

Public Document Pack

EXECUTIVE BOARD

10TH FEBRUARY 2012

SUPPLEMENTARY INFORMATION RELATING TO AGENDA ITEM 14 'LEEDS LOCAL ACCOUNT'

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A photograph of two women in a residential setting. The woman on the left is standing, wearing an orange top and black trousers, and is looking towards the woman on the right. The woman on the right is seated in a blue motorized wheelchair, wearing a black jacket over a blue and white striped top, and is looking back at the standing woman. They are outdoors, with a brick house and a wooden fence in the background. A large teal graphic element is overlaid on the bottom right of the image.

Living life, your own way

Adult Social Care in Leeds
2010/2012

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Introduction

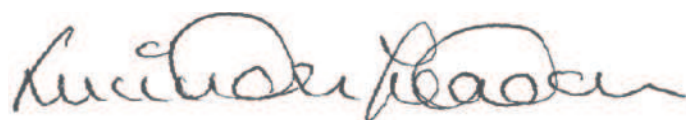
Councillor Lucinda Yeadon Executive Board Member, Adult Health & Social Care

Welcome to the first 'Local Account' of Adult Social Care in Leeds. Every Leeds citizen has the right to know how the Council provides care, support and protection for our most vulnerable citizens. In this document you will find information on our recent achievements and on our priorities for improvement and development over the coming year.

With permission, we have included the real-life stories of some Leeds residents whose lives have been touched by Adult Social Care and who, as a result, have been helped to stay independent, have been protected from harm, or have asserted control over their care and support services. For me, these accounts are compelling evidence that social care in Leeds is working effectively to help people live the lives they want and works flexibly to ensure the support we deliver matches the unique circumstances of the individual.

We want Leeds to be the best city in the UK, one which offers the best health and wellbeing to its citizens. Ensuring that high quality adult social care is available for those that need it plays a key element in delivering this aspiration. Our priorities for the coming year are to work to reduce inequalities in the health of our citizens, to continue to ensure people receive high quality services and to address the challenges that are presented by longer life.

Increasingly, we will move closer to the health services and future years will see more joint working in mixed teams of front-line health and social care workers providing holistic care and support to individuals. Whilst reviewing the past year, this document also provides a glimpse of what is to come. Future editions of the 'Local Account' will record our progress.



4 Social Care in Leeds

What is Social Care?

- Many people need social care at some point in their lives, and some people need social care throughout their lives. These may be frail older people or learning, sensory or physically disabled people. They may have mental health problems, or be substance misusers or have another social care need altogether. Many people get some or all their support from their friends and families. At times these families and friends may also need help to enable them to keep on providing care and they too will be looking for social care to meet this need. Help can take many forms and support is tailored to meet the needs of each individual. However, services that people with social care needs often use include luncheon clubs, supportive equipment, home care, personal assistants or care homes.
- The Council work with health agencies, community groups, voluntary organizations and business partners to ensure that everyone in Leeds can access local adult social care services which meet their needs in ways which suit their lifestyles. Some adult social care services are managed directly by the Council but most are provided by other organizations on behalf of the Council.
- Not all adult social care is funded by the Council. A significant proportion of people with care needs find and pay all or part of the costs of their personal care. Although we do not keep a record of local people purchasing their social care, it is likely that the number is growing.
- A wave of change is sweeping across the country, transforming the way that adult social care services are delivered, giving more power and control to individuals with social care needs and helping them to live the way they want to live. Leeds is no different. We are currently in the middle of a major programme of changing the way that local services are delivered. This is creating and encouraging new options for people with social care needs. Many of these are emerging from local communities getting together to support neighbours and friends. Our aim is to make sure that Leeds people can get the best social care in the country when they need it, how they want it.



How good is Social Care in Leeds?

What do service users tell us?

During each year, a significant sample of people receiving adult social care services are asked to give their views about the quality and the effectiveness of the services they receive. In the latest survey (October 2011) people told us.

- In general, levels of satisfaction with services are improving
- 93% told us that their views are listened to by social care staff
- 94% said that their personal needs were being met
- 93% of people told us they had no worries about their personal safety. This result is consistent with the previous 2 surveys and shows a significant improvement over previous years.

"The service I received was the very best, I could not get anything better"

"Once I knew who to contact I have been very satisfied by all the help and advice I have received - my social worker is very professional and helpful, always keeping me informed of changes."

But we don't always get it right

"I am only now beginning to feel you are listening to me. I feel frightened and anxious and lacking confidence. I am lonely and lost. My care has helped me to tell you about my needs. They are not being met but might be soon I hope."

Around 86% said that their quality of life ranged from 'so good it could not be better' to 'alright'.

but

That still leaves 14% feeling 'bad to 'so bad it could not be worse'

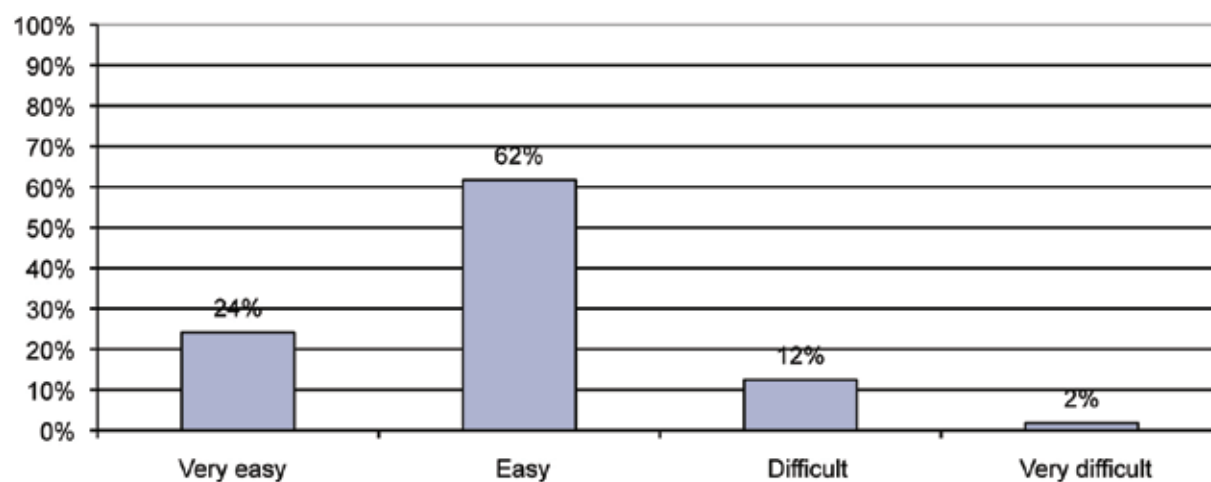
75% said they felt they had control over their daily lives

but

25% reported that they still did not have enough control over their daily lives



How easy or difficult was it for you to find out about services on offer?



- We are therefore
 - Focused upon changing the way social care is provided to ensure that arrangements for each individual respond to their choices and needs
 - Making changes to the Council's website so that people can find what they need to know easier and are directed more effectively to someone who can help them
 - Improving our arrangements at the Leeds Contact Centre for ensuring that people needing help about social care services can access it more easily.
 - Developing new ways of working with Health partners to make sure people can access services more easily
 - Improved our training for social care staff and plan to include more about listening to your views

to motivate him. Brilliant at sharing knowledge and understanding. They spotted that he had his own ways, engaged with who he was and tuned into them. You have worked with me to solve problems which has been so helpful for me. You have also ensured that he is getting all his entitled benefits."

- During the same period, the Council received 173 complaints about social care and a further 108 complaints were made directly to agencies providing social care on behalf of the Council. The most common areas of concern were,
 - delays in services starting
 - failure of care assistants to arrive at a planned time or day, or unexpected changes of personnel within the care team.
 - changing the way people get help
 - over bureaucratic processes.

Complaints and compliments

- The Council received 339 compliments about adult social care between April and September 2011. In addition to this, independent sector home care providers received 322 compliments from people supported by the Council. Nearly half the compliments were made about services for people with learning disabilities

"Thank you for the brilliant support. The carers have been brilliant, communicative, respectful, collaborative, involved and personally committed. They have been sensitive to my husband, finding appropriate ways

What we did about the Complaints

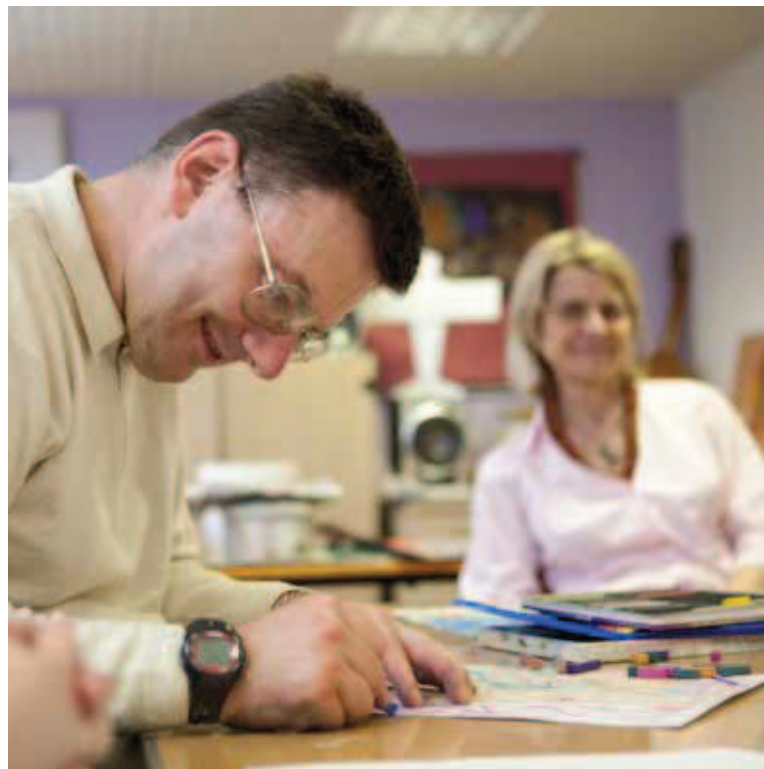
YOU SAID	WE DID
<p>Some people had experienced delays in services starting</p>	<p>Following a complaint regarding a delay in putting into place social services following a young learning disabled adult leaving school, a new Transitions service has been developed.</p>
<p>Some care assistants failed to arrive at a planned time, and some people had unexpected changes of personnel within their care team</p>	<p>Following a complaint about the continued late arrival of home care staff, the service provider introduced better scheduling arrangements.</p> <p>Following a complaint from a service user about carers failing to attend as planned, the company revised its arrangements so that home care staff call or text the service users family when they arrive at the service user's house.</p>
<p>Some people have experienced breakdowns in their arrangements when there are changes in the way they receive support</p>	<p>A service user complained that they found their new arrangements very confusing. A senior local manager issued a new briefing to social workers about how they should improve their communication with service recipients.</p> <p>Following a complaint from a carer, new arrangements for easier public contact with local senior social care managers were introduced.</p>

What do independent experts tell us about the quality of adult social care in Leeds?

