



Better Lives Explained

Our local account of
Adult Social Care 2012/13

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Introduction

Welcome to the second '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 what we have achieved over the past year and on our priorities for improvement and development over the coming year.

This booklet has been produced by people with social care needs; carers of people who need care and support and council officers working together. This embodies an approach that we would like to build on and which forms a clear foundation for future developments in the city.

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 taken control over their care and support services. For me, these accounts are compelling evidence that social care services in Leeds are 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.

I am grateful to Leeds Involving People for nominating the 'Making it Real' Service Expert Advisory Group; to the group for their hard work in editing the Local Account, and to the many service users and carers who contributed to the contents of the report. In future years we will build upon this approach and further extend the opportunities for people and groups to tell it how it really is.



A handwritten signature in black ink, appearing to read 'Lucinda Yeadon'. The signature is fluid and cursive.

Cllr Lucinda Yeadon

Executive Board Member, Adult Social Care

Foreword

We want Leeds to be the best city in the UK: one which offers its citizens the best support in maintaining their health and wellbeing. Over the last year we have started to introduce new measures that will help local people with care and support needs enjoy better lives than before. The Council has been working with a broad range of organisations to ensure that there are wider care and support choices available and better ways for people to gain access to them. Our new plans are bearing fruit as innovative services emerge.

New legislation and recently published national policy proposals have endorsed our direction of travel. Our focus will remain on ensuring that people with social care needs can access services earlier; and that care and support help reconnect people at risk of isolation back with their communities and delay the need for institutional care.

In addition to many improvements, this report shows a number of areas where we still have much to do to meet citizens' rightful expectations of their care and support. We are addressing these and expect that in future years our efforts will result in all our citizens leading better lives.

During the next 12 months, our priorities for delivering better lives will focus on:

Better lives through integrated services

This will be done through delivering the new city-wide Health and Wellbeing strategy, through which we will provide easier access to joined-up health and social care services, which will recognise the whole person, not a medical condition or a care and support need.

People with social care needs will receive co-ordinated, effective, personalised support from a range of agencies in the health, social care, independent and third sectors, all working together. These same services will, where possible, help people with poor physical or mental health to learn or re-learn the skills they need for independent daily living.

Better lives through housing care and support

We will do this by extending the use of personal budgets, which are being used successfully by a growing number of people who are improving their own lives through taking control of their housing, care and support needs.

We will improve the range of daytime activities for people with eligible needs, providing them with the day-to-day support they need to stay living at home, or close to home, for longer.



People whose circumstances make them vulnerable in living safely and independently will be given the safeguarding and support they need to stay in control of their lives.

Better lives through enterprise

This will be done by ensuring resources are efficiently matched and directed towards those with the greatest need. Existing and new kinds of enterprise will be developed in the Leeds care market which will provide a variety of services that are geared to respond to people with all levels of support and care need.

And finally, we know we will continue to face new challenges over the coming years, but we are confident that the city will have the health and social care infrastructure that will allow us to meet and overcome them. We understand what we need to do and are well on the road to delivering services which fulfil the rising expectations of Leeds people, who want efficient services, offering good value for money and delivering the best social care and support.

Sandie Keene
Director of Adult Social Services

A handwritten signature in black ink that reads "Sandie Keene".

'Making it Real' Service Expert Advisory Group

We are some of the people of Leeds who need care and support from others to live our lives. We want better lives and we want to have control of our own services. There is a quiet revolution taking place here, and many might say "about time too". The council is committed to recognise our role in planning and assessing our social care. During the last 12 months it has made public this promise to its citizens through signing up to the 'Making it Real' principles, involving us in judging, 'what's working', 'what's not working' and 'what's to be done about it'. The Local Account forms part of this commitment. We are partners in its contents, producing together what you see here.

This is only a first step towards making our lives better. The council and its partners are working with us to lead the delivery of better social care giving us greater choice and control over our own services.

Joy Fisher, Paul Landey, Sharon Sears, Amijit Singh, Ken Watson



From left: Paul Landey, Sharon Sears and Ken Watson.

We are some of the 39,900 people who receive social care and support in Leeds and have contributed to the Local Account because we want to provide a real picture of what social care is really like in the city.

Margaret Barnett
Alan Barnett
Mafooz Begum
Anne Bolderson
Anita Broadbent
Neil Broom
Jean Cowling
Marion Crossley
Martin Crossley
Grace Dickenson
Pam Green
Joy Fisher
Gladys Hartley
Rita Heslop
Fay Hooper
Max Hooper
Nargis Hussain
Linda Kirkby

Roobena Khartoun
Paul Landey
Molly Letsford
Tahira Latin
Anita Meakin
Alia Nessa
Donovan Parker
Mavis Pope
Hilda Rushworth
Christine Richardson
Florence Roberts
Diana Sales
Felicity Savage
Elsie Scales
Sharon Sears
Judith Simms
Margaret Verity
Dee Thorne

Amijit Singh Uppal
Ken Watson
Val Watson
Hazel Woodcock
Geoff Yeadon
Linda Yu
Aspergers Carers Support Group
Cross Gates Carers
'Making it Real' Service Expert Advisory Group
Himmat Asian Carers Group
Koshish Asian Carers Group
Morley Town Hall Carers Group
Yeadon Carers
Leeds LINK Steering Group
Wetherby Carers

Better Lives for Leeds' citizens - what's the offer?

What is Care & Support?

Many people need social care or support 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 organisations 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 organisations 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.

Did you know?

There are around **39,900 people over 65 in Leeds with some level of social care need**. Of these **22,100** are estimated to be **in need of some formal care services** with the remainder supported through friends and family.

Last year around 15,100 people per week with mental health conditions, learning disabilities or with physical or sensory impairments received services from luncheon clubs, neighbourhood networks and voluntary groups. **The Council provides more support per head of population for voluntary and community groups than any other city in the country.**

A new Health & Wellbeing Strategy for our city

The Council and its key partners are committed to a new Joint Health and Wellbeing Strategy.

