvie for his hard work, some of which is only coming to fruition now and is reflected in this report.

In one example, the Aspire Community Benefit Society launched earlier this year, providing care and support for more than a thousand adults with learning disabilities in the city. In another example, our Neighbourhood Networks bringing people at risk of loneliness and isolation together with wonderful volunteers to create real benefits to communities, families and individuals.

I am very proud we are becoming a Real Living Wage employer. When we signed up to Unison's Ethical Care Charter we understood this could be a challenge, but we are committed to making sure the people providing care on our behalf are properly rewarded for the work they do.

The better lives we aim to see don't just involve Adult Social Care, but others in the council and partner organisations, health service colleagues and third sector. As we work more closely together, it enables us to benefit from a shared approach and work more smartly towards common solutions.

I want to welcome Richard Jones, the new Chair of the Leeds Safeguarding Adults Board. Together with the Safeguarding Children's Board, police and health and care partners we will be working to ensure Leeds is as safe a place as it can be for some of our most vulnerable citizens.

We will all have to work together more closely and cleverly in the coming year to meet the challenges we face. The evidence in this document highlights how we are already making excellent efforts to do this. I hope you find it interesting and look forward to working with you in the year ahead.

## Introduction



Cath Roff  
Director of Adult Social Care

This is my first opportunity to introduce the Leeds local account and an ideal chance to introduce myself to those of you I have not already met.

I was very pleased to be appointed the Director of Leeds City Council's Adult Social Care directorate early in 2015. I was very aware that I was stepping in to replace someone who has been a major figure in not only Leeds, but the national adult social care environment, Sandie Keene. So I want to pay tribute to the work of Sandie and other colleagues who have left the council in the last year. They left a clear legacy of much appreciated services and efforts which has seen the people of Leeds receive support that has been commended locally and far beyond.

I am determined to build on their achievements and I am loving being part of the Leeds team. We have many difficult challenges to face as demographic and financial changes put us under pressure to deliver more with less. But I am working closely with the management team to understand the best ways to keep delivering services, to improve the ways we link with other organisations to help people to do more to improve their own lives and to give everyone working in my team the chance to use their talents to best effect.

I hope to be able to spend more time with colleagues delivering services in coming months so that I can continue to build on my understanding of the excellent work done by them and the challenges they face. Working as a team, understanding priorities and supporting each other across the system, we will be better placed to help make sure people in Leeds live better lives.

## Better Lives for people in Leeds

**We want Leeds to be the 'best city in the UK' for everyone, not just those 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 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 people with social care needs can access services earlier; maintain their independence with support where needed; and people are given **choice** and **control** to use the services that best suits their individual needs. This is our firm commitment to the people in the city, and we call it '**Better Lives for people in Leeds**'.



If people are to make the most of the support and care options open to them, it's important Adult Social Care works closely with our 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.

### What does a 'better life' look like?

'Better Lives' is when people with care and support needs are able to live their lives the way they want and have the opportunity to achieve the ambitions they set themselves. Where people can quickly and easily find the short term support they need to help them recover following an accident or a period of illness, and are helped to make the best use of their own resources to remain independent; and where people are active, productive and positively connected to their communities.

### HealthWatch Leeds

HealthWatch Leeds was set up by law - each local authority in England has to provide a HealthWatch. We are here to help local people get the best out of their local health and care services by influencing the people who plan and deliver services in Leeds.

We can bring the voice of local people to a lot of places where decision makers meet. HealthWatch Leeds has places on many strategic boards and groups, including the Better Lives Board.

Our involvement with the Better Lives Board helps us to connect HealthWatch volunteers and members of the public with the topics being considered by the board such as accessibility, social isolation and the Care Act. We then bring back their views to the board for discussion. HealthWatch also have a representative on the Local Account Editorial Group.

### The local account

Healthwatch Leeds supports the local account as an effective and interesting way of describing the strategic work of Leeds Adult Social Care and the way progress is monitored.

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



We welcome the use of case studies, along with outlines of targets and plans for the future. The format used makes it easy for readers to follow the progress of the work over a longer time period.

## With thanks

This booklet has been produced by the Better Lives Board as a full and accurate picture of the care and support needs of people who use services, their families and carers and to document the city's progress towards ensuring local people are able to live 'Better Lives'.

Turning 'Better Lives for people in Leeds' into a reality requires real commitment from the people at the heart of shaping adult social care services in the city. The Better Lives Board was formed to provide community leadership for care and support services in Leeds. Membership is drawn from a broad range of backgrounds and professions and includes council members, community leaders, service providers, senior officers and partners. But most importantly, to make sure care and support is meaningful and accurately reflects the experience of people who use care and support services, it includes service user and carer representatives who, very rightly, form the majority of the board. With links to a wider network of partnerships in the city, the Better Lives Board also acts in an advisory capacity to both the Council Executive Board and the Leeds Health and Wellbeing Board for local adult social care policies and strategic issues, particularly in relation to integrated health and social care.

The Better Lives Board has produced this report with support from a broad range of people and local organisations. 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
- Advonet
- Carers Leeds
- Community Links
- Community Links Mental Health Support service
- Deaf Across Leeds Enablement Service (DALES)
- First Floor, West Yorkshire Playhouse
- HealthWatch Leeds
- Leeds Autism AIM
- Leeds Black Elders Association
- Leeds City Council's Adult Social Care Staff
- Leeds Involving People
- Leeds Local Account Editorial Board
- Leeds Safeguarding Adults Board
- Mental Health Hospital After Care Service
- Leeds Older People's Forum
- Paperworks
- St Anne's Community Services
- Tenfold
- The Neighbourhood Network Schemes
- Voluntary Action Leeds (VAL)
- Volition
- WorkPlace Leeds
- Yorkshire & Humberside Association of Directors of Adult Social Services
- All our partners and third sector organisations



## Care and support has changed for the better

In April 2015 the Care Act came into force. The Act was created to make sure care and support systems are 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 national changes have put the 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.

We have successfully implemented the first phase of the Care Act and the council and its partners have developed a joint information and advice strategy, which follows the requirements of the Care Act, and is making sure people who have questions about social care and funding arrangements, can find the answers easily. It also means people are involved in decisions made about them and their care and support.

To ensure everyone is able to express their wishes, and to support people to make their own choices and decisions, the Care Act brought in the need for independent advocacy.



For more information on the Care Act visit [www.leeds.gov.uk](http://www.leeds.gov.uk)



### Supporting and promoting advocacy

Advocacy is helpful for people who find it hard to make decisions about the care and support they need, who feel they are not being actively involved in a decision or who have real difficulty in understanding what is happening. An advocate is a person who works with you to make sure your ideas and wishes are heard and makes sure you get the right care and support.

Advocates are not there to tell you what to do or to make decisions for you, they are there to help you express your views and make your own decisions.

Advonet provides independent advocacy for various groups of people who feel they are being ignored or treated badly. The groups they support include

- people with learning disabilities;
- people who are experiencing mental distress including dementia;
- people from black or minority ethnic groups including refugees and asylum seekers; and
- people who lack the capacity to make a decision.

For more information please contact Advonet on **0113 244 0606**, or email [advocacy@advonet.org.uk](mailto:advocacy@advonet.org.uk), or visit [www.advonet.org.uk](http://www.advonet.org.uk)



Stuart\* has significant learning difficulties, he can't read or write and lacked the confidence to speak up in meetings. He had his two children removed from his care due to neglect and the risk of harm.

Stuart's social worker referred him to Advonet's Learning Disabilities project, so he could have an independent advocate support him to understand and to speak for him at meetings.

The advocate helped Stuart gain the confidence to speak up and ask questions at review meetings, and also in court and at solicitors' meetings. The advocate also helped him understand the council's concerns over his children, so he could address the issues and make the necessary changes.

Initially Stuart lacked confidence, but this gradually improved, and he started to learn how to change his situation.

Happily his children were returned to him under a supervision order, and he has the extra support he needs to look after them. His advocate has also asked for support with his reading and writing from the people working with him, and they now have a better understanding of his needs.

With the intervention of the advocate Stuart and his children now enjoy a happy family life, with the extra support put in place to make this possible.

\*Name has been changed to protect identity

## Better Lives | Housing, care and support

### What do we mean by housing, care and support?

We know people want to stay independent for as long as possible; to live safely and with dignity. We also know there's no simple 'one-size-fits-all' approach, and so we've developed new ways of working; provided new facilities within the areas of housing, care and support to make sure 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 and what you can see now, is a more personalised approach.

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

We want everyone 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 family and friends."