- The Care Quality Commission assessed Leeds City Council to be 'Performing Well' in it's Annual Performance Assessment of Social Care published in November 2010.
- Over the last three years, the Council has arranged for the work of its social workers to be independently audited by external experts to judge the quality of their practice. Their latest report to us (June 2011) said that;

“Safeguarding concerns were promptly dealt with. ... There were good examples of joint working with the Police Vulnerable Victims Unit and housing support staff to protect some vulnerable men.”

(Audit of Social Work Services in East Leeds)



Leeds regularly wins awards for Social Care. Over the last two years the Council has received a number of national awards for its adult social care:

- 2009 – Public Private Finance Awards. Independent Living Project - Winner of Best Community or User Involvement in a Project
- 2009 – Local Government Making a Difference in Yorkshire and Humber Awards. "Independent Living project" - Highly Commended in category of Improving Lives
- 2009 – Royal Institute of Chartered Surveyors Awards. "Independent Living project" - Commended in the category of Sustainable Buildings for Community Benefit
- 2010 – Leeds City Council /Age Concern – regional finalist 2009 for Dignity in Care
- 2011 – Regional winners of the British Care Awards – "Good Commissioner Award"
- 2011 – Investors in People Award – (Leeds City Council)
- 2011 – Awards for Excellence - Working with communities "Migration Partnership Project"
- 2011 – National Skills for Care - national finalist for Fulfilling Lives

What do our partners and local groups tell us?

The Council receives a broad range of feedback from its partners and from local groups about the quality of social care:

- The Leeds Local Involvement Network (LiNK) is the local involvement network for health and social care.

'We are an independent 'network of networks' and our membership consists of committed individuals and organisations who work together to highlight the issues that people face when using health and social care services in Leeds.'

- The LiNK provide a key route for the people of Leeds to have their say about adult social care and have their opinions listened to. They are represented on the City Council Health & Wellbeing and Adult Social Care Scrutiny Board; have regular meetings with the Director of Adult Social Care and will be members of the Health and Wellbeing City Partnership Board when it is established in 2012.





- The Council have valued the LINK's recent input raising concerns about the impact on service recipients of proposals to change the delivery of crisis services and day services for people with mental health issues. The decision to close the Crisis Centre went ahead, but a Leeds LINK representative was invited to be part of an inquiry into learning from the process.
- Leeds Involving People is a user led organisation providing the primary vehicle for local service users to have their say about developments in social care in Leeds. They have developed a single point of contact for people who want a say about social care. They have told us about a number of areas of concern this year including the need for better day services for younger people with physical impairments and this is informing our plans.

- Leeds Older People's Forum is an umbrella organization for local voluntary groups working on behalf of local older people. It also provides a coordinated voice for older people in Leeds. In the last year, this group produced an assessment of the impact that the current economic environment is likely to have upon older people in Leeds and this has informed the Council's spending plans.
- Volition represents voluntary groups working on behalf of people with mental health needs in Leeds. The group recently alerted the Council to the requirement for better communication with voluntary groups so that the voluntary sector can better respond to new arrangements which enable people to purchase their own services rather than have them provided directly. The Council is currently in discussion with the sector about how it can improve this area.
- The Council is taking steps to improve local advocacy services for people with social care needs following feedback from Advonet (an umbrella organization for local advocacy groups) and this information is informing future funding decisions
- The Leeds '3rd Sector Partnership' is a forum for senior council officers, senior managers from NHS Leeds and voluntary sector representatives and is chaired by the Executive Board Member for Health and Adult Social Care. Following representations from voluntary sector members of the Partnership the Council has established a transition fund for voluntary organizations effected by funding changes.

What Checks does the Council make on the Quality of Social Care?

- Our priority is to make sure that adult social care in Leeds is of the highest quality. We have established a range of ways to check that high standards of service are maintained and to pick up if any areas need attention. Different services need different approaches but information is gathered together to provide a clear picture which enables us to take action if standards start to slip
- People in residential and nursing care are amongst the most vulnerable adults in the City. The Council regularly sends in trained staff to check the quality

of care provided by the care homes in which it buys care for adults with social care needs. For old people we also send in a group of trained older volunteers who visit the establishments to check that the residents are being cared for with dignity, that they have a say in how the home is run, and that they are supported and well cared for:

- The Council also runs additional checks on the residential care homes that it manages directly. Senior managers visit each home to monitor the quality of services and this includes checking out the views of service users and carers. Each home is then expected to implement a quality development plan and progress is closely monitored.
- We make sure high standards of care are maintained for people getting help in their own homes. All Home Care providers used by the Council must evidence compliance with local standards. Checks are then made by the Council sampling the views of service users and the quality of staff. If providers fail to meet the required standards they are suspended from further use by the Council. The Council has seen an increase in service user's satisfaction and a 49% reduction in complaints since the introduction of the standards in October 2008,
- The Council uses highly qualified independent file auditors (external contracted specialists) who review our records to check that our assessments of need and our safeguarding practice fully complies with national and local standards. These specialist auditors report their findings directly to senior management within the Council. This acts as robust assurance that our other management checks are effective in maintaining high quality practice.
- The Council also uses a quality standard for none regulated services which are included in the Leeds Directory of social care services. The 'Green Tick' is the Leeds Directory mark for Quality Assurance. Any organisation that offers a service in the home or garden must have a Green Tick before we can list them. The Green Tick shows that a provider is either registered with a regulatory body, has gone through checks with another screening organisation or has undergone checks with the Leeds Directory Quality Assurance Team. All providers with a Green Tick have signed up to the Leeds Directory Code of Good Practice.



How well did Council Adult Social Services Perform in 2010/11?

The Council set a number of targets to improve local adult social care services by the end of the year. Amongst its achievements are:

- A greater proportion of people's needs were assessed within 28 days (87%) than the previous year and a higher percentage of services were delivered within 28 days (91%). Our performance here is significantly better than the average for Councils in Yorkshire and Humberside and similar Councils across England.
- More learning disabled people held paid employment in Leeds (6.3% of those supported by the Council) than the average for similar Councils
- Major adaptations were installed faster in 2010/11 than in the previous year. The time to start major adaptations has reduced from 19.6 weeks in 2009/10 to 16.3 weeks in 2010/11. This exceeded our target of 18 weeks

However

We improved, but did not achieve our targets to increase the percentage of carers of service users who receive a specific carers service (23.6%) and this performance is below the average for Councils in Yorkshire and Humberside and similar Councils across England.

and

We did not achieve our target to reduce the number of older people admitted to care homes in the year (911 people in 2010/11) and Leeds is now admitting more older people to residential and nursing care per head of population than the average for Councils in Yorkshire and Humberside and similar Councils across England.



How are Council Adult Social Care services held to account?

- We are held to account by local elected members of Leeds City Council. Last year, the Adult Social Care Scrutiny Board reviewed the performance and the quality of local adult social care services. In particular the Adult Social Care Scrutiny Board held enquiries into the development of domiciliary care and re-ablement services for older people; major adaptations; plans for transforming day support and residential and nursing care. The Scrutiny Board made a number of recommendations at the conclusion of their enquiries which led to improvements in the consultation arrangements with service recipients about proposals for changes to their services and more effective consideration about the implications for minority groups when plans are being developed.

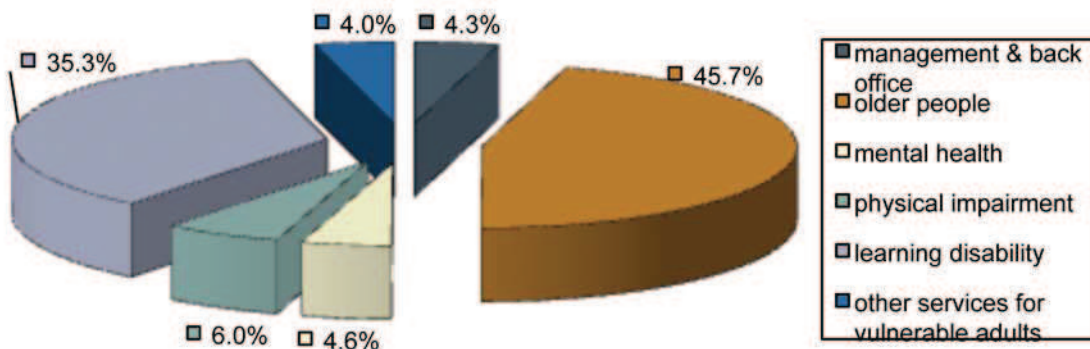
Spending your money on Adult Social Care

Spending your Money on Adult Social Care

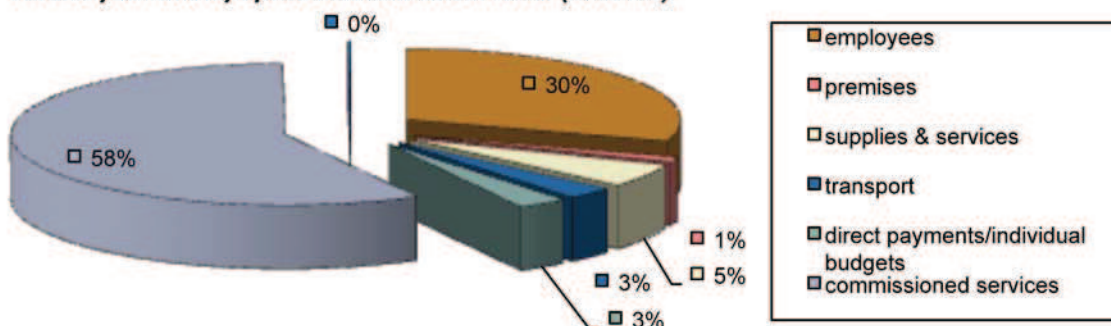
- Our budget for 2011/12 was £271 million of which £178 million came from mainstream Council funding.
- 96% of all the expenditure on adult social care is spent on front line services
- 46% of expenditure is on services for older people
- 35% is spent on services for learning disabled adults
- 4% is spent on back office services and head quarters management