Under the leadership of the Health and Wellbeing Board, Leeds will become a healthy and caring city for all ages. We will work together to ensure that:

- people live longer and have healthier lives
- people live full, active and independent lives
- people enjoy the best possible quality of life
- people are involved in decisions made about them
- people live in healthy and sustainable communities



We want to make Leeds a place where people can be supported to have better lives than they have now.

Over the next three years we intend to achieve this through a mixture of enterprise and integration, where the council 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.

We are 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 actions will move public funding away from directly-provided services and towards individuals who will be able to pay for the care they want. 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.

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.

Our vision is in tune with the recently published draft Care and Support Bill and the national government white paper Caring for Our Future (2012) which outlines the coalition's proposals for the future of social care.



Better Lives through integrated services

Why are we joining up social care and health services?

We're doing this so that people with health and social care needs can have their treatment, care and support combined in a single integrated package, which they will be able to control. This will provide more effective coordination of services and give a better experience of support.

Organisational changes are taking place in Leeds (and across the country) following the implementation of the new Health and Social Care Act 2012. Implementation of new legislation has led to:

- The establishment of three clinical commissioning groups in the city. These will be responsible for designing local health services and will do this by commissioning or buying local health and care services. Clinical commissioning groups will work with patients, health care professionals, in partnership with local communities and local authorities.
- A new Health and Wellbeing Board has already been established in shadow form before assuming its statutory functions in 2013. This group of Councillors and senior council and health executives will provide leadership of the development of services across the city.
- Responsibility for public health services will transfer from the NHS to local government by March 2013.

What are our plans for making lives better?

Council social care staff are working more closely with doctors and nurses to provide new joined up services which will improve the care and support available to people with social care needs:

- During 2011/12, the council introduced a new reablement service across the city. This provides short, intensive periods of support, designed to help people return to independence as quickly as is safe and practical. 563 people received this service over the year. Reablement will help people to recover their skills after an accident or illness and will reduce the need for long term intensive support. During 2012/13 we will significantly increase the size of this service so that it can support three or four times this number of people.
- The council and health partners are 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.
- Joint work is ongoing between the council and health partners to develop new joint short term residential services which will help people recover after hospital treatment or prevent hospital admission. These will become operational by December 2012.
- Adult social care and health partners are working to develop a One Stop Shop for assistive technology in Leeds which will be located at Clarence Dock.
- Newly established integrated front line community health and social care teams are finding new ways for health and social care professionals to work together to provide a better service to people with long term health conditions. These integrated teams will be in place across the city by the end of the current financial year.
- Health and social care staff are developing ways to share information where they have the permission of the individuals and when it is safe and appropriate to do so. This will allow the identification of those people most at risk of hospital admission who can benefit from early diagnosis and treatment.

Can integrated health and social care teams really make a difference to patient care and experience?

We all know how frustrating it is for patients who are seen by lots of different healthcare professionals about the same condition and it's often just as frustrating for the staff who find themselves duplicating work. With all the changes to the way healthcare is provided, we asked the people on the frontline if integrated health and social care is really the answer to making the process much more seamless for everyone involved.

Isabel Vickers, Practice Matron from Robin Lane Medical Centre, received a call about a patient from a separate practice, Mrs Jones*, who was extremely distressed about her husband's care.

Mr Jones is registered at Robin Lane Medical Centre but his wife was becoming increasingly stressed with the care that was being provided for her husband, so much so that it was affecting her blood pressure. Mr Jones suffers with many long-term conditions including severe leg ulcers. With the current system, there was no support in place to ease the pressure from Mrs Jones which was a direct result of the demands that she was facing from caring for her elderly, frail husband.

Mr Jones regularly attended the Leeds Teaching Hospital NHS Foundation Trust every few weeks to see his consultant in relation to his leg ulcers which had been getting severely worse. This meant that he needed to change his prescriptions and medication regularly, which in turn meant that the district nurses didn't have the right dressings for his ulcers when they visited him.

All these changes were adding to both the Jones' stress levels in addition to the various health professionals who were going in and out of their home without notice on most days.

There were obvious breakdowns in communication between the hospital, district nursing teams, the medical centre and the pharmacy. This fragmented care meant that Mrs Jones was becoming increasingly distressed and wasn't able to have any time to herself or plan her days.

When Isabel heard about these concerns, she contacted social services and in partnership, they developed a sustainable care plan that was suitable for both Mr and Mrs Jones. By working jointly, they were able to put in place a 'sitting service' to give Mrs Jones some time to herself a couple of times a week. In addition, an overnight/ respite plan was implemented for one to two weeks, between three to four times a year, depending on what they found most suitable. This enabled Mrs Jones to have some time to herself and even plan a well-deserved holiday.

How has this made a difference?

- Mrs Jones now feels less stressed and more importantly, her blood pressure has also settled. She also has a bit more time for herself!
- Mr Jones also feels more reassured and less of a burden on his wife. He was feeling guilty seeing his wife upset, knowing that he wasn't able to offer her much support.
- The district nurses have also benefited from this approach. The number of visits they made were reduced as Mr Jones is now getting better care overall, meaning less delay in the wound healing process.

* *The couple's name has been changed to protect their privacy.*

I have a better life because...

Susie's story: "They gave me my confidence back, they helped me. Mum still won't let me climb ladders, though!"

Susie is a very unusual young woman. Like a lot of people her age she likes makeup, music and handbags - and she wouldn't be without her mobile phone! She's also a qualified beauty therapist and has a BTEC National Diploma in Business Administration and Law.

Unlike most people her age Susie has coped for the past 14 years with a brain tumour. Diagnosed at age 10, Susie is no stranger to hospitals and the SkILs team became involved after a fall and a bump to the head left her with poor mobility and a very worried mum. As Susie says, 'My mum wasn't happy about leaving me on a morning.'

Kathy and Elaine from the team helped Susie regain some confidence with things like using the oven and showering. She also has various pieces of equipment such as a falls bracelet, perching stool, pills dispenser and even a talking jug!

The teamwork is obvious, with a holistic approach to the support for Susie. 'We do get involved with the family as well,' says Kathy.