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

#### We have made progress in...

- A national survey showed that 67% of Leeds service users are either extremely or very satisfied with the care and support services they receive (POET survey 2014).
- All the service users with a learning disability who responded to a recent survey said they are satisfied with their service (POET survey 2014).
- 31% of people receiving council funded care and support have as much control as they want over their daily lives, and 43% of respondents said they had as much social contact as they wanted with people they liked (POET survey 2014).
- We have social workers in the council's Contact Centre to make sure people can access the council funded care and support services quickly, or can be directed to other services that can help them.
- A Carers Assessment Team has been established at Carers Leeds to cope with the increase in demand for carers assessments as a result of the Care Act.

#### However...

- We need to make more progress in helping people with care and support needs and who want to purchase their own services, to buy them quickly and easily.
- Only 37% of carers reported they were either extremely or very satisfied with the support and services they, and the person they care for, received from social services in the last 12 months (POET survey 2014).
- In a survey held in 2014/15, 28% of Leeds carers reported they sometimes can't look after themselves, with a further 17.5% reporting they are neglecting themselves (POET survey 2014).
- 33% of carers reported they found it difficult to find information about services (POET survey 2014).

You told us the Better Lives programme needs to go further and faster to address these issues and the next few pages shares what we are doing...

## WorkPlace Leeds

WorkPlace Leeds is a partnership between Leeds Mind, Community Links and Touchstone, and they are funded by Leeds Adult Social Care Services and NHS Airedale Bradford and Leeds.

WorkPlace Leeds provides specialist mental health employment support and job retention services. Employment is an important part of mental health recovery and they support people whose aim is to be able to find employment when they want, maintain a family and social life and contribute to their local communities, and avoid loneliness and isolation. The services are provided through a combination of one-to-one sessions and group work. Their work is built on 20 years' mental health employment support experience.



For more information contact WorkPlace Leeds on **0113 230 2631**, or email **admin@workplaceleeds.org.uk** or visit **www.leedsmind.org.uk/employment**



Gary has a diagnosis of depression and anxiety; he rarely leaves his home and gets anxious in social situations and when travelling. Gary was referred to WorkPlace Leeds (WPL) via Lovell Park Hub. When he had his first appointment he had to travel with his sister.

At these meetings, Gary was supported in setting small achievable goals. Gary's long-term goal was to get a DIY or gardening

job. Gary began by meeting his worker, alternating between social environments and Lovell Park to build his confidence. They explored voluntary opportunities and Gary decided to set himself the goal of volunteering with Hollybush three days a week.

This was difficult for Gary, as he became anxious thinking about all the steps in the way before he could attend. Travelling to and from Hollybush was his biggest barrier. Gary's worker helped him find a suitable route and even practiced some of the sections so he would be able to attend Hollybush.

Gary is now attending Hollybush regularly, thoroughly enjoys his time there and is travelling independently. Gary still suffers from depression and anxiety and has to push through this every time he leaves the house but he is attending frequently and is doing well. Gary's future aspiration is to continue to volunteer with the hope that he will eventually be able to find paid employment.

### What is Hollybush?

Hollybush Conservation Centre is a charity working to create a more sustainable future by encouraging people to get involved in reclaiming and maintaining local green places, as well as taking responsibility for their own local environments. The Hollybush Project provides a wide range of practical environmental activities which make a big difference to people who are vulnerable members of our community, including those living with mental health issues, learning disabilities and sensory impairments.

Hollybush helps people build their confidence, learn new skills, and fulfil their potential.

For more information contact the Hollybush Project on **0113 274 2335**, or email **hollybush-ldp@btcv.org.uk** or visit **www.hollybushleeds.org.uk**.

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

#### July - September 2015

- The Suicide Bereavement Service was launched.
- The Learning Disability Community Support Services became a social enterprise known as Aspire Community Benefit Society Limited.

#### October - December 2015

- Re-launch of Advonet.
- International Day of Disabled People event (3 December).

#### January - March 2016

- Process completed to identify the home care agencies which will be used by the council for the next few years.
- New memory support service starts in Leeds.



## Leeds Involving People



Leeds Involving People (LIP) is a member-led charity who enable people with care and support needs to be involved in the planning and development of local health and social care services. LIP makes sure that the opinions of those who use services are heard during the decision making processes about their services.

LIP promote best practice by making sure that approaches to communities and their representatives are appropriate,

accessible and responsive. They also support individuals and organisations to become 'involvement ready' so they can work in partnership with public bodies to shape, improve and co-design services.

'Involvement ready' is a term LIP use to describe individuals who have become empowered to attend meetings and events and are confident to speak in front of others about their views and experience in a professional manner.

For more information contact Leeds Involving People on **0113 237 4508**, or email **info@leedsinvolvement.org.uk** or visit **www.leedsinvolvement.org.uk**



### Use-Ability Group

For a number of years, LIP members have wanted a group or a process in place, where they can be involved in the early stages of consultation when building developers are planning new developments. The Use-Ability Group allows members to assess and evaluate how progress is being managed to meet their access needs, and making sure developments are child friendly, dementia friendly and disability friendly.

Following the groups involvement LIP is confident people will be able to visit the new John Lewis complex, and means they will have a say in how it will be finished, for example having user-friendly signage.

My name is Louisa\*, I am in my 50s and was working as a secondary school mathematics teacher until I had a motor accident. My memory and intellect were undamaged, however I sustained brain stem and spinal cord injuries which means I have limited movements in my torso and limbs, vertical double vision and I have a paralysed right vocal fold which means my speech is impaired.

I was discharged from hospital with an extensive care package: two daily visits from a District Nurse for medication/PEG (a flexible feeding tube), two agency carers four times a day and a weekly bath at a day centre with transport provided.

I am now free from daily medication and PEG. I can use a Zimmer frame and a stair lift, I sleep upstairs and use my own bathroom and toilet. I use an electric indoor/outdoor chair and can access places via public transport. I can communicate by typing and writing as my speech is still impaired.

I became involved with Leeds Involving People (LIP) in February 2014, when I joined the LIP/Adult Social Care Homecare Review Group. Through LIP, I have the opportunity to prove I am still a useful individual and I am able to influence positive changes to help others.

\*Name has been changed to protect identity

#### April - June 2016

- Opening of 45 Leeds City Council owned extra care apartments in Yeadon.
- Newly commissioned home care providers start.

#### July - September 2016

- Planning starts for further extra care housing, a new home based respite service and for revisions to sensory impairment services.

#### October - December 2016

- Review of day opportunities for people with dementia starts.

## Barca Leeds—responding to male suicide

In 2014 Barca Leeds delivered a short programme of work in Armley funded by Leeds City Council, in response to the 2011 suicide audit. This identified 179 suicides and undetermined deaths in Leeds between 2008-2010 with the highest number occurring in Armley.

The 'Insight' project talked to the Armley community to ask for their views on why there are such a high number of male suicides in the area, and to try come up with some positive interventions.

There were 15 individual interviews held with men who had attempted suicide or family members of men who had taken their own lives; and five group meetings with targeted groups of people - these include vulnerable people and those with a history of mental health problems.

People were recruited from the Armley area, including people from the local public house who was supportive of the project.

The project has organised a number of positive activities for men at risk of suicide and depression, which are aimed at tackling social isolation. They recruited men for the group from existing community groups, through promoting the scheme in community locations and through the local authorities Discretionary Housing Payment Multi-storey Flats Project.

They have included a gardening workshop on growing your own food in window boxes, a series of classes in basic woodwork run in conjunction with the Men in Sheds project and trips to a Leeds Rhinos match, Hetchel Woods Nature Reserve and Meanwood Valley Urban Farm. The reaction from the men involved has been extremely positive, they have very much welcomed the opportunity to get

out of their immediate environment and do something positive. Several of the men have mentioned that it makes a welcome break from being alone all day and has made them feel more positive about themselves.

For more information please contact Barca Leeds on **0113 255 9582** or email **reception@barca-leeds.org** or visit **www.barca-leeds.org**



Members of the Men in Sheds project

## Mental Health Recovery Service

The Homeless Service works from various locations around the city, and supports people with mental health needs who are homeless or are in danger of losing their home. They believe everyone should have a fulfilling life, be able to achieve their goals and to live somewhere they feel safe.

The Homeless Service provides care and support in a variety of ways, including helping with housing needs, building support networks, helping people to find things to do during the day and planning and reviewing their care and support needs.

Demand for the service is high and the service is always looking to intervene and rehouse people as quickly as possible.

The service has strong links with other local authority and third-party agencies in the city, including the substance misuse services, the forensic services, the Personality Disorder Network, as well as other health and social care services.

In 2014 they supported 230 people in the homeless community and received over 240 referrals to the service.