Which services is your money spent on? (2011/12)



How is your money spent on adult social care? (2011/12)

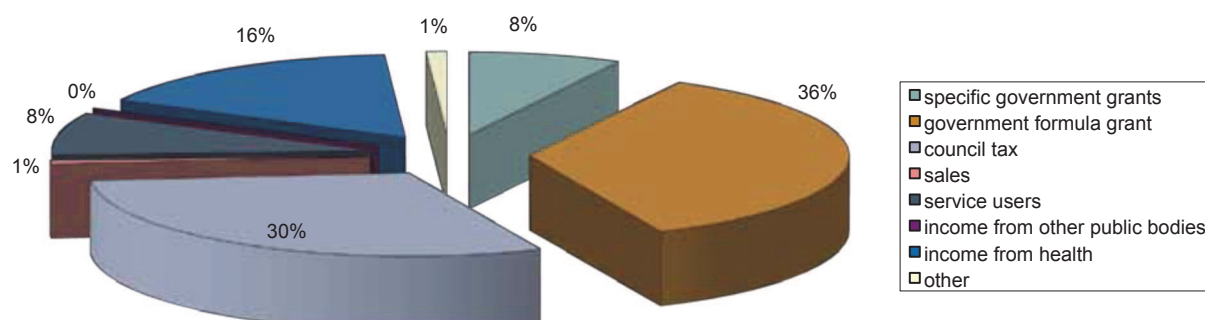


- Of the total expenditure on adult social care, 58% is spent on buying services from private sector and voluntary social care providers
- 3% of the budget is spent directly by service users to purchase their own services
- 30% is spent on the wages of the Council's 3,500 Adult Social Care employees

Where does the money for Adult Social Care Come from?

- The Leeds City Council spends 34% of its budget on adult social care
- 44% of the total money for social care in Leeds comes from Central Government.
- 30% comes directly from the citizens of Leeds through Council Tax payments
- 8% comes from charges to service users
- 16% comes from NHS agencies

Where did the Council get its money for Adult Social Care? (2011/12)



deliver savings of almost £11m. The main service changes within these savings relate to home care, day care and residential care. The home care service has been refocused on helping people to regain and maintain their independence through the reablement and telecare services. Alongside this, the amount of long-term care provided by the Council has reduced as staff have left the service, with the independent sector taking on more care. There has been some reduction in the Council's residential and day care for older people provided directly by the Council alongside a growing role for the independent sector. Within day services for people with learning disabilities, people are being offered more flexible day opportunities using bases in local communities rather than in large day centres.

- Although we have had success in meeting the challenge to deliver more and better for each pound we spend, we will continue to face financial challenges over the coming years.

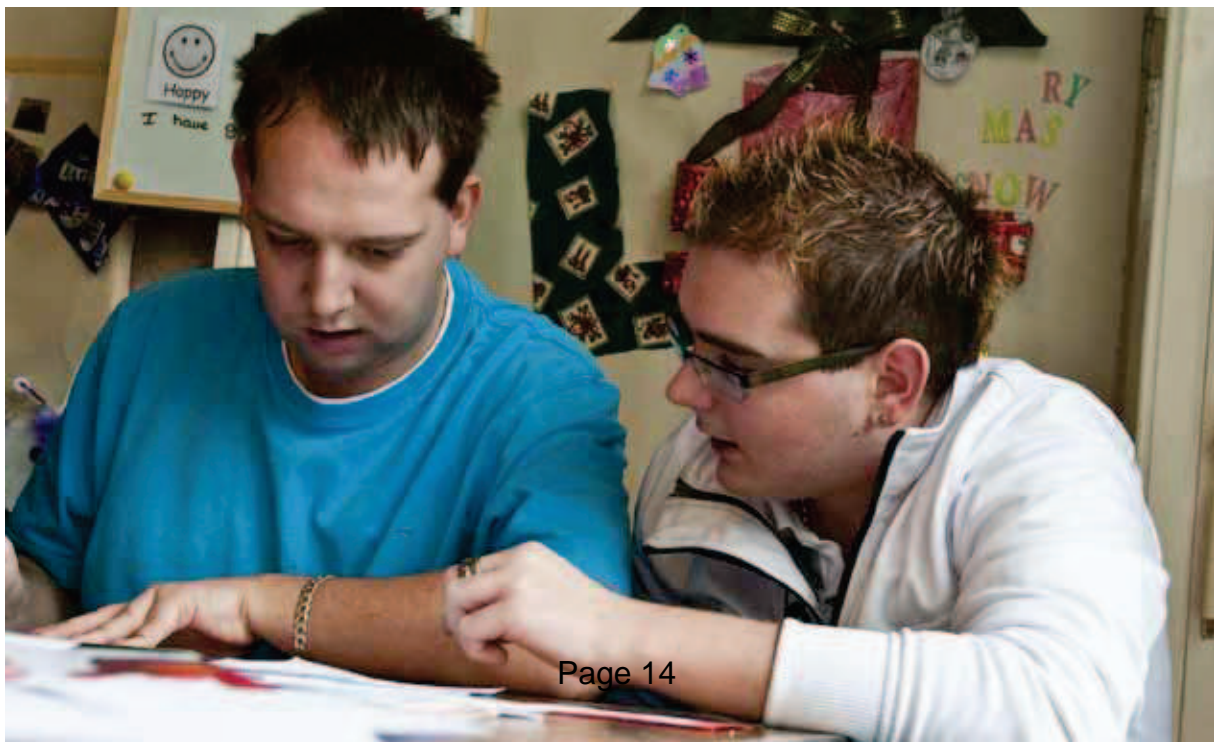
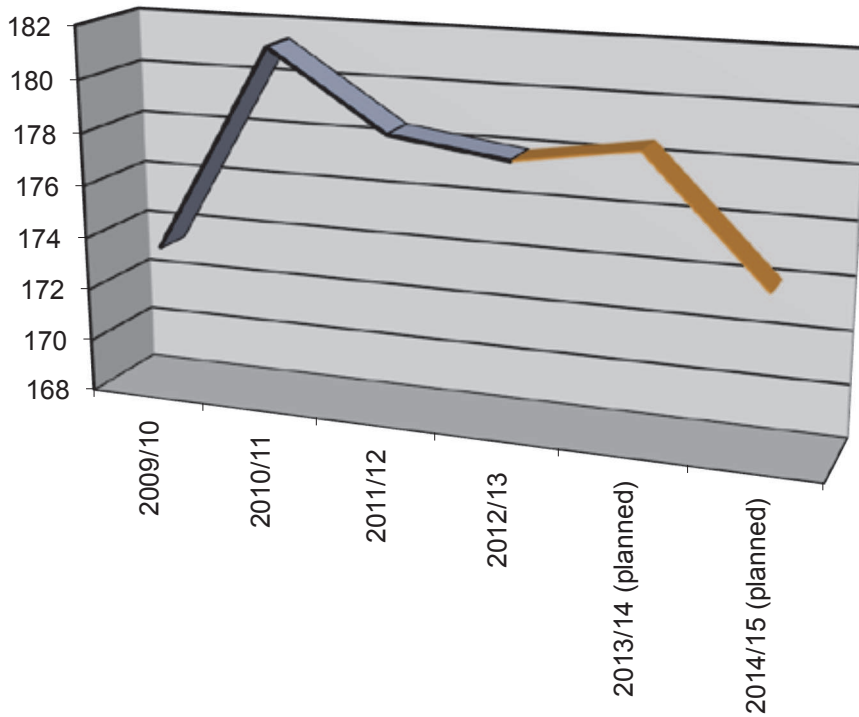
Challenges for the Council support for Adult Social Care in Leeds

- Like every other Council across the Country, Leeds needs to ensure more people can get better social care services at a time when it has less money. We are improving the offer to people with social care needs without reducing the amount of support available through delivering greater efficiencies and better value for money.
- Over the last 5 years we have delivered savings of over £60m through efficiency savings and changing the way we do things. These savings have enabled us to invest in new types of service and helped us to deal with the growing demand for Adult Social Care services. In 2011/12 we are projecting to



- We expect that the demand for more social care will continue and that there will be increasing demands for higher quality social care. This is based on:
 - Increasing expectations and aspirations of people with social care needs to live safer, independent and more fulfilling lives.
 - An expected increase in number of older people and learning disabled people, in Leeds
 - A growing demand for easier access and greater choice and control over the social care by service users.
- Ensuring that there is high quality adult social care available to the people of Leeds is a priority for support within the Council and the budget for services is expected to increase over the next two years whilst greater efficiencies within the services are being introduced. However, the budget will fall by around 3% in 2014/15 and the Council faces the challenge of increased demand with less money.

Budget for Adult Social care (£m)



Improving the Lives of People who Need Social Care Services

15

Enhancing quality of life for people with care and support needs

Getting more choice

- People with social care needs and their carers can choose to receive a cash payment from the Council to buy their own care services. Help is available to find and employ people to provide their services and to sort out the paperwork. At the end of 2009/10 17% of all service users had had this opportunity. By the end of 2010/11 this had increased to 29% of all service users (4,550 people). By March 2013 this will be extended to everyone.
- We are encouraging entrepreneurs, cooperatives, voluntary groups and social enterprises to develop new services. Some of these are already emerging and are proving popular with some people. The rise of these new services has, however made some traditional day services a less popular choice. Many day centres already have large numbers of empty spaces making them uneconomic to run and this is likely to get worse. Over the next year, the Council will therefore be changing its service offer for some people receiving day care and residential care. These proposals have been controversial and have proved distressing for some service users, carers and staff. We continue to work with these groups to help us to develop and improve our plans.



Doris B's Personal Budget Story

Doris B lives in LS8 and is 85. She has mobility difficulties due to a progressive neurological condition as well as diabetes, thyroid problems, eczema and asthma. Doris uses her personal budget to employ her friend Pauline who provides most of her support.

"I decided to try using a personal budget because I was unsatisfied with the help I was getting before. I'm not hard to please, but I don't like different people rushing in and out all the time. I've known Pauline for 25 years. She lives just round the corner I've been paying her to help me with some things, but now I can employ her properly - it makes all the difference. Pauline will be able to support me with showering, dressing and preparing meals. And she will be able to help me get away for the weekend, go out to the theatre or visit my family. I'm looking forward to getting out and about, going to all the places I'd forgotten about. I would certainly recommend using a personal budget to other people my age!"