Wendy, Susie's mum, is very pleased with the speed at which thing happened once the SkILs team became involved.

Everyone is pleased with Susie's progress; from lacking in confidence using the oven and needing help in the shower, Susie is back to baking and cooking and showering by herself.

Kathy says, "When we first came in we had to actually be in the bathroom with Susie when she was getting a shower...then we'd get to where we were waiting outside, ready for her to shout, then got where we didn't do anything."

Of the SkILs staff Susie says, 'They gave me my confidence back, they helped me. Mum still won't let me climb ladders, though!'



What is reablement and SkILs?

As the name suggests, reablement is about helping people regain the ability to do some or all of the activities they could do prior to an accident or illness. It pulls together a variety of different types of support to help people live more independently at home, such as equipment, alarms and sensors.

A reablement programme can also include intensive, time-limited support from adult social care's Skills for Independent Living team (SkILs for short). This team supports people to develop and practise daily living skills such as washing, bathing, cooking and taking medication. There is also a specialist team dealing specifically with people with mental health issues.

Read what people are saying about reablement at www.leeds.gov.uk/independence. For more information about adult social care, contact Customer Services on 0113 222 4401.



I have a better life because...

Eileen's Story: *"given the choice, I'd rather stay at home."*

Like many people her age, Eileen, 77, of Morley receives support from both health and adult social care. She has several ongoing health conditions and has had frequent trips to the hospital in the past. Eileen prefers to stay in her own home, with some extra support from carers, and equipment installed to help her stay safe. *"I have carers that come and help me to get washed. If I'm bad one day, then they'll help me get out of bed, make me a cup of tea and a bit of breakfast. And then they come again at night to make sure everything is alright. They want you to have your independence but they're there if you need them."*

"I have equipment to help me at home. I have a cordless phone and a mobile that I take upstairs with me – and a panic button too. And there's my 'health buddy' – it's a machine that takes all your vital signs. It checks my temperature, blood sugar, blood pressure, pulse and oxygen levels. Any problems, it sends an 'alert' as they call it – to Sue, my community matron. She gets in touch with me and if I'm really bad, she sends the doctor. They'll give me what medication I need and that's it, we take it from there."

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

I have a better life because...

Margaret's Story: "I cannot speak highly enough of these girls."

Born in Garforth, Margaret has been a musician for 50 years, both as a church organist and as an accompanist.

After collapsing in November with pneumonia Margaret was taken into St James' Hospital and went from being a vibrant, lively lady to someone whose confidence, as she says, was completely gone.

'I couldn't even make a cup of tea,' she says, 'I couldn't look after myself.' Margaret also has other health issues such as asthma, heart failure and diabetes.



Sue, Gail and Karen from the SKILs team became involved in supporting Margaret when she came out of hospital. *'I owe them so much,'* says Margaret, *'I'll never be out of their debt!'*

'They chivvied me along and got me going,' she adds, *'they gave me so much encouragement. They helped me with meals, made suggestions, helped me to wash... they helped me to make it. They are so kind, all of them, especially Sue and Karen and Gail.'*

'It's a pleasure, because Margaret is a trier,' explains Sue, and Karen agrees.

Margaret also has equipment to help her around her home, such as rail and a perching stool. She also has an alarm pendant in case of emergencies.

'I cannot speak highly enough of these lovely girls,' says Margaret. *'Long may they continue to help the community. Thank you to them ALL.'*

Did you know?

In 2011/12, around 2,250 people contacted the council seeking advice on the best way to meet their social care needs and making their own arrangements. A further 3,000 were referred on for help from other agencies.

583 compliments were recorded in 2011/12 compared to 338 in the previous year, representing an increase of 72%.

423 complaints were recorded in 2011/12 compared to 435 in the previous year, representing a decrease of approximately 3%.

Better Lives through housing, care and support

How are we changing care and support in Leeds?

The council is working with private house builders and developers, social housing providers and community, voluntary, faith and enterprise organisations to create a variety of housing options (including residential and extra care) with support adaptable for people's changing needs. With the new housing options comes care and support to maintain people living at home independently, safely and with dignity for as long as possible. Each option is tailored to the needs of local areas and communities as well as individuals.

Extra Care Housing is a new form of supported housing. It is designed for frailer, older people, and varying levels of care and support are available on site. People who live in Extra Care Housing have their own self contained homes with a legal right to occupy the property.

Keeping independent

The Neighbourhood Networks in Leeds

The council and its health partners support a network of 37 small community organisations across Leeds. The Neighbourhood Networks provide services for older people which:

- Reduce loneliness
- Help older people to remain involved in their communities
- Broaden the range of care and support available
- Offer advice and support about healthy lifestyles

Many also offer additional services including:

- Intensive support at home
- Winter warmth information
- Hospital discharge support

The work of the Neighbourhood Networks is based upon the continued support of over 1,650 volunteers. Volunteers of all ages and skills offer varying degrees of support to the schemes but undoubtedly are a valuable asset for all the Neighbourhood Networks. Their roles include serving refreshments, picking people up for groups and appointments, befriending and arranging groups and activities.

The number of older people registered with the Neighbourhood Networks has increased by 7.4% in the last year to 21,500 as at 31 March 2012. There has also been an increase of over 9% in the number of older people from black and minority ethnic communities accessing these services in the last year.

In October 2012 four of the Neighbourhood Networks received Royal recognition for their work. All of the schemes received awards under the Duke of York Community Initiative and were presented with their accreditation by the Duke of York at ceremonies in Harrogate and Bridlington.



What are our plans for making lives better?