For more information contact The Mental Health Homeless Team on **0113 378 2567** or email **ss.mentalhealth.housingsupport@leeds.gov.uk**



Trevor describes living in "abject misery" before he was referred to the homeless team. With their help and support he has now secured a tenancy with Connect and established himself in a flat.

"...you found me living in abject misery and I dread to think where I'd be now, so I thank you for all you have relentlessly done, and achieved... I'll always remember the time working with you most fondly."

## Better Lives | Integration



### What do you 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

"I want to be able 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 want all people in Leeds with care and support needs to be able to say...

"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 in...

- A Carers Assessment team has been established to cope with the increase in demand for carers assessments as a result of the Care Act. They are based at Carers Leeds.
- 67.6% of service users who responded to a survey in 2014/15, said they felt as safe as they wanted. This is an improvement of 4.5% from the 2013/14 survey, with an additional 27.1% feeling adequately safe. 87% felt care and support services helped them feel safe, an improvement of 4% from 2013/14 (POET survey 2014).
- The council and its NHS partners have revised the entry criteria for specialist services for people recovering from an illness or accident to enable more people to benefit. In addition the council will be moving to providing a 7 day a week service with additional extra capacity including an additional focus on supporting people with dementia.

#### However...

- We still have too many older people admitted to a care home, especially when they are discharged from hospital.
- We need to improve the effectiveness of our services to help older people settle back at home following an illness, accident or following an admission to hospital.
- Local health and social care partners need to work together more effectively to help people who no longer require hospital treatment to be promptly discharged.
- Carers Leeds report a significant increase in carers seeking a support service along with repeat contacts. The percentage increase of contacts from March 2015 until June is 66%. Many carers are caring over 50 hours a week and our monitoring show an increase in carers aged between 75 – 84 which shows the increasing complexity of local need.

You told us the Better Lives programme needs to go further and faster to address these issues and the next few pages shares what we are doing...

## Integrated Neighbourhood Teams

More and more people are living with one or more long-term health conditions and need to deal with a wide range of professionals to support them effectively, avoid gaps and make the best use of resources. All these services need to work together more closely than they have in the past.

There are 13 integrated neighbourhood teams across Leeds. These teams work alongside GPs, providing community health and social care services.

The teams work together to manage people's health and wellbeing, 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). This closer working relationship makes it easier to share information and discuss cases face-to-face, leading to a more streamlined approach which should mean a better overall service for the people of Leeds.

For more information contact  
**healthandsocialcare@leeds.gov.uk** or  
visit **www.leeds.gov.uk/transform**



## Leeds Care Record

At the moment, every health and social care organisation you use has a different set of records for you. The Leeds Care Record is bringing together important information from different computer systems in Leeds, so health information held about you can be viewed in one place. It is a secure computer system and will still keep all your health records strictly confidential. They will only be looked at by care professionals who are directly involved in your care.

The professionals who have been working with the new Leeds Care Record have seen the benefits and can provide better and more joined-up care to their patients. By accessing up-to-date and accurate information it has helped to avoid unnecessary or duplicate

For more information contact Leeds Care Record on **0113 206 4102** or visit  
**www.LeedsCareRecord.org**



tests and procedures, and has given them more time to spend with their patients.



Helen\* is 77 and has several ongoing health conditions. She's had frequent unplanned trips to hospital in the past, but now has more support to stay in her own home.

"I have carers that come and help me to get washed. They want you to have your independence but they're there if you need them.

I've also got equipment to help me at home. I've got a machine that checks my temperature, blood sugar, blood pressure, pulse and oxygen levels. If there are any problems it sends an 'alert' to Sue, my community matron.

If it's a choice between this and hospital, I'll choose to be at home with people supporting me when I need it. If they'll let me do that, then I'm satisfied."

\*Name has been changed to protect identity

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

### July - September 2015

- Health clinicians are able to receive information about whether a person is receiving council funded adult social care services.

### October - December 2015

- Pilot services established in some areas of Leeds offering proactive support and advice to people following an initial diagnosis of a long term health condition.

### January - March 2016

- Care Act compliance for young people in transition from Children's Services to Adult Social Care.
- Review the effectiveness of the pilot Community Brokerage Scheme.

## Dementia and Mental Health Liaison Practitioners

Dementia and Mental Health Liaison Practitioners (DMHLP) are a community based team, who work with the local GPs and community nurses who provide support for people with complex needs, especially those associated with dementia and illnesses such as depression.

The DMHLPs are based with the Integrated Neighbourhood Teams (see p 14) and provide professional expertise and advice to clinicians, patients, carers and patients' families. The DMHLPs attend meetings which discuss patients' needs, and this makes it easier to provide a joined up service to patients. They can also act as a bridge, helping clinicians and patients link up with the right support.

The real value in these roles is the flexibility to look at individual circumstances alongside the individual and their family or friends and agree the best course of action. The team provides pro-active care working which helps people to maintain their independence by bringing in the right service at the right time.

For more information contact Alison Gordon, Clinical Operations Manager on Trust on [alison.gordon2@nhs.net](mailto:alison.gordon2@nhs.net)



### Better Care Fund

Pooling resources across health and social care is one of the most important ingredients of integrated care, and the Better Care Fund (BCF) is helping us do that.

The BCF is a single pooled budget for health and social care services, created to improve care for older and vulnerable people by joining up health and care in local areas, based on a plan agreed between the NHS and local authority.

It's not new money but a different way of organising it, and brings GPs, community nurses and social care workers together to support people in the community, reducing the number of people who end up in A&E and helps people get home sooner after a hospital visit, with the right support in place.

For more information please visit [www.inspiringchangeleeds.org/better-care-fund/](http://www.inspiringchangeleeds.org/better-care-fund/)

Alan\* is an 86-year-old man who lives in his own home with his wife, Patricia\*, who is his main carer. He has hearing problems, a chronic breathing disorder and mental health issues including depression. He frequently falls, and Patricia has to call 999 for help.

At one of the Integrated Neighbourhood Team meetings, Alan's condition was discussed, and a joint plan was agreed.

The plan highlighted the need for staff to work closely with Alan and Patricia to look at how best to keep Alan safe and reduce the risk of him falling. Alan was also showing early signs of dementia, so he was referred to the Alzheimer's Society for extra support.

Adult Social Care staff reviewed Alan's care plan and arranged extra help for his personal and domestic care. They arranged an emergency carer's plan to support Patricia if Alan does have to go into hospital. Adult Social Care also discussed the possibilities of setting up a personal budget for Alan and Patricia so they could find suitable and enjoyable daytime activities.

\*Names have been changed to protect identity

#### April - June 2016

- A new proactive telecare service is piloted in two areas of Leeds.

#### July - September 2016

- Review of new pilot support brokerage service.

#### October - December 2016

- Review of day support for learning disabled adults

## Mental Health Hospital After Care Service

The Mental Health Hospital After Care Service (MHHAC) is run by Age UK and funded by Leeds City Council's Adult Social Care. They provide support to people aged 65 and over, who have a mental health need and have recently been discharged from hospital or are at risk of admission.

MHHAC offer one-to-one support, information and advice on a range of topics, they can help people with benefit claims and offer support on housing related problems. MHHAC will visit your home to get to know you and carry out an

For more information please contact Age UK Leeds on **0113 389 3011**, or email **mhhac@ageukleeds.org.uk**, or visit **www.ageuk.org.uk/leeds/**



assessment of your needs. Once this has been carried out they could offer you a support service of between eight and 12 weeks, depending on the support you need.



Henry\* is in his 70s and lives alone. He has a long-standing diagnosis of schizophrenia and a recent diagnosis of dementia; he also has a heart problem and is incontinent. After a long stay in hospital, Henry was discharged with a care package in place to help him with his medication and meals. A member of the Mental Health Hospital After Care (MHHAC) team visited Henry and found his home in disrepair and Henry hadn't been given anything to help him with his incontinence, which made his living conditions even worse. With all the upheaval Henry had also misplaced his bankcard and was unable to buy even basic supplies.

MHHAC carried out an assessment and raised a safeguarding concern with Adult Social Care. They helped Henry contact his bank for a new bank card and provided him with emergency supplies until his bank card arrived, they also contacted Henry's doctor to arrange for some incontinence supplies.

Thanks to MHHAC, Henry now has a social worker and a larger care package to fully support his care needs. He also has control of his bank account and is able to pay for his shopping.

\*Name has been changed to protect their identity

## Home from Hospital

Home from Hospital is run by Age UK Leeds and British Red Cross and is supported by Adult Social Care and the Clinical Commissioning Groups (CCGs). Their aim is to help people leaving hospital settle back in their homes with a little extra help to get back on their feet. This will help reduce the risk of readmission because they can't cope in those early weeks after discharge. The project will also help older people in accident and emergency departments avoid admission to a ward by giving them extra support to return home safely.