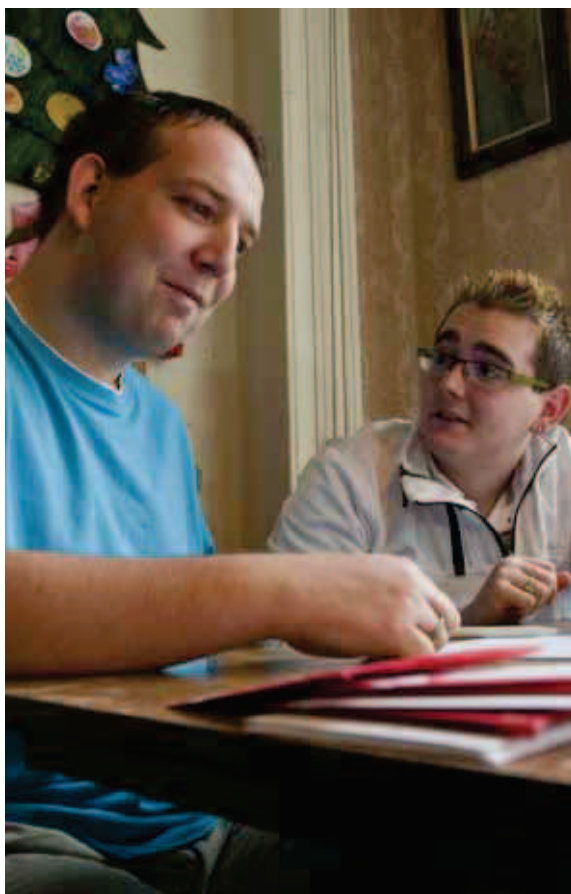


Help for working age people

- New services are already available for deaf, blind and deaf and blind people and also for people experiencing crises which have replaced old-fashioned buildings based services.
- In addition we are giving more choice of housing support for learning disabled people.
- Day time opportunities for people with learning disabilities are being brought up to date. We are moving away from outdated day services based in large workshops to the provision of a choice of community based alternatives. The closure of the Moorend Centre in Hunslet has already created a range of exciting new opportunities in South Leeds run by non council organisations. These allow adults with learning disabilities to take an active part in community life alongside non disabled citizens, and give more choice and control in relation to leisure, education and employment.
- New services to assist people with mental health conditions to live independently are being completed. A key development is the transitional housing unit which offers eight supported accommodation placements to people with enduring and severe mental health problems.
- The Council has undertaken a review of its day care services for people with mental health problems and has been considering refocusing its resources to promote recovery after periods of mental ill health and to enable people to resume their normal life styles. Some existing service users became unhappy about the proposed closures to day centres and plans have been paused to allow some reconsideration of alternatives although we remain committed to the 'recovery model' for mental health services
- Changes are being made to mainstream services so that disabled people are able to use these more easily. An example of this is the 'Changing Places' project enabling people with profound physical impairments to access community facilities. To date twelve extra accessible toilets with changing facilities have been opened in key community locations.

Help for older people

- We are working with housing agencies to ensure that there are more alternatives to residential and nursing care, and that people can get help more quickly. These include developing more local sheltered and extra-care housing for older people.



- The Council financially supports a network of local independent community groups called Neighbourhood Networks. These award winning organisations provide services which promote the health and wellbeing of older people such as luncheon clubs, handyman services and winter aid support. These help older people to remain independent. Three of the Neighbourhood Networks are working together with Leeds to introduce new arrangements in 2012/13 which will enable people to access a broader range of specialist social care directly through their local Neighbourhood Network.

Paul's Story: Mum's Personal Budget



"This is the best thing I have ever done for Mum!"

89-year-old Olive lives in sheltered accommodation in Wetherby just a mile from her son Paul who helps care for her. She was diagnosed with Alzheimer's five years ago. For the last six months Olive has been using a personal budget to employ a team of five personal assistants.

Paul tells us, in his own words, the difference this has made in both their lives.

"The main difference the personal budget has made is that we can dramatically improve Mum's quality of life during the day and there's a lot more flexibility. For example, previously an agency worker spent just half an hour providing lunch - Mum needs an hour for a meal. Mum gets up to all sorts of activities with her daytime personal assistant - reading and looking through books together, singing along to the old timers, doing simple jigsaws even feeding the ducks on the Wharfe or visiting the garden centre. Compare that to just sitting staring at the TV.

The personal assistants are hand-picked and really care. And Mum gets to see the same friendly faces. In many ways they treat her like their own mum rather than there just being a procession of strangers who watch the clock and rush in and out.

For anyone in a similar situation I would definitely recommend using a personal budget. This is the best thing I have ever done for my Mum."

Ensuring that people have a positive experience of care and support

Finding help more easily

- The Council is developing new ways to help people who need social care to find out about what is available in Leeds. Alongside more traditional forms of information, such as leaflets and other publications, a number of websites providing comprehensive information for people with social care needs are now available and widely used.
- Help is available for people to learn to use the internet at key community facilities across the city.

Help for All

- The Council has set up 'The Leeds Directory' of services. This is continuously updated and all services are quality assured. The Directory is accessible via a range of ways including the internet
- In 2012/13 we intend to introduce a new regional information service alongside other local authorities. This online service will provide a new way for people to find and order the adult social care services they want including residential and nursing care, from many areas in the region



- We are setting up new schemes which enable carers of adults with social care needs to get help in emergencies 24 hours a day, 7 days a week.
- In 2012 we are opening a 'One Stop Shop for Independent Living' which will bring together all the social care equipment services into one place, by developing an 'assistive technology hub' in the heart of the city. This would mean more convenience for customers and a more joined-up, cost-effective way of providing services for the council and its partners. We are also working harder to promote Assistive Technology around the city, so a wider number of people can be supported to live more independently

Specialist help for older people

- The Leeds 'Infostore' has been launched as an online resource for older people to find out about local social care services. It is available at a number of key community sites across Leeds. Interactive facilities have been added so that people can post their own information on the site and a facebook page enables users to social network with one another.
- The Leeds Keeping House service provides information and advice through a telephone helpline or by the internet in relation to a range of useful services such as local gardeners, repairs and handyman services and cleaning services.



Joined up health and social care services

- The Council has a long tradition of working closely with partners in health agencies. A range of joint working arrangements have been established for a number of years. The Council and the NHS are now looking to integrate health and adult social care services where this will improve the quality or efficiency of services. Over the next few years, more health and social care services will merge to ensure that people get better coordinated services.
- Health agencies and the Council are also developing services together that support people to remain at home for as long as possible.

Help for older people

- We are implementing a joint initiative with NHS partners for people suffering from dementia which will ensure that people can access better services and treatment when they need them.
- We are aligning new social care services with NHS rehabilitation services which provide intensive support for people coming out of hospital to help them get 'back on their feet',

Help for Working Age Adults

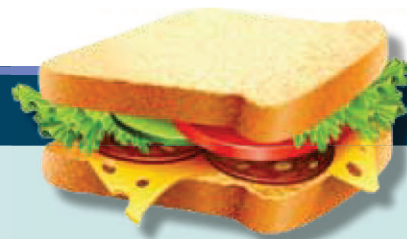
- The Council is working with Leeds Partnership Foundation Trust to integrate mental health services into one organization over a period of time.
- Leeds is providing opportunities for people recovering from mental ill health to access skills-based, time-limited group and individual activities, such as gardening and cookery, which improves daily living skills and helps prevent relapse.

Help for All

- The specialist Black and Minority Ethnic (BME) day service is developing culturally sensitive services that meet the varied and complex mental health needs of BME communities in the city.

Linda's Story:

“Simple things like making a sandwich unsupervised would mean the world to me!”



Linda is 43 and lives with her husband Paul in Middleton, with support from their carer Angela. Born in Horsforth, Linda describes herself as the middle, muddled child of 3 sisters. She worked at St Mary's Church of England Primary School as a learning Support Assistant and also worked in the local Morrison's supermarket. Linda has mobility problems; and after a spell in hospital last May, Angela has been helping to care for Linda and Paul with a combination of equipment around the home, such as a walking frame, and 'telecare' - including medication prompts and smoke alarms. This gives Linda the reassurance of extra support. Linda says that her children worried about her when she came out of hospital, but now feel much more reassured by the assistive technology in her home.

Linda really appreciates the help she receives from Angela and describes her as a 'lovely carer'.

Delaying and reducing the need for care and support.

Staying independent

- Supporting people in their own homes continues to be a priority. It is clear that this is a preference expressed by people and in addition an economic response to reducing the costs of supporting people in residential or nursing homes.

Help for All

- After an illness or accident some people find that they struggle with daily activities or feel unsafe. The Council is introducing a new 'Reablement service' which provides short, intensive periods of support, designed to help people return to independence as quickly as is safe and practical
- The Council and health partners are investing in increasing the availability of new 'assistive technology' which provides support and extra security to disabled or older people who are at risk when on their own at home. The Telecare Service can install sensors on ceilings, doors and walls, or provides devices that may be worn by the service user on a belt or a pendant. Types of sensor include smoke detectors and flood detectors as well as fall sensors and wandering alerts. For people who

have become forgetful, there are also medication dispensers. If a Telecare sensor is activated staff at the Council's 24-hour response centre, will make contact with the person to check on his or her safety.

Help for older people

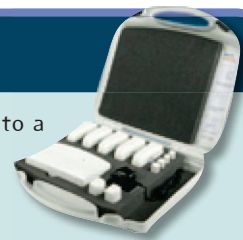
- We know that when older people go into hospital they often find it hard to adjust to living in their own homes again. We are working with partners in health to convert some residential care homes so that they can provide specialist intensive treatment and support which will enable speedy and secure discharge.
- Local housing, health and social care agencies are coming together to make sure that there are more choices for people; that they are spending money more wisely and that services are directed to those who need them most.

Jonathan on Reablement

A service user, Jonathan, writes: 'The support I've received from the Skills for Independent Living (SKILs) team has been invaluable... the entire team has been fantastic and without their help I'd have ended up in a home.'

Mrs H's Story: Telecare

Mrs H is 82 and has Alzheimer's disease. Her family felt it was time for her to move to a residential home for her own safety, but Mrs H was keen to stay in her own home. It was agreed that she could do this if she was not going out at night, so a Just Checking monitoring system was installed to assess her behaviour during the night.