- Leeds City Council has introduced a “quality framework” for residential and nursing home care. This will require providers to sign-up to a set of quality standards that are directly related to the care fee and will give the council greater influence over the cost and quality of independent sector care.
- We have agreed to refurbish the Bramley Fulfilling Lives centre. The main emphasis of the transformation programme for services for people with learning disabilities is to provide opportunities for customers to benefit from engaging in the life of the city through investment in new, small community bases with day opportunities provided by non-Council organisations.
- The council is working with its partners to achieve affordable housing and care options on a city-wide basis. “The Older People’s Housing and Care Programme” is reviewing local population needs in comparison with the housing and care which is available now in Leeds.
- The Leeds Dementia Strategy (2012) is being developed as part of making Leeds a dementia friendly city. This will support people with dementia to live their lives to the full as part of the community. Living Well With Dementia In Leeds will address the diverse needs of the whole community affected by dementia, including families, neighbours and friends of people with the condition.
- New services to assist people with mental health conditions to live independently are being developed. A key element is the transitional housing unit which offers eight supported accommodation placements to people with enduring and severe mental health problems.
- We are working with health partners to improve local services for people with Autistic Spectrum Disorder. An autism diagnostic service has been established in Leeds. We will improve the training for social workers about autism and introduce autism ‘champions’ within health and social care agencies.
- ‘Safe Places’ has been launched at Leeds Bus Station. This nationwide project is aimed at helping people with learning disabilities to deal with any incident that takes place.

During 2011/12, three older peoples' care homes and four day centres closed as part of the Better Lives programme. In most cases existing service users were successfully transferred to alternative services in the independent and third sector. For some, however, changing services caused anxiety and distress. The changes were controversial and have been painful for some service users, carers and staff. We continue to work with these groups to help us to develop and improve our plans.

Did you know?

There are **96 care homes for older people** in Leeds where people receive care supported by the council. During 2011/12 officers from the council visited these care homes to check the quality of care provided. At any one time **around 6 or 7 homes had their admissions suspended** until quality improved to the required standards.

In 2011/12, **9,069 people received specialist help at home** and **2,386 people received financial support** from the council to live in **care homes**.



I have a better life because...

Joan's Story: "It has come out positive in the end"

Joan (85) was the first person to move from Kirklands House and is settling in to her new home at Primrose Court, an independent sector residential care home.

Throughout the process of moving Joan was supported by her son, Paul, who ensured that his mother's dignity, choice and rights were respected. To ensure this is the case, every person who moves is given a Care Guarantee which details how they will be supported.

Paul points out that in the beginning some things did not go smoothly, but believes that

"it has come out positive in the end." and adds

"it has improved the situation for my mother."

Joan is happy where she lives and says; *"I know some of the people here and a few people from the church come."*

Paul is keen that the lessons they learned, for example, the practicalities of moving furniture and belongings are being used to help other people and Joan points out that

"for those who moved after me, it has run smoothly."

Dignity Champions check out residential and nursing care homes in Leeds

A group of volunteers have been visiting care homes for older people in Leeds since 2008 to conduct an audit to ensure that residents are being treated with dignity and respect, that their rights and privacy are protected, that they have a say in their care, that there is choice and involvement in their care and activities, and they are aware how to complain.

In the last 18 months over 50 unannounced visits have been carried out. **In the vast majority of cases homes have been found to meet our dignity standards.** Areas where there have been problems include the quality of food, lack of activities and hazards such as poor lighting. These concerns have been followed up by council officers and the problems rectified.

Having more choice, getting more control

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.

Mum & I have a better life because...

Paul's Story: *"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."

Over the next year we will work with service users and carers of Leeds as co-leaders of a 'Better Lives' forum which will oversee the development of personal social care in the city. Our plans will be informed through the nationally validated Personal Budgets Outcomes Evaluation Tool 'P.O.E.T.' survey which will make sure we know even more about how far we have succeeded in ensuring that Leeds is the best city for social care and that we truly are helping people to live better lives.

Everyone is different, so it follows that people should be able to tailor their care and support to suit their life.

If the council assess you to be eligible for support for your social care and you are living at home, you will now receive council support for your care as a personal budget. This is money from the council so that you can choose and manage our own support, mixing and matching services from the council and other providers. Not everyone wants to manage the money themselves, so there are various ways that you can receive and manage your personal budget – it's your choice:

- As a payment directly into your bank account
- As a payment to a suitable person on your behalf, such as a close relative
- As a payment to a Trust, such as a group of family members
- Via an Individual Service Fund – this is where a care provider organisation looks after your budget on your behalf
- Managed by the council (this is limited to services provided or commissioned by the council)
- As a mixed budget – a combination of the above

By the end of this year, everyone will be receiving their care through a personal budget. We are well on the way to meeting this commitment. In 2011/12, 6,122 people chose to receive their social care in this way (52% of all the people receiving specialist care at home).

Confused? Not sure how you can use your personal budget to arrange your own support? Help is available for you.

You can speak to other people in Leeds who already use personal budgets. Contact Free to Live, the personal budget peer support network on 0113 214 3594 or email them at: info@freetoliveleeds.org or visit www.freetoliveleeds.org

Advice about employing a personal assistant is available from an organisation called ASIST (Actively Seeking Independence Support Team). You can contact ASIST on 0113 214 3599.

I have a better life because...

Michelle's Story: "For me, independence means being able to choose"



Michelle has a progressive neurological condition and is supported by health and social care services.

"I need support with basic things like going to bed, getting up, getting changed, washed and dressed. But it's also the other personal things that are important to me – putting on make up, applying self tan... those ordinary things that I'm finding quite difficult now. I was frightened I'd have to go into an institution. But the occupational therapist, physiotherapists, psychologists, nurses and doctors have been working closely together with me to help me manage my condition and be self-sufficient."

Michelle uses direct payments to employ her own personal assistants. With their support she is able to continue doing the things she wants to do, including going to meetings, attending the gym and visiting friends and family.

"Having PAs means directing people to do what you want, when you want. It means I'm able to manage myself – so for instance if my partner is going into hospital I'm able to work with my PAs to make allowance for that. With the traditional caring system there wouldn't have been this flexibility. I would have just become more dependent and more in need of that institutionalised care as opposed to being independent at home."

Support for carers in Leeds

Time For Carers grant scheme

Carers Leeds manages the Leeds City Council grant scheme to allow carers to take a break.

The Time for Carers grant is available for people caring for someone for 35 hours a week or more to help them take a break (holiday, day trip, alternative therapy, course, driving lessons etc).