Home from Hospital is based at St James's Hospital where service coordinators identify vulnerable patients and accompany them home to make sure they settle in properly. The coordinators follow-up this service by telephone calls and weekly visits to make sure the person continues to manage well back at home. This support lasts for up to six weeks and is seen as an effective way of preventing readmission to hospital.

Home from Hospital links together community services such as Neighbourhood Networks and other third sector groups, and maintain a bank of volunteers in their area, who are ready at any time to support an older person leaving hospital.

For more information contact Hospital to Home on **0113 206 5052** or visit **www.ageuk.org.uk/leeds/our-services/hospital-to-home/**



They will help with things like emotional support, shopping, collecting prescriptions and prompting medication.

## Better Lives | Enterprise

### What do you 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 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 support that help us to live the lives we want and to remain contributing members of our community."

#### We have made progress in...

- The council has invested in new community initiatives, aimed at improving employment opportunities for people with a learning disability, including a café run by a third sector organisation, which created jobs for 20 people.
- Strength Based Community Development approach being adopted in some Neighbourhood Networks and as part of the Time to Shine developments.
- Leeds has a larger proportion of its learning disabled adult service users in paid employment than comparable local authorities and is one of the highest authorities for people receiving mental health services who are in paid employment.
- New Quality Frameworks for older people's care homes and for learning disability residential and supported living accommodation have been developed and introduced to the city These provide incentives for improved care services. Where issues are found, improvement plans are put in place and monitored through site visits.

#### However...

- A recent national survey suggests the overall quality of life of people receiving social care services is below regional and national averages.
- Significantly less service users report they found it easy to find out about information and support than the average for all comparable local authorities.
- In certain areas Leeds lacks sufficient local services to meet specialist needs including a shortfall in services for young men with acquired brain injuries; extra care housing options for older people and specialist learning disabilities accommodation for a small group of people with special needs.
- Leeds has a low level of the use of personal budgets by working age people with care and support needs.

You told us the Better Lives programme needs to go further and faster to address these issues and the next few pages shares what we have done about it...

## Why is 'enterprise' so important?

One of the things that marks out an excellent local authority is being able to work with the best partners to work with; this helps everyone – the local economy, people who use services and those who provide them. So we're encouraging a range of different enterprise to develop in the care market. We'll be looking at private and social enterprise, co-operatives, user and employee led organisations, voluntary and faith sectors too. We're responding to the needs of local people and organisations by developing a more diverse care offer, developing corporate social responsibility and by building community capacity. One example of an organisation we fund is Carers Leeds.

## Carers Leeds

Carers Leeds is the largest voluntary provider in Leeds supporting over 7,000 unpaid carers across the city. They give information, advice and support and offer a range of support groups, events, activities and carer training courses and financial support with getting a break from caring.

For more information please contact Carers Leeds on **0113 380 4300**, or email **info@carersleeds.org.uk** or visit **www.carersleeds.org.uk**



Carers are someone of any age who provide unpaid support to a family or friend who could not manage without this help due to illness, disability, mental ill-health or a substance misuse problem.



Karen is a 52 year old carer who looks after her partner who has both physical disability and mental health issues. She was referred to Carers Leeds by Adult Social Care when she was diagnosed with breast cancer. Carers Leeds helped make sure Karen had the support she needed while she was having her treatment and provided a Time for Carers grant to enable her to have a break when she was finished with her treatment and recovered. She has joined the Mental Health Support group and has benefited from peer support from the group. She has also joined in the Crafty Carers group enjoying the social side and learnt new crafts which she has then been able to do at home. She has also completed the Moving and Handling course which has ensured that she can care for her partner safely.

"I can't thank Carers Leeds enough for the support and help they have given me since 2009. The support groups I attend have enabled me to meet people who are in similar positions to myself and being able to share various experiences has helped me greatly. I have made new friends and having time outside the caring environment is very good for my own health and wellbeing."

Karen has started to become more involved in Carers Leeds, helping out with the groups and doing some fund raising. Carers Leeds will continue to provide support to Karen as she needs it and to help with any problems that may occur in the future.

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

### July - September 2015

- Dementia Friendly scheme working with a range of public and private sector organisations.

### October - December 2015

### January - March 2016

- Revision of information and advice offer in the light of the new national information standards.
- Looking for efficiencies in contracts between the council and third sector organisations.



## Action for Gipton Elderly

Action for Gipton Elderly (AGE) is one of 37 Neighbourhood Network Schemes which are community based, locally led organisations that help older people live independently and pro-actively participate within their own communities. They provide services that reduce social isolation, provide opportunities for volunteering, act as a gateway to advice, information and services to promote health and wellbeing.

Action for Gipton Elderly (AGE) is managed by a committee of local people. The committee meets bi-monthly and the level of experience and interests of its members covers the main area of AGE's work.

For more information please contact Action for Gipton Elderly on **0113 240 9784**, or email **age.gipton@talktalk.net**



### What is ABCD?

Asset based community development (ABCD) or Strength based community development is a bottom-up way of working with communities that focuses on community strengths and assets.

ABCD focuses on the half full glass. The half empty glass represents the idea that communities are deficient and have needs. The half full glass represents the idea that communities (and the people who live there) have many strengths, capacities and assets.

The strength based approach encourages staff and volunteers at AGE to identify people's strengths, not their weaknesses, which benefits everybody, not just the initial person.

Dorothy\* was referred to AGE by her local GP surgery. She is 67 years old with general good health, but suffers from depression, lacks confidence and would never leave her home unless she was accompanied by her daughter, which made her very isolated.

AGE visited Dorothy at home to support her and to try to get her involved in some of their activities. Dorothy was very quiet and timid and found it difficult to have a conversation. Working with her daughter and investing a lot of time, patience, and encouragement, Dorothy gained trust in AGE and began opening up. She explained she would like to learn crafts and especially card making. Through AGE's asset based community development approach, they were already aware of a talented local lady who makes cards as a hobby, and who was willing to share her skills and knowledge. So AGE introduced Dorothy to her. Over the months, the twosome has developed into a group of eight and they meet every two weeks for two hours to take part in a craft group.

Dorothy says "My life has turned round completely, I now enjoy my life and look forward to our craft group. I have realised I have still a lot to give to help others, and I feel useful because I now visit my new friends at their homes and I also escort one lady, with poor mobility on hospital appointments. AGE has given me a new lease of life with new friends and I feel I am truly a part of the Gipton community and that I can assist others to be less lonely by giving my time and energy."

\*Name has been changed to protect their identity

#### April - June 2016

- Development of dementia space within Assisted Living Leeds in partnership with 3rd sector and Leeds University.

#### July - September 2016

- Consultation on proposals for care homes and day centre closures.

#### October - December 2016

## Out of the shadows: Time to Shine

Out of the Shadows: Time to Shine is managed by Leeds Older People's Forum (LOPF) and funded by the Big Lottery Fund's Fulfilling Lives: Ageing Better programme to reduce social isolation and loneliness amongst people over 50.

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 LOPF to establish a wide range of services and projects to tackle this serious and growing problem. They plan to help more than 15,000 older people move out of the shadows cast by loneliness by 2021.

Loneliness blights both individual lives and our communities through unhappiness and ill-health. This puts carers and relatives under enormous pressure. Working with a wide range of partners including Leeds City Council, 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 and increase the number of volunteers in local communities.

To focus the project LOPF identified the gaps in current service provision and those at greatest risk of social isolation and loneliness. The older people identified were:

Restricted to their home environment (including care homes) through ill-health, disability and dementia, carers, living alone, coping with personal circumstances which reduce their social networks and confidence (e.g. bereavement, retirement, poverty).

Those whose social/cultural needs are not fully met: men, BME elders, learning disabled and lesbian, gay, bisexual and transgender seniors.

Some of the projects are already underway, two of them are:

### Rural Action Yorkshire

Leeds may have a thriving city centre full of busy shoppers by day and revelling partygoers by night, but its boundaries also contain rural communities, rich with the culture and traditions of village life. Because of transport and resource concentration, these communities can be underserving their more vulnerable members, including socially isolated older adults.

Rural Action Yorkshire is helping to improve the village hall, which is an important resource for the community. This crucial asset can be developed to become a place where older people can come together on a regular basis. A dedicated worker is consulting local residents to find out what activities they want to see and then will help to implement them. In partnership with a team of trained volunteers, village halls will transform from underused resources into thriving Community Hubs.

### Cara Project – Leeds Irish Health and Homes

Cara means "friend" in Irish. Older people can be at risk of losing touch with the communities they used to be a part of. Leeds Irish Health and Homes will strive to reach out specifically to those of Irish heritage to make sure that they can stay connected as they reach later life.