The Just Checking system allows people with dementia or memory loss to continue to live independently. Sensors are positioned at key points in the property which monitor a person's movements as they go about day-to-day activities in their home. One of the benefits of the Just Checking system is that it highlights what a person is still able to do for themselves in the familiarity of their own home - which is often more than expected.

The monitoring system showed that Mrs H did not frequently go out at night during the period of assessment. During the monitoring period, it was clear that Mrs H did not drink many fluids and visited the toilet infrequently. As she had a history of Urinary Tract Infections, home care staff encouraged Mrs H to increase her fluid intake and left drinks between care calls. Mrs H was encouraged to attend day centres to provide social interaction and a clear day/night routine. An evening home care visit was introduced to reassure Mrs H before bedtime.

Mrs H's son and daughters were reassured that she was not going out at night. Her daughters realised that her disorientated behaviour during their stay was likely to be due to the change in her routine and the resulting confusion when they came to visit.

Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm

Keeping Safe

- The Leeds Adult Safeguarding Board is responsible for leading Safeguarding arrangements across the Police, health and welfare agencies in the City under the Chairmanship of Professor Paul Kingston who took up his position in 2010. The board brings together senior representatives from all key agencies across the city. Safeguarding improvement plans are detailed in the Safeguarding Board's Annual Report.
- We are improving our arrangements for identifying vulnerable people who may be at risk of abuse and neglect so that we can focus upon those who may be at greatest risk. We recently undertook a workshop for victims of abuse, their carers and service providers to find better ways to ensure that vulnerable adult remain safe.
- We are establishing effective systems to ensure that local health and welfare agencies are following best safeguarding practice.
- We are increasing the levels of awareness and support for people with disabilities who are victims of hate crime. We are making it easier for people to report hate crime and get the support they need.
- We are working closely with Leeds Safeguarding Children Board to ensure that vulnerable young people remain safe as they make the transition from children's to adult services.

Clarissa

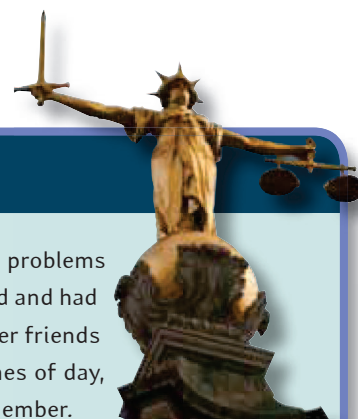
Clarissa had been referred to Adult Social Care for support when her health problems became more obvious after the death of her partner. Clarissa was registered blind and had short term memory loss. She lived alone, had no family and a few close friends. Her friends began to worry that a trades van had been seen outside her flat at unusual times of day, and Clarissa had told them she had a new partner whose name she could not remember.

A visit was arranged with the Senior Practitioner for Safeguarding and Risk, at which information suggested that a relationship had developed between Clarissa and a tradesman, who had initially called on her to undertake some work. It was found that significant financial transactions had been made, and she had bought expensive items from him which she couldn't use.

A referral was made immediately to the local Safeguarding Vulnerable Victims coordinator of the Police, and an investigation was undertaken. Adult Social Care was involved with the police investigation, and consideration of appropriate charges to pursue. Adult Social Care also supported her to utilise local legal services to obtain Lasting Power of Attorney and to protect her finances.

Clarissa was able to make decisions for herself when provided with the necessary information to do this, but was very vulnerable to persuasion and continued to believe that the perpetrator was himself a solicitor and that they were involved in a romantic relationship. An important role for staff was in supporting Clarissa's friends to come forward and to overcome their concern that they were 'interfering'.

It transpired that the perpetrator had stolen in excess of £55,000 from Clarissa in direct transactions, and that he had arranged visits from a solicitor in an attempt to obtain a Lasting Power of Attorney over her finances. The perpetrator admitted six counts of fraud at Crown Court, and was sentenced to three and a half years in prison.



What do you think about our plans to change services?

- The Council and its partners are continuing to change and influence the way in which adult social care services are locally provided in order to improve the levels of choice and control of social care by service users and their carers. Our focus is upon ensuring that local adult social care helps people to remain independent for as long as possible and enables them to live their lives in the way that they choose. These changes are occurring within the context of increasing demand for services and a tightening of budgets with cuts in public sector spending.
 - As local services transform, some users of existing services and their carers have been worried and unhappy about how this has affected them. Some users of traditional services facing closure or change of function have experienced anxious periods when their future personal support has been unclear.
- During the last year the Council has announced proposals to close or end its funding for; the Leeds Crisis Centre; Shire View Centre, some day centres for older people and some residential care homes for older people.
- The transformation of Adult Social Care involves working together with service users, carers and staff so that concerns about changes can be addressed and their personal expertise can inform future plans. Some changes have created unnecessary anxieties for some service recipients and we have not always got things right first time. We have been listening to these views and have revised many of our plans as a result.
 - The Council arranges for feedback from carers and service users when considering making changes to services.

WHAT SERVICE USERS AND CARERS HAVE TOLD US ABOUT RECENT PROPOSALS TO CHANGE SERVICES		
	What people told us	What we did
The Future for Adult Social Care in Leeds	Neighbourhood Network (local voluntary services for older people) should be asked to offer bespoke services to service users	As part of the “Older People’s Futures: Residential and Day Care” programme, Neighbourhood Networks are being approached to offer bespoke services to older people living in their geographical area, as an alternative to day care.
	Integration and information sharing with other services is important.	We are implementing a programme of service integration with NHS Leeds
Changing arrangements for charging service users and carers for community based social care services	Take steps to reduce the impact that increasing charges has on service users and their families.	We phased in the changes for those people facing the biggest increases. We put a cap on the weekly increase people could face when the charges first increased, and this cap increased again after 6 months. Those facing the biggest increases will not pay the full increases until the end of the 12 month period.

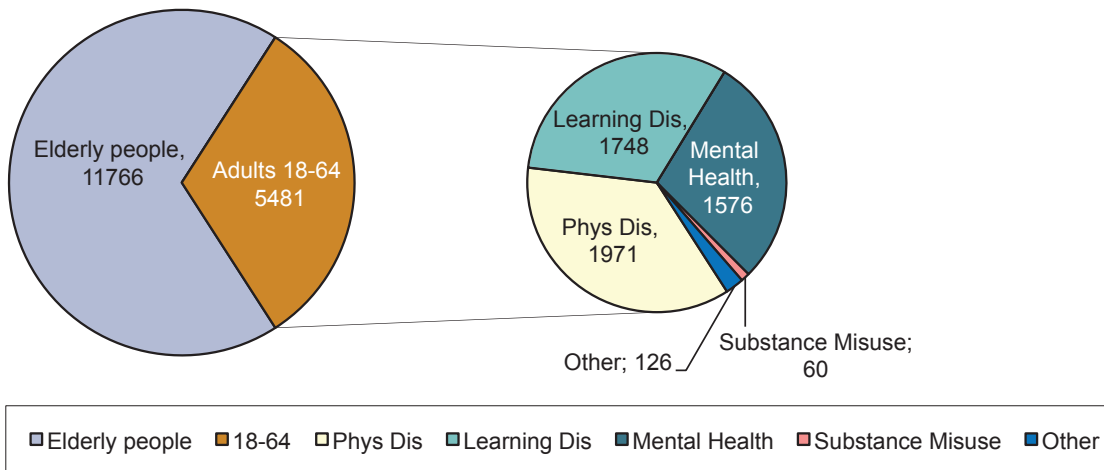
	What people told us	What we did
Changing arrangements for charging service users and carers for community based social care services	Make sure that people know that they should contact the Council when their income and savings are reduced.	We improved our guidance document 'Payments towards non-residential social care services' leaflet, and correspondence with people, to include a clear statement alerting them to contact the Council if their savings or income drops so that we can assess whether their financial contribution should change.
	The Disability Related Expenditure 'allowance' did not take into account some essentials for people.	The Disability Related Expenditure (DRE) checklist for Officers has been amended to include consideration for pets and building insurance.
	People may not be aware of what they can claim as a disability related expense.	A list of disability related expenditure items is now included with the financial assessment appointment letter that is sent to service users.
	Higher charges for social care services could lead people to not take up the social care services that they need.	We have an established system to alert us when a social care service user stops or reduces their services which leads to follow up checks by social workers.
	Higher charges could create great hardship if they are applied to people who cannot afford to pay them.	All charges are means tested and only those who can afford to pay will be asked to make a contribution. Staff have been briefed to be alert to any issues of this sort and to report the circumstances of any individual to a senior manager.
	Service users and carers are concerned that people who refuse to be financially assessed may end up paying more than they should.	The Council agreed to write to all of the people that we know have elected not to have a financial assessment to make them aware of the benefits of having a financial assessment.
	The Council needs to ensure that its communications with service users are clear and appropriate.	The letters and leaflets were co-designed by service users and carers.
	The Council needs to ensure that assessments are conducted by appropriately trained officers	Training was provided to all financial assessment staff.
Older People's Futures: Residential and Day Care	The Council needs to maintain its specialist services for people with dementia.	We will continue to provide specialist dementia services in 3 local authority owned residential homes and 3 local authority owned day centres.
	People who need to move to alternative residential care as a result of service changes want to move along side their friends.	We have negotiated with a number of residential care home providers, to ensure that people in these circumstances can transfer with their friendship groups.
Review of Mental Health Day Services	Some people find the current day centre opening times too restrictive.	We changed the opening times of some of our services to be more accommodating for service users.
	Support programmes are too restrictive.	The length of time a person can remain in a service has been made more flexible to reflect individual needs.