Carers' support groups in Leeds

There are numerous support groups for carers all across Leeds. Some of these are associated with Carers Leeds or the Alzheimer's Society, some with the Older Carers Support Service and some are independent groups of carers.

These groups provide a relaxed, supportive environment where people can get together with others in a similar position and talk through the things that are on their minds.

If you would like to know more about support groups for carers in Leeds please contact one of the organisations listed on page 41 or see our new A to Z of services directory.

79% of all adult social care service users receive practical help on a regular basis from their husband/wife, partner, friends, neighbours or family members.

Short Breaks & Respite Breaks

Short breaks can be arranged by Adult Social Care, following an assessment, either in specialist accommodation or with an approved family.

Home based sitter schemes are also available. See page 41 for contact details.

Carer's Emergency Scheme

Carers, have you ever thought what would happen if you were unavoidably delayed or taken ill or called away in the middle of the night?

The **Carer's Emergency Service** offers both you and the person you care for the peace of mind of knowing that a plan would be activated should such an occasion arise.

Please ring **0845 026 8923** to register your interest

You will then be visited in your own home by one of the Emergency Liaison Officers from Housing21.

A carer is...

Someone who looks after a relative, partner or friend on an unpaid basis who, because of the effects of disability, physical or mental illness, old age or substance abuse, cannot manage without help. This includes parents caring for a child with disability or health-related care needs.



Dementia Cafés in Leeds

Dementia cafés take place on a monthly basis. People with dementia and their carers can come together and share their experiences and find out more information about supports and services.

The cafés are in a relaxed and supportive environment where people can chat openly over a cup of tea and slice of cake. They are run by a wide range of voluntary, community and faith organisations, and are supported by the Alzheimer's Society.

There are cafés in Headingley, Harehills, Yeadon, Otley, Collingham, Boston Spa, Garforth, Pudsey, Rothwell, Beeston and Armley as well as Moortown and Chapel Allerton.

To find out where and when the next cafés take place, please call the Alzheimer's Society on 0113 231 1727.

Carers Leeds – first point of contact for general advice information and support

Carers Leeds offers a confidential support and information service to all carers over age 18. This includes: time to talk, either over the phone or in person; information about all kinds of help available; support in understanding of how the health and social care system works; support from other carers; advice about benefits and money issues; courses to help carers cope with the impact of their role on their health and their life; carers support groups; information about holidays and respite breaks and a bi-monthly newsletter. Carers Leeds is based in Leeds city centre but can visit carers at home. They have a specialist worker for young adult carers aged 18-30 and another who works with carers and family members affected by another's substance misuse.

Age UK Support Service for older carers of an adult with learning difficulties

This service has been created to support carers who are themselves over age 65 years, who are caring for an adult with learning difficulties, usually their son or daughter and may have been caring consistently for many decades. It is recognised that these carers have additional difficulties due to their own age and ill-health.

Mental Health Carers' Team – Leeds Partnerships Foundation Trust

Telephone and one-to-one advice and support for carers of people with mental health problems, primarily those who are using mental health services. Information and training about mental health issues. Longer-term support for mental health carers.



Dementia Carer's Support Service – Alzheimer's Leeds

The Dementia Carers Support service provides information and advice to all carers of any person with dementia, advocacy and emotional support; they have several carers support groups, a newsletter, and social events. They work closely with the memory services and jointly provide Dementia Cafés and other groups for people who are living with dementia.

Willows Young Carers Project (Barnardos)

This is a special service for children or young people under age 18 years of age who care for an adult directly, or are affected by a caring situation at home. The service provides one-to-one support and groups and activities for the young person as well as advice and advocacy for the family. They help young carers throughout the Leeds area.

Details of these and many more services can be found in the new A to Z of services, available from GPs, One Stop Centres or by calling 0113 222 4401.

Better Lives through enterprise

How will this help us provide better support?

New ways of providing social care services are appearing in Leeds which complement existing services. Some of these new options are already working in local communities and 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. Leeds now has many new kinds of social care organisations including micro-enterprises, co-operatives and user-led services which are contributing to the care and support available in the city. These organisations provide alternatives to traditional social care and support services and offer the potential to deliver or co-ordinate social care services in the future.

These new services are offering more choice and are ensuring that we maximise the benefit of public money being spent in local areas and communities.

We'll be doing this in several ways, through:

- encouraging existing social care providers to respond with flexible and innovative ways of delivering care and support;
- encouraging new kinds of social care organisations (for example, social enterprises, co-operatives and micro businesses) to develop across the city;
- maximising community support for people with care and support needs through volunteering;
- encouraging and supporting the practice of corporate social responsibility;
- nurturing and harnessing the entrepreneurial spirit of staff, the public and existing organisations to encourage the development of different kinds of enterprises; and
- developing long-term, mutually beneficial relationships between private and third sector organisations based on shared values.

You know what you want and how to pay for it? – Book it yourself

Leeds City Council is working with other local authorities in a regional consortium and the private sector to make it **possible for people to choose and book their social care on line** – coming to Leeds in 2013.

Building Community Capacity

We are working to ensure that **more people have the opportunity to volunteer**, but also that **volunteers are properly recognised and rewarded** and that the benefits that volunteering brings to communities and individuals is celebrated.

I have a better life because...

Ryan's Story: "Touchstone have been really patient with me."

Ryan approached Touchstone, an organisation that supports people with mental health needs and those who care for them in Leeds. The organisation offers access to services that aid an individual's mental health recovery: for example this could include attending a social group.

"I've had to drop out of the course a couple of times and they've been really patient with me and let me join back on again" says Ryan.

Ryan is currently on an admin placement and is hoping that this will give him extra experience to get back into the workplace.

Ryan says the Touchstone experience has been really positive for him. He takes every day as it comes and feels that he now has a long term aim with something to work towards and look forward to.

Paying for your own care?

If you have found your own care and support and you are not applying for help with the costs you do not need to involve the Council. You can look for any support that meets your needs. However, the Council can still offer advice if you'd like them to. Please contact the council and say that you're thinking of self funding but would like some advice (see page 39 for details).