Dedicated staff and volunteers will visit people in their homes and over time support them to re-engage in activities important to them and their culture and help them to develop friendship networks.

The Cara project will help to make sure that if you're an older person in Leeds, you've got a friend.



## Best City for Health and Wellbeing

For Leeds to be the best city for health and wellbeing, it means making sure people can access high quality health and social care services, but it also means Leeds is a city that creates opportunities for business, jobs and training: a city made up of sustainable communities and of course a great place to live.

The Leeds Health and Wellbeing Board oversees how we improve the health and wellbeing of the people of Leeds. The Joint Health and Wellbeing Strategy (JHWS) is vital to how we will work together to make it all happen. The Board is updating the JHWS and there will be a public consultation, with a new strategy being adopted in March 2016. Our aim is that Leeds will be a healthy and caring city for all ages, where people who are the poorest, improve their health the fastest. The proposed five outcomes for the Health and Wellbeing Strategy 2016-2021 are:



The Leeds Health and Wellbeing Board

1. People will live longer and have healthier lives;
2. People will live full, active and independent lives;
3. People's quality of life will be improved by access to quality services;
4. People will be actively involved in their health and their care; and
5. People will live in healthy, safe and sustainable communities.

The Board has identified four 'commitments' which they believe will make the most difference to the lives of people in Leeds. The commitments are: to support more people to choose healthy lifestyles, to ensure everyone will have the best start in life, to improve people's mental health and wellbeing and to increase the number of people supported to live safely in their own home.

Bringing about major changes will not happen overnight but gradually. The Health and Wellbeing Board, through the JHWS, will use its influence to make sure these outcomes are achieved, by focusing our efforts and resources on the right things.

Examples of what's already happening are:



For more information on the Health and Wellbeing Board and the JHWS visit [www.leeds.gov.uk/council/Pages/Best-City-for-Health-and-Wellbeing.aspx](http://www.leeds.gov.uk/council/Pages/Best-City-for-Health-and-Wellbeing.aspx)

The Board made a commitment to a mental health framework for the city and acknowledged the challenges of providing the services people want by attending a workshop on mental wellbeing. This saw service users and Board Members share their experiences and knowledge. This was part of the board's commitment to engage with service users as experts.

The Leeds Let's Change programme provides information and signposting on a range of issues to help people make healthy lifestyle choices including losing weight and stopping smoking.

The Leeds Education Challenge is helping children (particularly those from vulnerable groups or those who require alternative education) receive an outstanding educational experience and to achieve their potential.

Neighbourhood network schemes are locally led organisations that enable older people to live independently and pro-actively participate within their own communities by providing services that reduce social isolation; provide opportunities for volunteering; act as a "gateway" to advice, information, and services; and promote health and wellbeing.

## 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. The safeguarding adults work is overseen by the Leeds Safeguarding Adults Board and includes representatives from Adult Social Care, Health, the Police, Fire and Rescue, Probation, Housing and voluntary and community groups. Its role is to make sure vulnerable adults in Leeds are supported to protect themselves or to be protected from abuse or neglect. To find out more visit [www.leedssafeguardingadults.org.uk](http://www.leedssafeguardingadults.org.uk).



### Keeping people safe in the city

At the end of 2014 the Leeds Safeguarding Adults Board asked the Local Government Association to review our arrangements for keeping people safe in the city. This involved independent experts looking at how local professionals work together to protect vulnerable adults. The reviewers found there was evidence of some good local practices and that local arrangements were generally effective but further developments were required in some areas. The findings from this review have been used to improve the way we work together.

The Leeds Safeguarding Adults Board has agreed it will concentrate on the following priorities:

- Reduce the risk of abuse within our communities
- Raise awareness of safeguarding adults and how to report abuse
- Support adults at risk to end abuse and achieve the changes they want
- Learn from people's experiences to help others.

The Safeguarding Board responded to 4951 safeguarding alerts during 2014/15. This is an increase of 32% over the previous year and indicates that there is an increasing awareness of safeguarding adults within the city.

Leeds already had the highest use of Independent Mental Capacity Advocates (IMCAs) in the country, and the use of IMCAs increased by 33% during 2014/15. This provides reassurance that those in need of support are receiving what they need.

In 54% of safeguarding investigations it was found abuse or neglect had occurred. However, there is not always enough evidence to conclude if abuse has occurred, but actions can often still be taken to protect the person in the future.

Sarah\* lives in a residential service and is able to communicate her basic needs through hand gestures and sounds, and needs assistance with all aspects of her day-to-day care.

Sarah's family became concerned when they realised expensive clothes they had bought for Sarah were going missing; and her support workers could not account for the costs of her leisure activities. A safeguarding investigation was carried out by Adult Social Care to explore these concerns and to find out what, if any, actions were needed.

The absence of proper recording and oversight meant it was impossible to evidence how Sarah's money had been spent. However, the investigation found clear evidence that some support workers had been taking advantage of their position. For example, Sarah's support workers would use her allowances to plan activities they would enjoy.

The support workers were subject to disciplinary procedures and no longer work with Sarah, and the care service was required to put in place better systems to make sure activities are being carried out as expected, and to make sure Sarah's money is spent appropriately. Sarah and her family are now satisfied her money is being managed appropriately and spent as Sarah wishes.

\*Name has been changed to protect identity

## 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, this 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** or you can use the online form by visiting **[www.leeds.gov.uk/council/Pages/Let-Us-Know-Compliments-Complaints-and-Feedback](http://www.leeds.gov.uk/council/Pages/Let-Us-Know-Compliments-Complaints-and-Feedback)**. 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, Enterprise House, 12 St. Pauls Street, Leeds, LS1 2LE. 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 leaflets in video format for deaf people who use British Sign Language, leaflets in Braille, large print, audio tape, CD and community languages.



635 compliments were recorded compared to 751 in the previous year. The compliments covered a range of services but the key points mentioned were people felt they were supported and had a good level of care. The staff involved were professional, patient and understanding, and they provided good information and advice.

433 complaints were recorded compared to 391 in the previous year. The complaints covered a range of services but the key points mentioned were people felt their medical conditions weren't always taken in to account at assessments, care plans were inadequate and they were not listened to, concerns were raised about the lack of information available, the level of service was poor and the level of communication was poor.

## Care Opinion - every voice matters

Care Opinion is a 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, highlighting good care and showing where we 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.

"I have had my direct payment for about four years now.

It has helped me maintain my independence and given me better control of my life and to enable me to keep doing the things I like to do.

It took a while to get up running but when it did it really made all the difference."

[www.careopinion.org.uk/opinions/149694](http://www.careopinion.org.uk/opinions/149694)

For more information please visit  
**[www.careopinion.org.uk](http://www.careopinion.org.uk)** or email  
**[info@careopinion.org.uk](mailto:info@careopinion.org.uk)**



## Equality and diversity - a city for everyone

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 and in Adult Social Care equality is the core of what we do.

Here are some facts and figures. Leeds is the second largest metropolitan local authority in England. It is an area of great contrasts, including a densely populated inner city area, with associated challenges of poverty and deprivation, as well as a more affluent city centre, suburban and rural areas with villages and market towns.

Leeds has a population of over 751,500 people living in 320,600 households. It has a relatively young and dynamic population and is an increasingly diverse city with over 140 ethnic groups representing almost 19% of the total population. That's a lot of people. But equality isn't just about sex, gender, race or age, it also covers things like sexual orientation, origin, caste or class, income or property, language, religion, beliefs, opinions, health and disability.

There are lots of organisations helping us to achieve our goal of being a truly inclusive city, and here are just a few.

### Better Leeds Communities

Better Leeds Communities (BLC) aim to make Leeds a better place to live for everyone in the city's communities. They do this by delivering a range of services across the city from advice, activities, courses, volunteering and venue hire.

Their mission is to create opportunities that help people to achieve their potential by raising aspirations, removing barriers and developing abilities that lead to a better life.

They use innovation and activities like volunteering and free outdoor play to offer opportunities to some of the hardest to reach communities and offer an open door to anyone who needs their space or services.

For more information please call **0113 275 4142**, or email **info@betterleeds.org.uk** or visit **www.betterleeds.org.uk**



### MESMAC Leeds

MESMAC Leeds is part of Yorkshire MESMAC, an independent group of community based sexual health and social wellbeing services that are committed to developing and delivering services that are responsive to the needs of their communities.

MESMAC work with gay, bisexual men, men who have sex with men and wider lesbian, bisexual and questioning adult and youth communities. They work predominately with those communities who are disproportionately affected by HIV, STIs and young men who are vulnerable to sexual exploitation.