The people we help

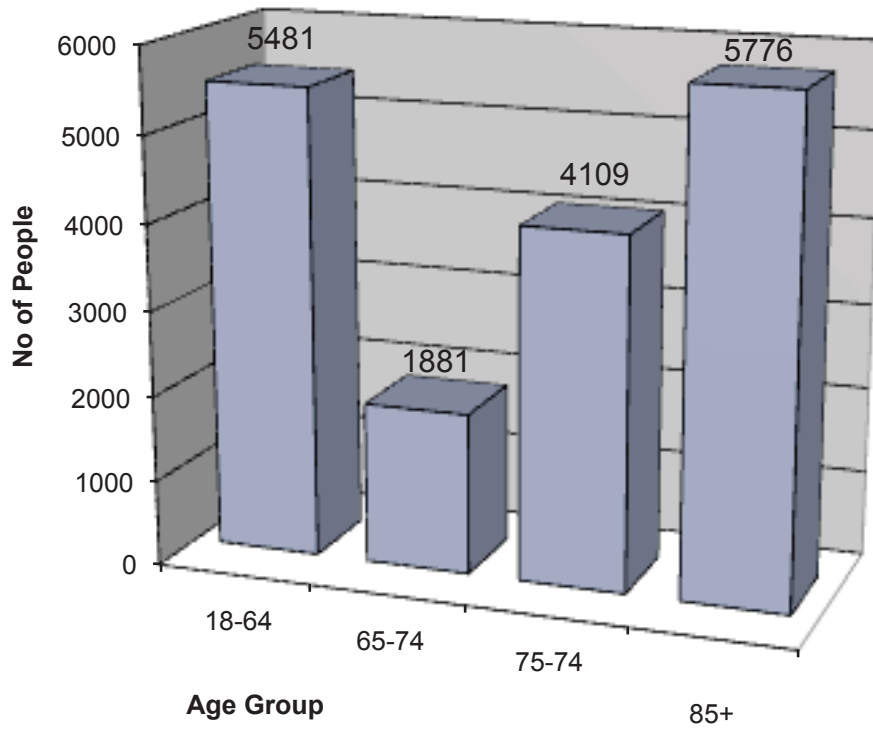
Who is receiving Social Care help in Leeds?

- Most people receiving Council support with their social care in Leeds are older people. Around half of all people receiving help are over 85 years old. About a third of the people receiving help from the Council are working age and most of these people are learning or physically disabled or have mental health problems.

People receiving services during 2011/12

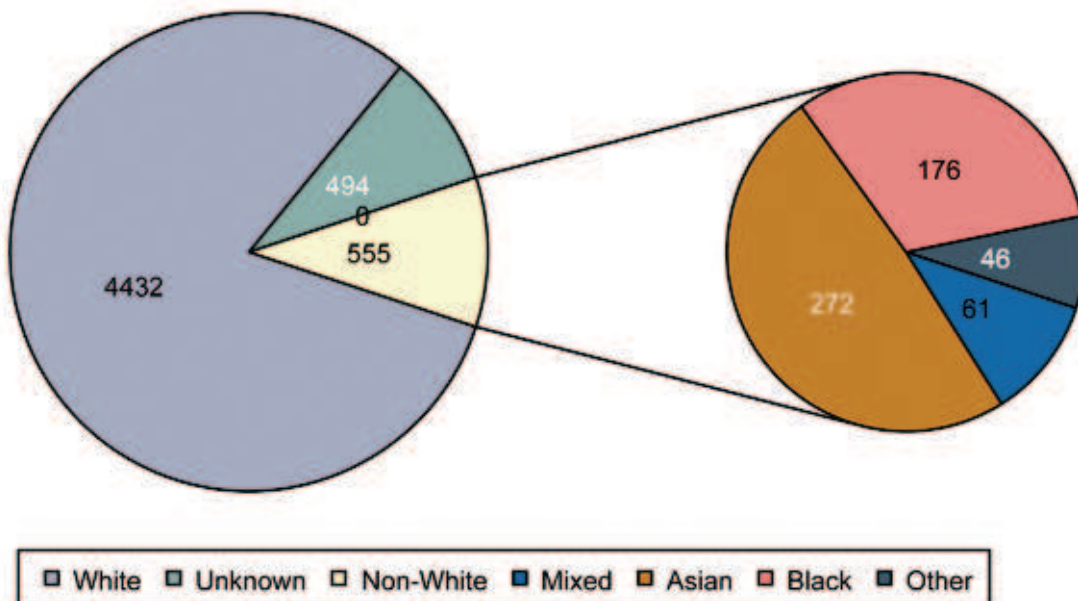


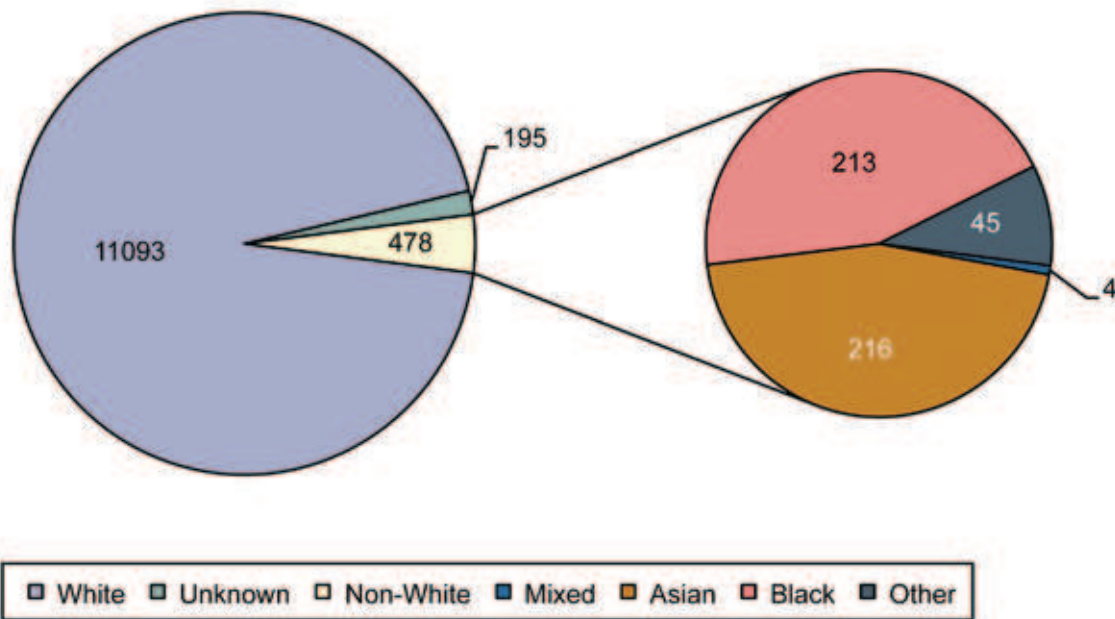
People receiving services during 2010/11 by age group



- Just over 1 in 10 of all working age people receiving specialist social care are from black and minority ethnic groups (Leeds population 13.7%). 4% of people getting help are 65+ are from black and minority ethnic groups (Leeds population 3.7%).

Ethnicity of people aged 18-64 receiving services 2010/11





How are people being helped by the Council?

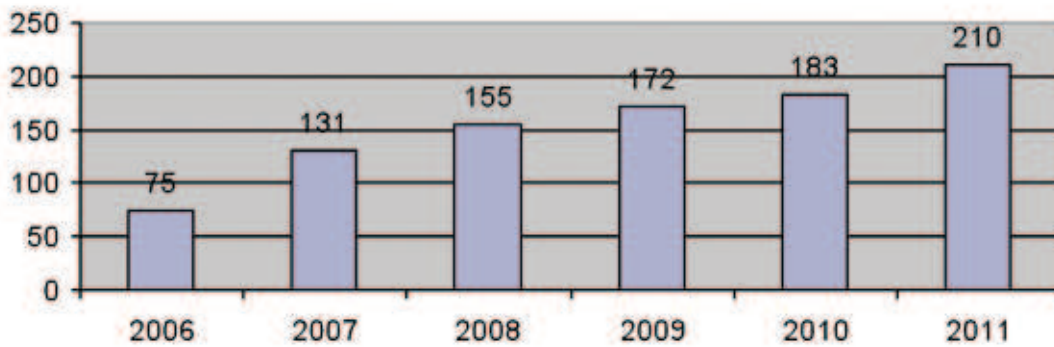
- Thousands of people get social care help from the Council every year. Estimates suggest that there are currently around of 39,500 people over 65 in Leeds with some level of social care need. Of these 9,800 are estimated to be in need of some formal care services with the remainder supported through friends and family.
- Council support comes in many ways. Some are looking for information and advice. In 2010/11, around 2250 people contacted the Council seeking advice about best way to meet their social care needs and then made their own arrangements and a further 3000 were referred on for help from other agencies. These numbers have remained fairly constant over the last few years.
- Many people get help from local voluntary and community groups which are funded by the Council. The Council provides more support per head of population for these sort of services than any other city in the country. Last year around 16,000 people per week received services from luncheon clubs, neighbourhood networks and voluntary groups. These services help people to remain independent and to have better quality lives than they would otherwise have.
- In addition, thousands of people per year receive specialist social care support from the Council. In 2010/11, 13,924 people received specialist help at home and 3,323 people received financial support from the Council to live in care homes. A total of 2,853 minor adaptations and 2,202 major adaptations were installed in the year. At the end of 2010/11 32,575 domiciliary care hours were being delivered per week to people with social care needs.
- Increasingly, people are electing to purchase their own care through a Council provided cash budget. In 2010/11, 1888 people chose to receive their Social Care in this way.

More people are needing help in Leeds

- Although the number of people looking for social care help from the Council has remained constant over the last few years, more of them are requiring higher levels of support.
 - The number of adult safeguarding referrals increased by 34% in 2010/11 over the previous year and referral rate is 435% higher than 2005/6.
 - 12.4% more people received council funded home care in Leeds in 2010/11 than the previous year.

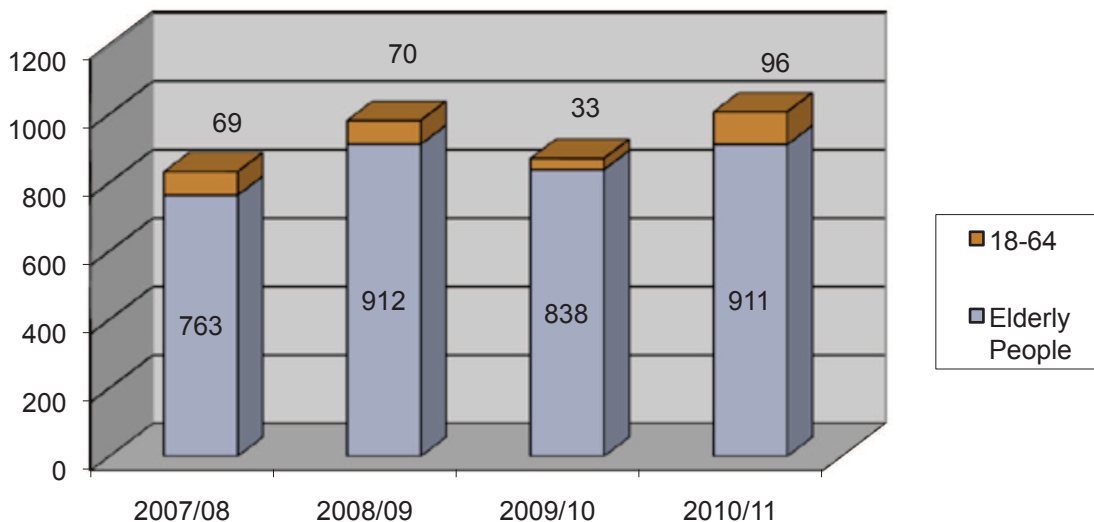
- The amount of home care hours delivered per week increased by 17% during the year.
- The number of older people in residential or nursing care funded by the Council following them exhausting their savings has increased by 180% since 2006. This group amounted to around 20% of all the new residential and nursing home placements that the Council funded in 2010/11.