Care charges can be considerable and long term planning is essential, fortunately there are many organisations that can offer financial advice (see page 39 for contact details).

Developing a more diverse care market

In October 2010 the council established a business support and investment fund under the banner of 'Ideas that change lives'. The fund provides small start-up grants (up to £2K) up to larger sustainment grants (up to £10K).

- The 27 investments made to date have resulted in the establishment of eight brand new person centred services in Leeds with a further 13 new ideas currently being developed with support from the programme.
- Four brand new social enterprises have been established in Leeds.
- 17 existing third sector/social enterprise organisations have been supported to develop and/or establish a new service responding to the personalisation agenda.
- 26 new jobs have been created.

What are our plans for making lives better?

In 2012/13 the council will support volunteering by:

- developing a 'Volunteer Licence' which will recognise training undertaken by volunteers that work with vulnerable adults.
- ensuring that the appropriate use of volunteering is included in commissioning (buying) services.
- expanding the Dignity Volunteer programme that has been running successfully since 2008. Dignity Volunteers carry out dignity audits of the independent sector residential care homes for older people in Leeds.
- exploring a new approach to volunteering through the Ideas that Change Lives (ITCL) investment programme – based on the idea of reciprocity. Reciprocity works on the idea that all people have something valuable to offer and when you view everyone as an asset you move to a model of two-way exchange. Timebanks are an example of such an approach and ITCL has recently invested in a group that is exploring the development of a Timebank in the Hyde Park area.

We will develop and support corporate social responsibility in three ways:

- by encouraging long-term relationships and partnerships between private sector companies and social enterprises and the wider third sector;
- by identifying and building on shared values between companies and third sector organisations; and
- by spreading the message that successful corporate social responsibility is a long-term investment for companies and benefits both parties.

We will encourage new kinds of social care organisations:

- by supporting the increase of the number of social enterprises and user-led organisations, and helping them to work across the whole city.

Some of the new services starting in Leeds

Experience Community

Experience Community is a tourism business which helps disabled people and people with mobility issues become more independent. It produces guides of different tourist destinations which show how people with different disabilities can experience and enjoy each attraction. The business also offers tailored group excursions and short breaks for disabled people.

Craig Grimes is the founder of Experience Community who has used his experience as a disabled person to develop the service.

Get Cooking

Get Cooking is a new social enterprise that teaches basic cooking skills to groups of people with particular social care needs and medical conditions, particularly those with acquired brain injury. The business aims to use cooking as a means to aid rehabilitation or recovery and to help people grow in confidence. The business also offers cookery courses to people who would benefit from learning how to cook fresh, healthy, home cooked food.

This micro enterprise has been established by Emily Carey, a Multiple Sclerosis-specialist social worker.

Connections Health and Social Care

Connections Health and Social Care is a new social enterprise, based in south Leeds, which provides services to help people and their carers to remain living independently in their own home for as long as possible.

Services include the provision of personal assistants, end of life support, continuing and overnight care and supporting/caring for those with a disability. A new and exciting service recently started is the enablement service which enables service users to regain skills to do as much as they can/want for themselves. It is designed to support service users who wish to socialise more i.e. shopping, trips, holidays and visits to places of interest.



Who are we helping now, and how will this change?

There is a growing aging population in Leeds which is creating more demand for services and support at a time when funding is reducing year on year.



Overall the black and minority ethnic population of Leeds continues to experience disproportionate health inequalities. This is the result of a complex mix of factors including the impact of migration; access to and experience of health services and prevention initiatives; culture and lifestyle; racism and discrimination; and biological susceptibility.

The Leeds **Joint Strategic Needs Assessment (JSNA) 2012** is key to understanding the health and well being needs and inequalities across and within Leeds.

It includes over 80 detailed reports on populations, behaviours, specific health conditions, children, wider factors, key populations and equality groups, service

There were 214,000 hospital admissions for Leeds residents in 2011. On average 42% of these admissions were as an emergency. For the most deprived areas in Leeds this proportion is higher at 49% and for the least deprived areas of Leeds it is lower at 33%.

*The growth in the number of older people in Leeds, means that the number of **people with dementia in Leeds is expected to increase by 40%** in the next 15 years, from an estimated 8,400 to over 12,000.*

The main risk factor for dementia is ageing, and therefore is more prevalent in areas with longer life expectancy. These are generally the least deprived and more rural areas surrounding the city. This in turn gives rise to needs for access to information and access to services associated with rural areas.

People with learning disabilities, particularly people with Down's Syndrome, are at risk of dementia, and other conditions linked to ageing, at a younger age. As health and life expectancy improve, we expect to find more people with both learning disability and dementia.

Leeds men can expect to live for 77.9 years and women 82.2 years

On average men living in the least deprived areas of Leeds can expect to live 12.4 years longer than men living in the most deprived areas of Leeds. For women the gap is 8.4 years.



utilisation and locality information.

Here are some of its key facts and figures.

The full JSNA can be found at the Leeds Observatory website in the 'Resources and Documents' section.

www.westyorkshireobservatory.org/leeds

The number of people in Leeds aged over 65 estimated to be living with depression is 10,111 and severe depression is 3,232.

There are over **150,000** people living in areas of Leeds that rank among the **most deprived 10% in England**

Approximately one in ten people of Leeds have a caring role looking after a relative or friend with a long term condition. The 2001 census suggested there are **70,000 carers in Leeds**. The 2011 census is likely to show this number has increased. It is estimated that carers save the economy £119 billion a year. In Leeds that would equate to **about £12 million**.

Leeds **Irish, Jewish and some eastern European communities are ageing groups** within the population. Most people of Caribbean and south Asian origin came to Leeds more recently and the number of older people from these communities is expected to increase significantly in the coming years.