MESMACs core aim, is that all people, regardless of their sexuality, sexual identity or HIV status, are entitled to the same rights and respect as all other people.



For more information please contact MESMAC Leeds on **0113 244 4209**, or email **leeds@mesmac.co.uk** or visit **www.mesmac.co.uk**



Sally\* lives in a mortgaged property with her husband and her 2 year old child. She is pregnant with her second child, has multiple sclerosis and has had abdominal muscle tears which have complicated her pregnancy, but she has continued to work full time.

Sally took on a number of financial commitments when both her and her husband were working full-time and could manage these commitments comfortably. However, a year ago her husband had a mental breakdown and stopped working, which meant they were struggling to meet their mortgage repayments, credit card payments and loans.

Better Leeds offered Sally advice and support. They also negotiated with her mortgage lender to temporarily reduce her mortgage payment and made pro-rata offers to her credit card and loan creditors, this has helped alleviate some of the stress and hardship for Sally and her family.

\*Name has been changed to protect their identity

## Leeds Black Elders Association

The Leeds Black Elders Association (LBEA) provide services which are innovative and appropriate to the needs of elders, in particular, but not exclusively, the needs of black elders. They act as advocates for the purpose of empowering and enabling elders, and represent their interests in order to break down barriers.

Leeds Black Elders is a neighbourhood network scheme commissioned by Leeds City Council to deliver appropriate services to meet the needs of the elderly in their community, they also have a city wide remit to work with African-Caribbean's across the whole city.

For more information please call **0113 237 4332**, or email **audrey.johnson@lbea.co.uk** or visit **www.lbea.co.uk**



## Deaf Across Leeds Enablement Service (DALES)

DALES is funded by Leeds City Council and delivered by BID Services, a charity whose mission is to make a positive difference to the people they support. The DALES service provides a range of support services to deaf, hard of hearing and deafblind adults. They also offer a specialist equipment service in the home to support adults and children with a hearing loss.

### Social Work Services

The DALES Social Work Service undertakes person centred assessments, support planning and reviews to adults aged 18+ who are deaf, hard of hearing or deafblind. Many have additional complex needs.

The DALES team work closely with Adult Social Care and offers support to area offices and teams.

### Adults & Children's Specialist Equipment

The service focuses on providing specialist equipment in the home environment to support adults and children with a hearing loss. The aim of the service is to improve health and wellbeing and maximise independence.

For more information contact DALES on **0113 288 5750**, Minicom **0113 288 5758** or email **dales@bid.org.uk** or visit **www.dales-bid.org.uk**



Agnes\* was housebound due to weakness and swelling of her legs. She was under the GP's care and was also visiting the hospital. LBEA became involved when they were contacted by one of Agnes' sons, who was struggling to offer the help she needed for daily living.

Agnes' sons both worked and took it in turns to cook, wash, and clean for her; they would lift Agnes up to move her from one place to another – the car, the bed, the chair etc., and would leave work to tend to Agnes' needs.

LBEA explained to them what help and support was available. With their permission LBEA contacted Adult Social Care (ASC), who provided adaptations, equipment, support and advice which have helped the family beyond anything they expected.

They are so grateful to LBEA and ASC for the support and are very happy with what has been done.

\*Names has been changed to protect their identity

Peter\* is 79 years old; he has a significant hearing loss and has been diagnosed with prostate cancer. The DALES social work team became aware of him following a referral from Adult Social Care and the police. A group of youths had been visiting Peter, asking him for money to pay for food, cigarettes and alcohol.

Peter had called the police to report the theft of over £3,000 from his home and bank account, and also reported his driving licence, passport and birth certificate were missing. The police believed Peter was a vulnerable man who was being financially abused by the youths.

A DALES social worker visited Peter and asked about the youths, Peter said they often came round and asked him for money. On one occasion he refused, and the youth struck him several times on the back of the head. Peter admitted this had left him feeling badly shaken. It also became apparent that several of the youths had access to his pin number.

DALES and the police discussed their concerns with Peter and said it was evident that the youths were financially and physically abusing him, Peter agreed to move into temporary residential care, so he could be kept safe.

Peter is settled in the home, is much stronger, and has gained weight. He has decided he wants to stay on in a residential home.

## Leeds Autism Advocacy, Information and Mentoring services (AIM)

Leeds Autism AIM is a service providing advocacy, information and mentoring to autistic adults in Leeds who get little or no funded support. Led by Leeds Advocacy in partnership with Leeds City Council and with support from the Citizens Advice Bureau they provide an Autism Hub which is a weekly drop-in service that offers information, groups and peer support. They also provide information through the Autism Leeds directory as well as email and phone support and they have a group of mentors with specialist training who can meet autistic adults regularly one-to-one to help overcome barriers in order to reach their goals.

There are estimated to be 5,800 autistic adults in Leeds and 4,800 of them are not receiving funded support. Leeds Autism AIM was developed to better meet the needs of autistic adults in a cost effective way.

Launching in January 2015, their initial project aims were to develop a mentoring service, advocacy input, information services and to begin a one-day autism drop in service. They aimed for this increased support to enable people to develop strategies to manage their condition and get better access to the support and information they needed in order to prevent deterioration in mental and physical ill health and increase wellbeing.

### St Anne's Community Services

This service opened in January 2015. It is a 24-hour fully staffed service supporting four young men with different learning disabilities to live in their own self contained flats. The men came to the service from different backgrounds, but they all want to live independently. They have support but are encouraged to make their own decisions, they have their own kitchen and bathroom and have full control on how it is furnished and laid out.

St Anne's encourage the men to become self-motivated to do their daily activities by including and involving them in all the choices and decisions of what they want to do. They support them to achieve this through forward planning, encouraging them to set a reminder on their calendar, which empowers and give them ownership of their decisions and choice. This boosts their self-esteem and gives them the confidence to access and integrate into their new community.

For more information contact St Anne's on **0113 243 5151**, or email **info@st-annes.org.uk** or visit **www.st-annes.org.uk**



"I think the Hub is a valuable asset and as someone who receives no other support I would take backward steps without it."

"It helps with my confidence and enables me to spend time in a relaxed environment where I can choose to socialise or sit in a quiet room if things get too much. I think the Hub is a valuable asset and as someone who receives no other support I would take backward steps without it"

"I can discuss issues with like-minded people."

"It's warm and welcoming, a friendly place to be."



For more information contact Leeds Autism AIM on **0113 205 6532** or email **leedsautismaim@leedsadvocacy.org.uk** or visit **www.autismleeds.org.uk**

"I am a 22 year old man and I live in a supported living service of St Anne's. I have my own self-contained flat with a lounge, kitchen, bathroom and laundry facilities. I have a team of support staff available 24-hours a day.

Before I moved to the new service I used to live in a semi-secure unit and was limited to what I could do. Here I am supported to do activities of my choice throughout the week like horse riding, Jamie Oliver Cooking classes, cycling and swimming. I have all my benefits and staff help me to budget my money and use a shopping list when I go shopping, these are life skills I hope to use when I am living independently.

I go out when I want to and staff have helped me to get a place at college to do Maths and English. I have also enrolled in the Jamie Oliver cooking classes, as I like cooking my own meals from scratch. I use the local library whenever I want, along with the pub and cinema. I attend a gym and I will be starting swimming classes soon. Over the weekend I visit my Mum in Sheffield independently."



## The Mental Health Support Service

The Mental Health Support Service is run by Community Links and funded by Leeds City Council. It is a community based service providing free support to people with a mental health problem, helping them to build skills and confidence to achieve their goals. This includes reducing isolation and loneliness, managing at home, living in the community, coping with worries, tackling practical and emotional problems and supporting carers.

They work with people to help them manage their mental health in a way that is most useful to them. The Mental Health Support Service offer support through group work, including social groups, skills based workshops and activities. They also support people to access resources within their own community. The duration of support provided is typically ranging from six months up to two years.

For more information please call **0113 262 0033**, or email **mhss@commlinks.co.uk**, or visit **www.commlinks.co.uk/mental-health-support-service**



## Willows Young Carers Service

A young carer is a carer who is aged under 18 who looks after a parent, sibling or grand-parent who may have a disability, serious illness, a mental health issue or an alcohol, drug or substance problem.

At times, caring for someone can be quite demanding and mean there is less time for hobbies, interests, friends, part-time work or school work. The young carer may take on extra household chores, sorting out medications, helping someone to wash, or comforting someone, to name but a few tasks.

Willows Young Carers Service is a support service for young carers aged five to 18 years old living in Leeds. Willows aim is to reduce the most negative and damaging effects that some young carers experience, while acknowledging some children and young people may be well adapted to their caring roles, but will still need some support and time out.