Number of ex-self funder placements between 2006/7 to current

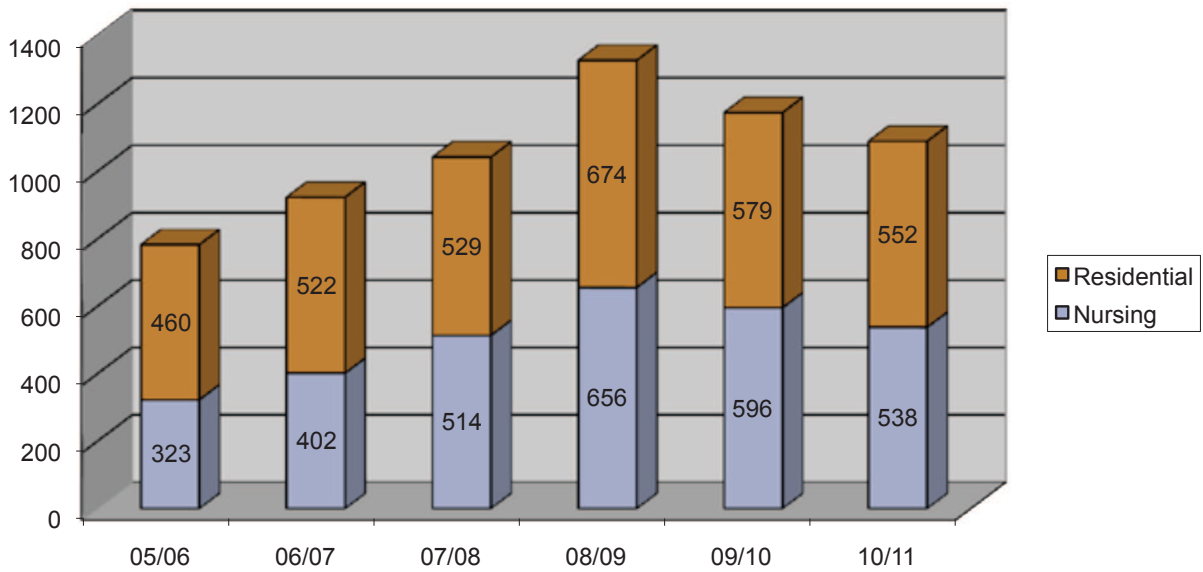


- Over the last few years, an increasing number of older people have been admitted to residential and nursing homes. However, they are living in care homes for shorter periods so the total amount of care provided is falling. In total number of weeks per year, the Council provided 20% less care home support in 2010/11 than it was doing 10 years earlier.

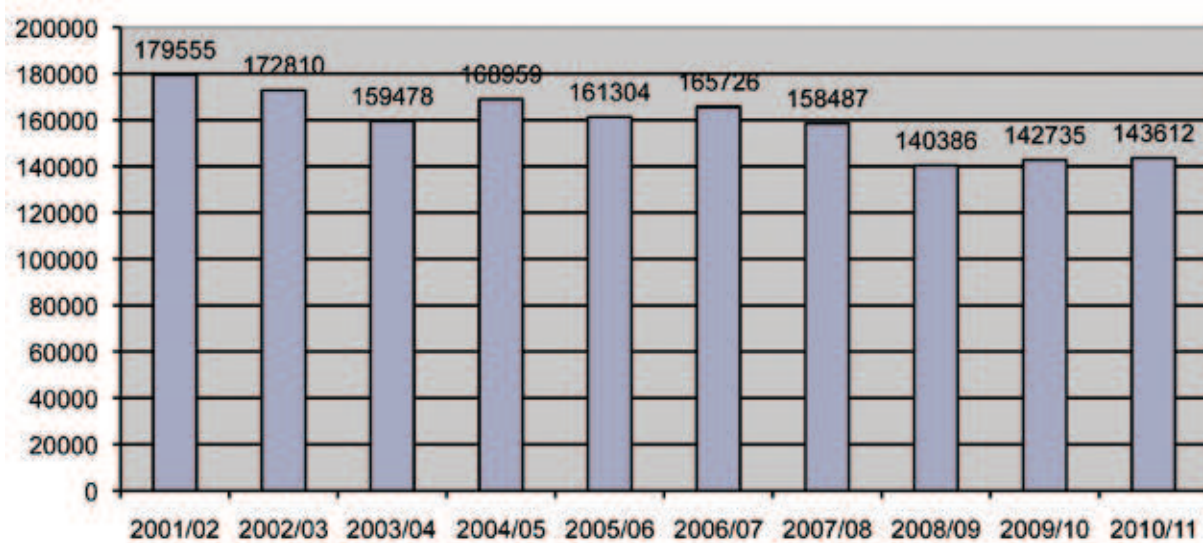
Admissions to care homes



28 **Average (median) length of stay in days in older people's care homes 2005/6 to 2010/11**

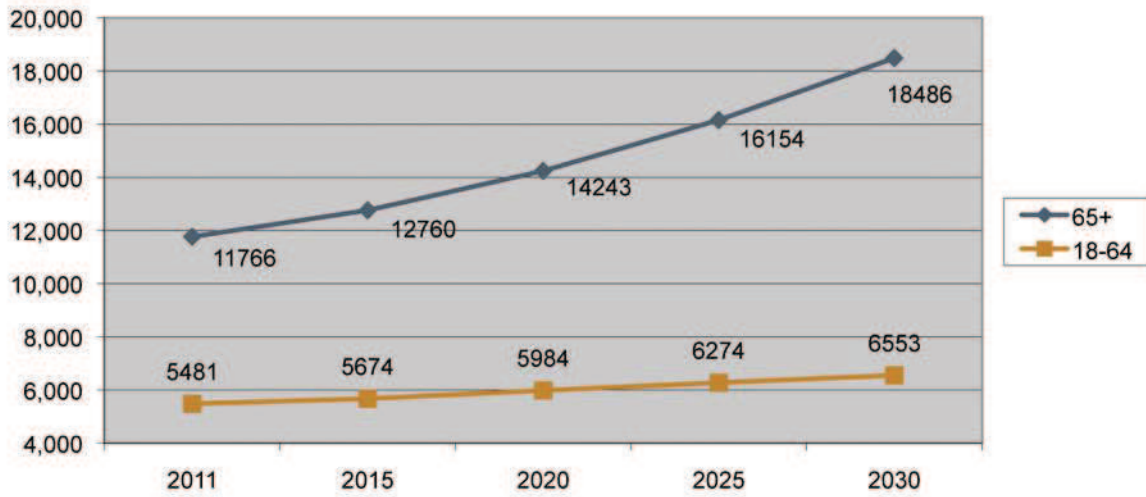


Weeks of residential and nursing care for older people financially supported by the Council

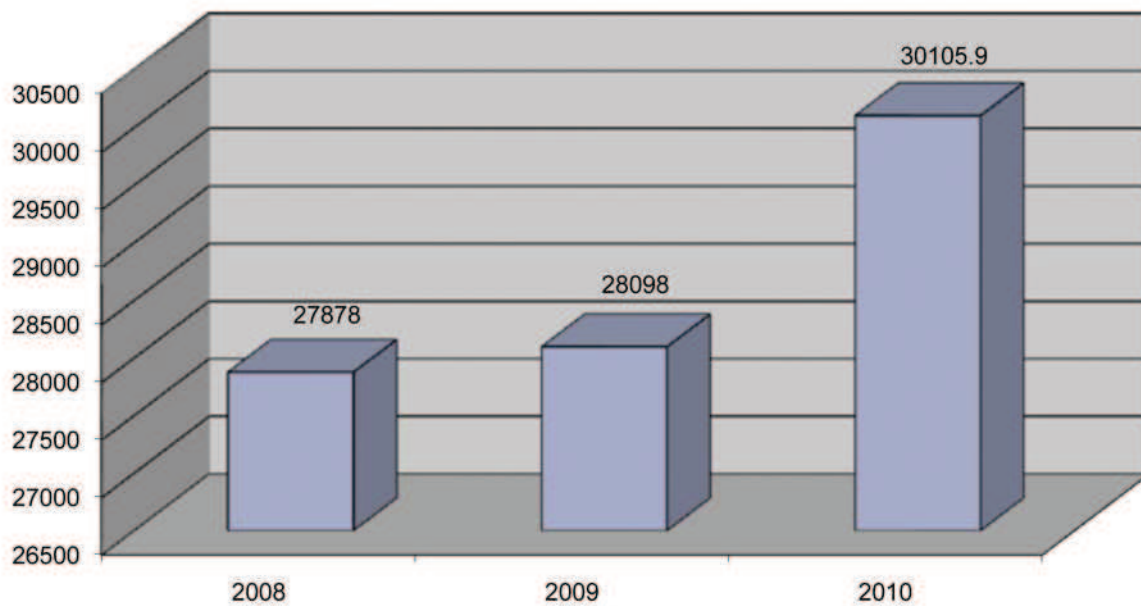


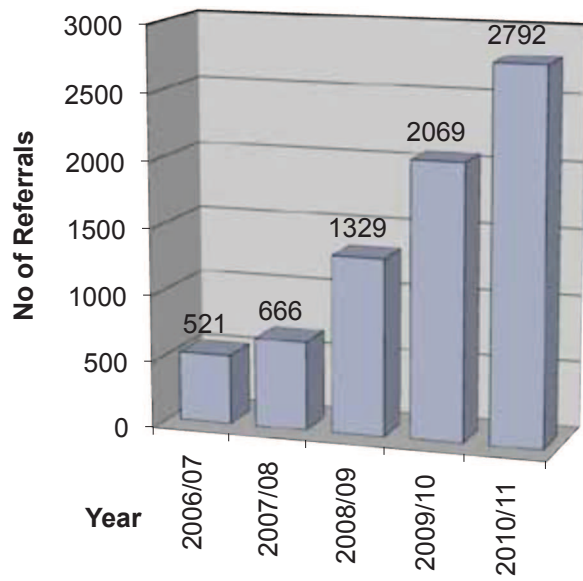
- The population of Leeds is expected to grow over the next 30 years. Given the improvements in medical treatments preserving the lives of people who would have died in earlier years and the predicted increase in the population of Leeds over the age of 85, we know that more people are likely to require care and support to help them (and their carers) to manage as independently as possible.
- Projections forecast that the number of older people in Leeds who are unable to perform at least one domestic or self care task will increase by around 2,500/3,000 over the next five years and by around 17,000 to 22,000 over the next 20 years. The number of elderly people requiring social care will increase to 18,500 across the same period and the number of working age people needing social care will increase to around 6,500.