This is what we are doing

- Action is being taken across the city to control smoking with a targeted focus on those areas with the highest prevalence.
- Action is being taken to keep people of all ages healthy and to prevent the long term conditions that arise from obesity
- The new Leeds Alcohol Harm Reduction Plan will address the health, social and economic harm caused by alcohol to individuals, families and wider society
- We will undertake a further focused needs assessment of dementia in Leeds
- Increasing the involvement of carers in care planning including hospital discharge arrangement and improving access to a wide range of short breaks for carers

Better Lives with less money

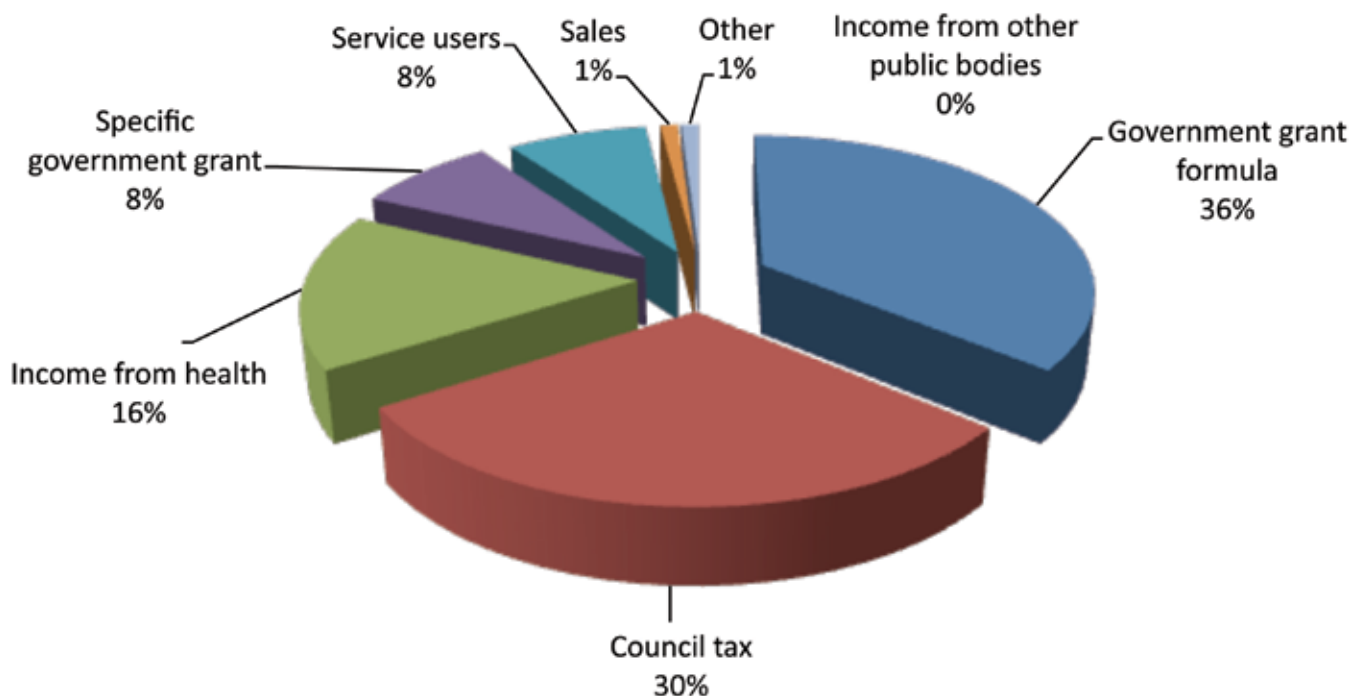
Over the last 5 years the council's Adult Social Care service has delivered savings of over £60m savings through changing the way we do things. These savings have enabled the investment in new types of service and helped to deal with the growing demand for services.

In 2012/13 we are projecting to deliver savings of £9m. 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 better for each pound we spend, we will continue to face financial challenges over the coming years.

Where the council got its money for adult social care in 2011/12



Like every other city across the country, Leeds needs to ensure that more people get better health and social care services at a time when it has less money.

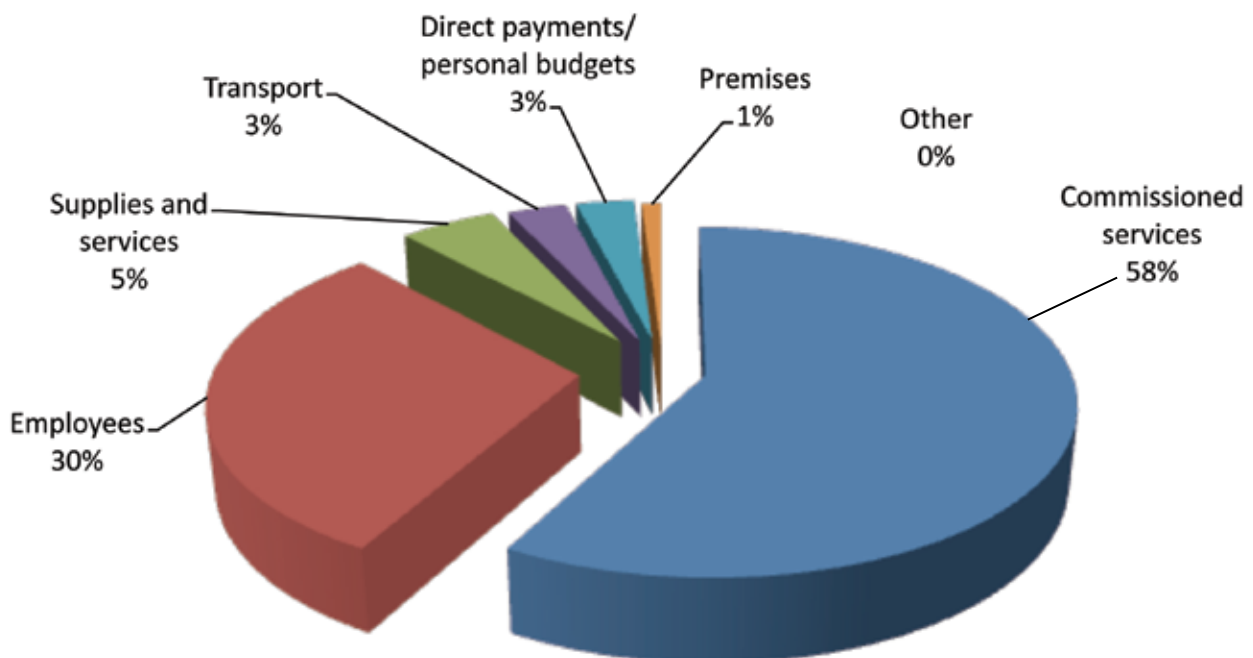
We expect that the demand for social care will continue and that there will be increasing demands for higher quality social care. This is based on:

- 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 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 social care and services is expected to increase next year whilst greater efficiencies within the services are being introduced.