Young carers have different needs and Willows makes sure they offer a variety of different kinds of

For more information please call **0113 262 02851**, or email **willow.youngcarers@barnardos.org.uk**, or visit **www.barnardos.org.uk/willow**



Richard, one of the Mental Health Support Service users

I came to live in Leeds in November 2010 as I was under the care of the gender identity clinic. From then I lived a twelve month real life experience as a female after which I started on hormone

treatment. Not long after starting treatment I experienced an emotional breakdown which was triggered by repressed memories. I become very withdrawn and depressed which led to a long period of isolation and loneliness; during this time I attempted to take my own life.

I went to my doctor and was diagnosed with post-traumatic stress disorder. It was agreed that during this time I would disengage from the gender identity clinic and I was referred to the Mental Health Support Team.

I was allocated Carol as my support worker, who worked with me to address my past experiences of physical and sexual abuse and how they were affecting my current mental health. I found the support Carol gave me to be extremely helpful and it allowed me to believe that recovery was a possibility. Following Carol's one-to-one support I was introduced to the groups run by the Mental Health Support Service which I found offered me another level of support. Being with other people in a group setting, who had also experienced issues with mental health, helped me to feel more confident and able to engage in social situations.

I will soon be discharged from Mental Health Support Service and I am looking to go back to the gender clinic for reassessment as well as looking for work within the support arena. I am ready to take the next step in my life and I am looking forward to all that might entail.

support. Some young carers just need to meet other young people and to get involved in groups, while some will need someone to talk to now and then. Willows talks to the young carer and involves them in planning the support the young carer needs.

## For more information

If you wish to contact us regarding any council service:

Online: [www.leeds.gov.uk](http://www.leeds.gov.uk)

Better Lives blog: [www.betterlivesleeds.wordpress.com](http://www.betterlivesleeds.wordpress.com)

By email: [general.enquiries@leeds.gov.uk](mailto:general.enquiries@leeds.gov.uk)

By telephone: **0113 222 4401**, 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](http://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

## How to report or ask about safeguarding

If you think someone is in danger from abuse or neglect:

- If a serious crime has been committed contact the police or ambulance on **999**, or **101** if there is no immediate danger.
- If you suspect abuse or neglect, make a referral by calling **0113 222 4401**, Monday to Friday 8am to 6pm. All other times you can call the Emergency Duty Team on **0113 240 9536**.
- For advice call the Advice Line on **0113 224 3511**, 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.

## What services are available for...

### Older People

**Age UK** give advice on all aspects of life, including money, health, leisure, home care, and legal issues for older people. Telephone **0113 389 3000**, or email [frontofhouse@ageukleeds.org.uk](mailto:frontofhouse@ageukleeds.org.uk) or visit [www.ageuk.org.uk/leeds](http://www.ageuk.org.uk/leeds)

**Leeds Older People's Forum** is a network of voluntary sector organisations, which work with older people. Telephone **0113 244 1697**, or email [info@opforum.org.uk](mailto:info@opforum.org.uk) or visit [www.opforum.org.uk](http://www.opforum.org.uk)

### Learning Disabilities

**Tenfold** is a network of organisations that work with and for people with learning disabilities. Telephone **0757 695 2527**, or email [info@tenfold.org.uk](mailto:info@tenfold.org.uk) or visit [www.tenfold.org.uk](http://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 270 3233**, or email [ttm@citn.org.uk](mailto:ttm@citn.org.uk) or visit [www.through-the-maze.org.uk](http://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**, or email [leedsmentalhealthdirectory@leedsmind.org.uk](mailto:leedsmentalhealthdirectory@leedsmind.org.uk) or visit [www.leedsmhdirectory.co.uk](http://www.leedsmhdirectory.co.uk)

**Volition** is an alliance of voluntary organisations that provide services or work with people with mental health needs. Telephone **0113 242 1321**, or email [info@volition.org.uk](mailto:info@volition.org.uk) or visit [www.volition.org.uk](http://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 7920**, or email

**info@val.org.uk** or visit

**www.doinggoodleeds.org.uk/psi/**

### 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**, or minicom

**0113 288 5758**, or email **dales@bid.org.uk** or

visit **www.dales-bid.org.uk**

**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**, or email

**leeds@actionforblindpeople.org.uk** or visit

**www.actionforblindpeople.org.uk**

## Carers

**Carers Leeds** is the largest voluntary provider supporting over 7,000 unpaid carers across the city. They give information, advice and support and offer a range of support groups, events, activities and carer training courses and financial support with the cost of getting a break from caring. Telephone **0113 380 4300**, 9am –

4.30pm, Monday – Friday, or email

**info@carersleeds.org.uk** or visit

**www.carersleeds.org.uk**

**Support services for carers** is a list of groups and organisations that give support to black and minority ethnic carers, people with dementia, HIV, a learning disability, a life threatening illness, long term illness, mental health illness, physical disability, sensory impairment and substance dependency. Visit

**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** or visit

**www.doinggoodleeds.org.uk/structure-of-healthy-lives-leeds.html**

**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. Visit

**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** or visit **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 395 0405**, or email

**volunteering@val.org.uk** or visit

**www.doinggoodleeds.org.uk/val**

## 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**, or email

**advocacy@advonet.org.uk** or visit

**www.advonet.org.uk**

**HealthWatch Leeds** helps 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**, or email

**info@healthwatchleeds.co.uk** or visit

**www.healthwatchleeds.co.uk**

**Leeds Involving People (LIP)** work with the community to develop health and social care services by ensuring peoples opinions and concerns are at the centre of the decision making processes. Telephone **0113 237 4508**, or email

**info@leedsinvolvement.org.uk** or visit

**www.leedsinvolvement.org.uk**

**The Leeds Directory** When you need help to find out about activities and support in your local area, the Leeds Directory should be your first port of call. This is a free local directory, it is online but there is also a telephone helpline, where staff are happy to advise you. They can also print out specific information about services or activities in a particular area and post this to you. Telephone **0113 391 8333** or visit **www.leedsdirectory.org**.

## 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" the central focus. The changes take effect in two stages, April 2015 and April 2016. From April 2015 some discretionary powers became 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

### How your money was spent by primary need 2014/15

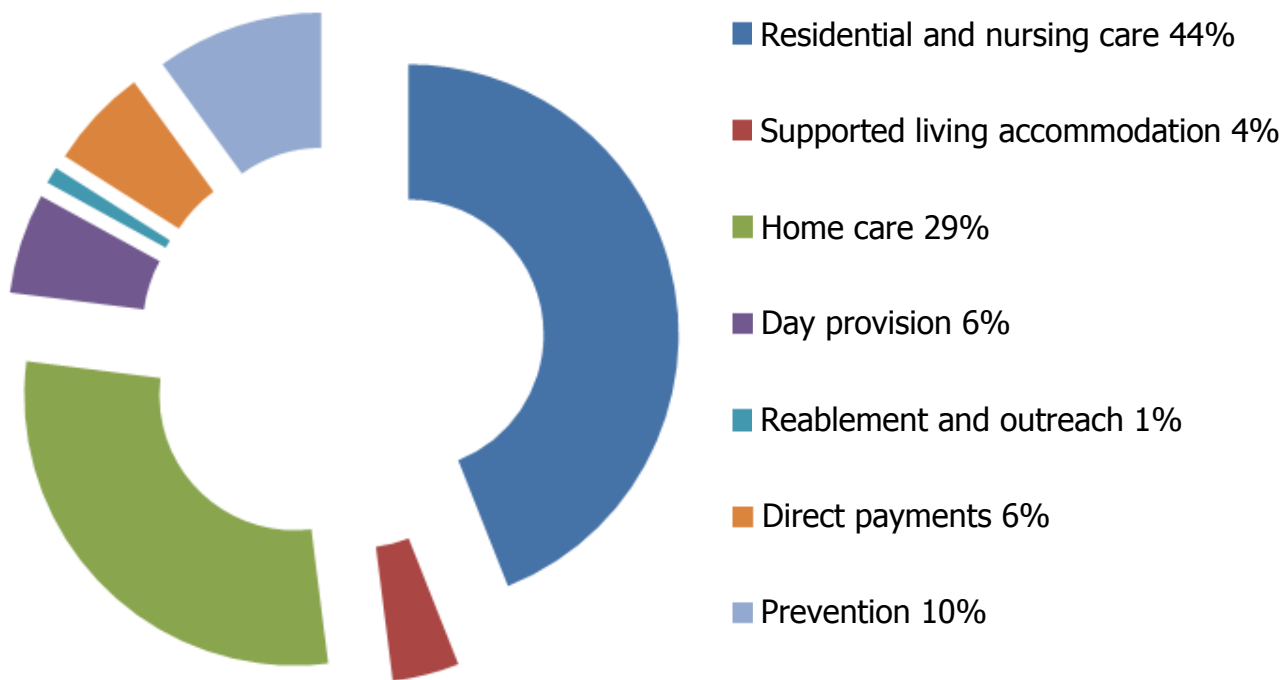
<b>Expenditure by primary presenting need</b>	<b>£'000</b>	<b>% of total expenditure</b>
Physical support - 18 to 64	39,353	22.5%
Physical support - 65 and over	20,326	11.6%
Sensory support - 18 to 64	1,363	0.8%
Sensory support - 65 and over	881	0.5%
Support with memory and cognition - 18 to 64	344	0.2%
Support with memory and cognition - 65 and over	12,220	7.0%
Learning disability support - 18 to 64	41,989	24.0%
Learning disability support - 65 and over	2,970	1.7%
Mental health support - 18 to 64	16,878	9.6%
Mental health support - 65 and over	3,393	1.9%
Social support: substance misuse support	1,521	0.9%
Social support: asylum seeker support	33	0.0%
Social support: support to carer	4,392	2.5%
Assistive equipment and technology	1,739	1.0%
Social care activities	17,902	10.2%
Information and early intervention	9,872	5.6%
Service delivery	16,282	8.5%
<b>Total</b>	<b>191,458</b>	