Projected rise in people needing social care in Leeds



Rising number of home care hours provided per week





What will the future look like?

31

“Better Lives for People in Leeds”

In this booklet you have read about the priorities we set ourselves for 2010/11 and the progress we have made in achieving them. We have also set out our priorities for the coming year; 2012. Now I would like to look a little further into the future and introduce our theme for the next three years or so, which will be “Better Lives for People in Leeds”.

Our key priorities will be aimed at making Leeds a place where people can be supported to have better lives that they have now.

Over the next three years we intend to achieve this through a powerful mixture of enterprise and integration, where the Council will increasingly join up with health and other service providers to create an adult social care sector that is varied, accessible to all and fit for its purpose.

In future, people with social care needs will be empowered, through their use of personal budgets, to be in control, to have choice and to be safe. We will make sure that everyone knows how and where to get services that are appropriate to need or circumstances, when they need them. Underlying our vision are the nationally-accepted priorities for social care in the UK, which are:

- Enhancing the quality of life for people with care and support needs
- Delaying and reducing the need for care and support
- Ensuring that people have a positive experience of care and support
- Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm.

We believe our actions will stimulate the social care market in Leeds to move public funding away from directly-provided services and towards individuals who will be able to pay for the care they want. Three key priorities will help us do this.

Better lives through enterprise

We will encourage existing and new kinds of enterprise to develop in the Leeds care market. This will include private enterprise, co-operatives, user-led services, staff buyout and a vibrant voluntary and faith sector.

All of these will work in local communities to provide older and disabled adults with a choice and variety of services that are geared to respond to people's specific needs.

This approach will release social capital and civic entrepreneurship, ensuring that we maximise the benefit of public money being spent in local areas and communities.

Better lives through housing, care and support

We will work with other parts of the Council, private housebuilders and developers, social housing providers and community, voluntary, faith and enterprise organisations.

We will create a mosaic of types of housing (including residential and extra care) with support suited to and adaptable for people's changing needs. With new housing options will come care and support to maintain people living at home independently, safely and with dignity for as long as possible. Each option will be tailored to the needs of local areas and communities as well as individuals.

Better lives through integrated services

A range of Adult Social Care and Health services will become more closely integrated so that people's experience of the support they receive in older age, illness or disability will be more positive.

This is our vision for social care in Leeds in the future. Councillors, senior managers and staff at all levels are signed-up to delivering it in partnership with a wide range of agencies and organisations AND, of course, the people of Leeds.



Sandie Keene

Sandie Keene
Director of Adult Social Services

Key contact numbers and addresses

Contact us to tell us about how you think we are doing or about our plans for the future. You can do this in the following ways:

Email stuart.cameron-strickland@leeds.gov.uk
Telephone 0113 2243342

Letter: The Performance & Quality Assurance Team,
Adult Social Care, 2nd floor East, Merrion House,
Merrion Way, Leeds LS2 8QB

Other useful contact links and telephone numbers if you wish to contact the Council regarding either Adult Social Care or other Council services:

1. http://www.leeds.gov.uk/contact_Us/Online_enquiry_form__council_services.aspx
2. By email - general.enquiries@leeds.gov.uk
3. By telephone – 0113 222 4444 and minicom 0113 222 4410. Opening times Monday - Friday 8am - 6pm
4. To make a complaint or a compliment to the council about any council service, please use our online complaints form.
5. Or face to face at one of the Council 'One Stop Shops.' There are 14 one stop centres across Leeds where you can get advice on a range of services face to face. Our centres work with a variety of partners to bring you the services you need locally.

1. Armley One Stop Centre

Armley One Stop Centre. 2 Stocks Hill, Armley, LS12 1UQ. Opening times: Monday 8.30am – 4pm, Tuesday 8.30am – 4pm, Wednesday 8.30am - 3pm, Thursday 8.30am - 4pm, Friday 8.30am - 4pm.

2. Aireborough One Stop Centre

Aireborough One Stop Centre. Micklefield House, New Road Side, Rawdon, Leeds LS19 6DF. Opening times: Monday 8.30am - 4pm, Tuesday 8.30am - 4pm, Wednesday 8.30am - 3pm, Thursday 8.30am - 4pm, Friday 8.30am - 4pm.

3. City Centre One Stop

City Centre One Stop. 2 Great George Street, Leeds, LS2 8BA. Opening hours: Monday 8.30am - 4pm, Tuesday 8.30am - 4pm, Wednesday 8.30am - 4pm, Thursday 8.30am - 4pm, Friday 9.30am - 4pm.

4. Dewsbury Road One Stop Centre

Dewsbury Road One Stop Centre. 190 Dewsbury Road, Leeds, LS11 6PF. Opening Hours: Monday 8.30am - 4pm, Tuesday 8.30am - 4pm, Wednesday 8.30am - 3pm, Thursday 8.30am - 5pm, Friday 8.30am - 5pm.

5. Osmondthorpe One Stop Centre

Osmondthorpe One Stop Centre. 81a Wykebeck Mount, Leeds, LS9 0JE. Opening times: Monday 08:30am - 4pm, Tuesday 08:30am - 4pm, Wednesday 08:30am - 3pm, Thursday 08:30am - 4pm, Friday 08:30am - 4pm.

6. Garforth One Stop Centre

Garforth One Stop Centre is moving across the road into the town's new library on 10th February 2010.

7. Rothwell One Stop Centre

Rothwell One Stop Centre. Marsh Street, Rothwell, LS26 0AD. Opening times: Monday 8.30am - 4pm, Tuesday 8.30am - 4pm, Wednesday 8.30am - 3pm, Thursday 8.30am - 4pm, Friday 8.30am - 4pm.

8. Morley One Stop Centre

Morley One Stop Centre. Morley Town Hall, Leeds, LS27 9DY. Opening times: Monday 8.30am - 4pm, Tuesday 8.30am - 4pm, Wednesday 8.30am - 3pm, Thursday 8.30am - 5pm, Friday 8.30am - 5pm.

9. Pudsey One Stop Centre

Pudsey One Stop Centre. Pudsey Town Hall, Robin Lane, Pudsey, LS28 7BL. Opening times: Monday 8.30am - 4pm, Tuesday 8.30am - 4pm, Wednesday 8.30am - 3pm, Thursday 8.30am - 4.30pm, Friday 8.30am - 4.30pm.

10. Otley One Stop Centre

Otley One Stop Centre. 8 Boroughgate, Otley, Leeds, LS21 3AH. Opening hours: Monday 8.30am - 4pm, Tuesday 8.30am - 4pm, Wednesday 8.30am - 3pm, Thursday 8.30am - 4pm, Friday 8.3am - 4pm.

11. Wetherby One Stop Centre

Wetherby One Stop Centre. 24 Westgate, Wetherby, LS22 6NL. Opening times: Monday 8.30am - 4.00pm, Tuesday 8.30am - 4.00pm, Wednesday 8.30am - 3.00pm, Thursday 8.30am - 4.00pm, Friday 8.30 am - 4.00pm.

12. South Seacroft One Stop Centre

South Seacroft One Stop Centre. 91-95 Moresdale Lane, Leeds, LS14 6GG. Opening times: Monday 8.30am - 4pm, Tuesday 8.30am - 4pm, Wednesday 8.30am - 3pm, Thursday 8.30am - 6pm, Friday 8.30am - 5.30pm.

13. Garforth Library and One Stop Centre

Garforth Library and One Stop Centre Lidgett Lane Garforth Leeds LS25 1EH Tel 0113 224 3291, Fax 0113 286 2690 Email garforthlibrary@leedslearning.net Opening times Monday 9.00am - 7pm, Tuesday 9.00am - 7pm, Wednesday 9.00am - 7pm, Thursday 9.00am - 7pm, Friday 9.00am - 7pm, Saturday 10am - 4pm, Sunday 12 noon - 4pm.

Do you want to know more?

If you would like more information about local social care needs and how the Council is responding to them, you may find the following documents helpful

- City Priority Plan 2011/2015 This document describes what the Council and its partners are doing to make Leeds the best city in the UK – http://www.leeds.gov.uk/Council_Publications/Vision_for_Leeds/City_Priority_Plan.aspx
- Leeds City Council Business Plan 2011/2015 This document outlines what the Council want to change and improve over the next four years and how they intend to go about it) <http://www.leeds.gov.uk/files/Internet2007/2011/42/council%20business%20plan%20raw.pdf>
- State of the City Report This sets out key facts about Leeds, the challenges it faces and how we, along with the NHS and other public and third sector partners, will be working to secure the best possible prospects for the city. It provides a high level account of what is going on in the city and is for anyone wanting to know more about Leeds.- [http://www.leeds.gov.uk/files/Internet2007/2011/50/sotc%20vr\(1\).pdf](http://www.leeds.gov.uk/files/Internet2007/2011/50/sotc%20vr(1).pdf)
- Joint Strategic Needs Analysis This document identifies the currently unmet and future health, social care and wellbeing needs of the local population. It provides a comprehensive profile of Leeds across a number of areas crucial to the health and wellbeing of the population - <http://www.westyorkshireobservatory.org/>
- Market Position Statement 2010/11 This document presents our best intelligence on current and forecast supply and demand for adult social care services in Leeds and provides a guide to the likely level of future resourcing - <http://www.westyorkshireobservatory.org/>
- The Leeds Safeguarding Adult Partnership Board Annual Report 2010/11 This report details the improvements in safeguards for vulnerable citizens in Leeds that the Board have achieved over the last 12 months.- http://www.leedssafeguardingadults.org.uk/documents/annual_reports/lsap_annual_report_2010-11.pdf