the aim of integrating with local NHS and other health services and to oversee and shape the care market. In April 2016, though the proposed cap on individuals' care costs has been suspended, there are other changes including changes to capital thresholds that apply to financial assessments.

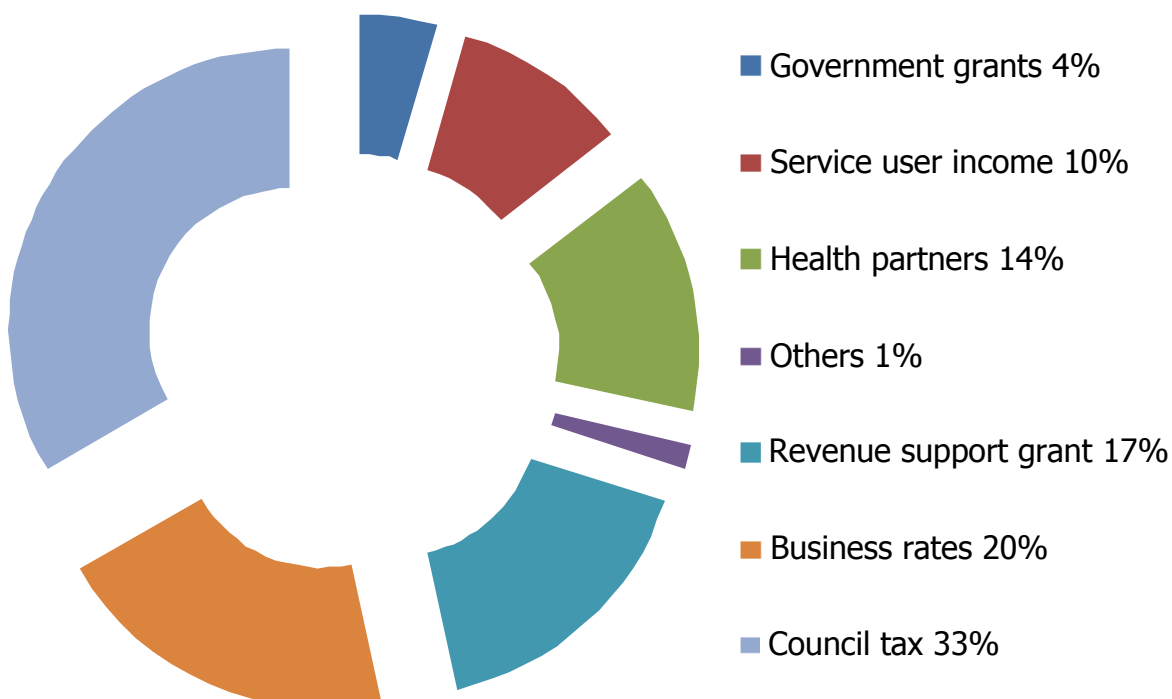
The authority, despite losing £47m of government funding in 2015/16, has once again protected the provision of adult social care in its budget setting by effectively allocating a cash standstill budget. However, the financial impact of demand and demographic pressures as well as the new requirements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

The level of future funding of local government funding continues to be a challenge with further funding cuts expected over each remaining year of the current parliament.

## How your money will be spent on Adult Social Care in 2015/16



## Where the council plans to get its money for Adult Social Care in 2015/16



## 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 and Humberside local authorities and nationally.

Indicator Reference	2012/13 Score	2013/14 Score	2014/15 Score	Regional Average Score	National Average Score
1A: Social care-related quality of life	No data	No data	<b>18.9</b>	19.1	19
1B: The percentage of people who use services and feel in control of their daily life	No data	No data	<b>77.3%</b>	78.5%	76.8%
1C(1A): The percentage of people using social care who receive self-directed support	No data	No data	<b>82.6%</b>	84%	83.6%
1C(1B): The percentage of carers who receive self-directed support	No data	No data	<b>73.1%</b>	83.2%	80.9%
1C(2A): The percentage of people using social care who receive direct payments	No data	No data	<b>16.9%</b>	27.9%	26.6%
1C(2B): The percentage of carers who receive direct payments	No data	No data	<b>68.8%</b>	76.8%	69.8%
1D: Carer reported quality of life	No data	8.1	<b>7.9</b>	8.1	7.9
1E: The percentage of adults with learning disabilities in paid employment	7.1%	7.4%	<b>6.9%</b>	6.5%	6.6%
1F: The percentage of adults in contact with secondary mental health services in paid employment	12.1%	10.2%	<b>10.7%</b>	8.1%	6.9%
1G: The percentage of adults with learning disabilities who live in stable accommodation	83.5%	82.4%	<b>79%</b>	80.9%	73.7%
1H: The percentage of adults in contact with secondary mental health services who live independently	52.5%	54.1%	<b>54.2%</b>	68.6%	63.7%
I1I(1): The percentage of people using social care who feel they have as much social contact as they want	No data	No data	<b>44.3%</b>	45.7%	44.6%
I1I(2): The percentage of carers who feel they have as much social contact as they want	No data	No data	<b>38.7%</b>	40.8%	37.8%

Indicator Reference	2012/13 Score	2013/14 Score	2014/15 Score	Regional Average Score	National Average Score
2A(1): Admissions to care homes, per 100,000 population – 18-64	No data	No data	<b>11.1</b>	12.7	14.0
2A(2): Admissions to care homes, per 100,000 population – 65 and over	No data	No data	<b>777.6</b>	762.4	696.4
2B(1): The percentage of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	89.7%	90%	<b>81.3%</b>	84.3%	82.8%
2B(2): The percentage of older people (65 and over) who received reablement services following hospital discharge	0.4%	0.6%	<b>4.6%</b>	2.2%	3.4%
2C(1): Delayed transfers of care from hospital, per 100,000 population.	8.9	8.8	<b>12.8</b>	9.3	10.2
2C(2): Delayed transfers of care from hospital, and those which are attributable to Adult Social Care	3.4	2.3	<b>3.9</b>	2.7	3.2
2D: The percentage of people who use reablement services who did not subsequently receive long term support.	No data	No data	<b>64.4%</b>	65.0%	71.4%
3A: Overall satisfaction of people who use services with their care and support	No data	No data	<b>63.2%</b>	66.6%	64.4%
3B: Overall satisfaction of carers with social services	No data	39.2	<b>42</b>	43.7	41.3
3C: The percentage of carers consulted about the support for the person they care for	No data	71.2%	<b>76.1%</b>	74.7%	71.2%
3D(1): The percentage of people who use services and who find it easy to find information about support	No data	No data	<b>70.4%</b>	75.6%	75%
3D(2): The percentage of carers who find it easy to find information about support	No data	60.8%	<b>67.5%</b>	68.5%	66%
4A: The percentage of people who use services who feel safe	No data	No data	<b>67.3%</b>	68.1%	68.3%
4B: The percentage of people who use services who say the services have made them feel safe and secure	No data	No data	<b>86.5%</b>	83.2%	84.5%

© **Leeds City Council**

This publication can be provided in plain text, large print, Braille and audio. Please telephone **0113 222 4401**.

If you do not speak English and need help in understanding this document, we may be able to provide a translation or an interpreter. Please contact **0113 222 4401**.

For general information about Adult Social Care telephone customer services on **0113 222 4401**.

If you would like to provide any feedback or comments on this publication please contact Stuart Cameron-Strickland on **0113 37 83898** or email **Stuart.CameronStrickland@leeds.gov.uk**