However, the future remains challenging. The council's overall budget is expected to fall by 2% in each of the next two years and it faces the challenge of increased demand with less money.

How your money is spent on adult social care in 2011/12



Are lives getting better? Having the information I need,

Some good things

97% of adult social care service users report that if they telephoned a social worker the call was answered promptly and professionally (ASC survey April 2012)

92% of adult social care service users report that their social worker explained things clearly (ASC survey April 2012)

This is what we are currently doing

People find out about the care and services that are available in a number of ways. These include:

- Through booklets and leaflets such as the Leeds Care Services Directory
- Through websites such as the Leeds City Council website, the Leeds Directory
- Through advice from council One stop centres and from the council contact centre
- From doctors, nurses and other professionals

A Home Care Provider tells us:

"The people who use our services are more informed, more confident and in control of their support."

"With this, we are able to devise much more in depth, personalised care plans which in turn better meet the individual needs of the client."

Local Care Force July 12

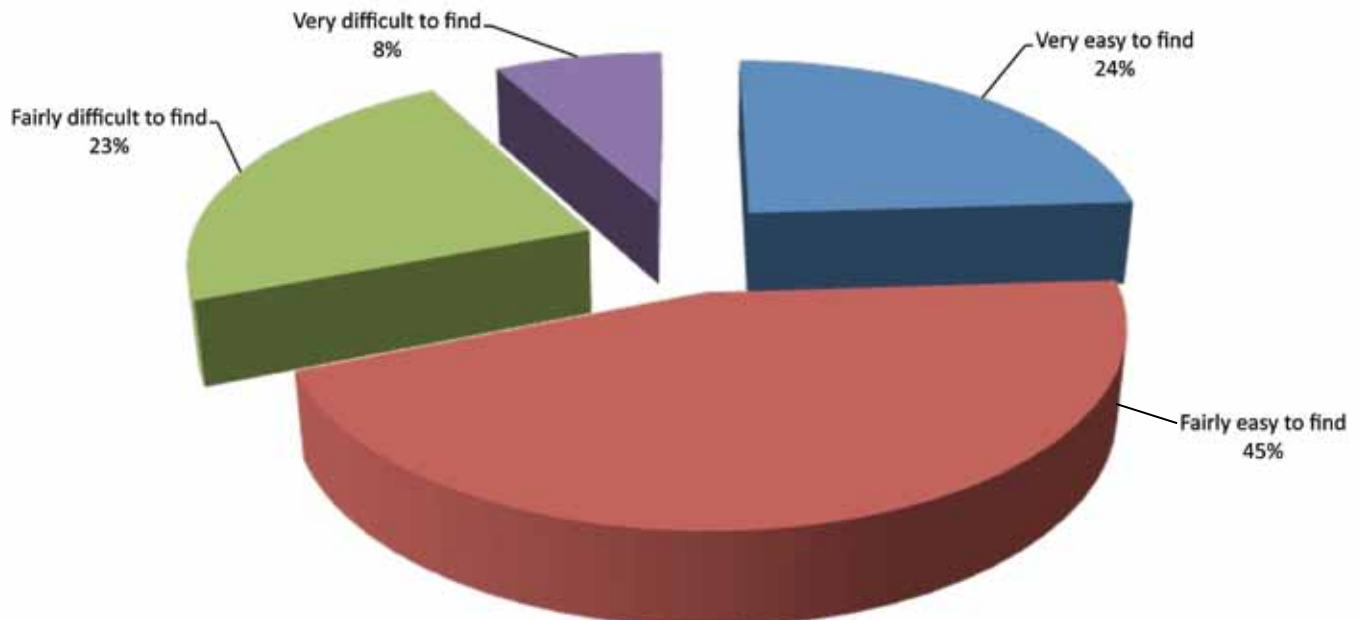
"I had to go to hell and back before I got help."

"You're completely on your own when it first starts."

Yeadon Carers 2012

Having the information

In the past year, have you generally found it easy or difficult to find information or advice about support services or benefits?



when I need it.

Some areas where we could do better

"Navigating the council website is difficult. We need a section dedicated to telling people with our needs about the help that is available."

Carers' Groups

About 1/3 of service users who had tried to get information in 2011/12 had difficulties in finding out about the help that is available. (PSS Survey 2012)

Our Service Experts Advisory Group told us:

"Information was sometimes not easy to understand, was not always available in the required range of forms and there were examples of it being wrong, out of date or inadequate."

"In some cases it had taken a long time to uncover information and some people have simply not known what help is available. This is especially true of people coming into contact with social care for the first time."

Our Service Experts Advisory Group told us:

"Contacting people is often difficult, we cannot always get hold of someone who understands our services."

So, this is what we are doing to improve services:

- Establishing user led information and support provision which will enable people to contact someone who understands the kind of issues likely to be encountered and will offer peer support
- We are working with the NHS in Leeds to improve our systems so that you can get easier access to the care and support you need, when you need it.
- We have recently improved the quality of our information to service users and carers
- We are developing area based care management teams integrated with health community teams to make it easier for you to access support through GPs and nurses
- We are revising the council's website to make it easier to find information about services

Cross Gates Carers' Group told us:

"Carers sometimes feel excluded from discussions with professionals and we often find it difficult to find out what the plans are for the people we care for."

"We would like more contact with the council so that they can let us know more about the new services that are emerging which we could use."

Koshish & Himmat Carers Groups



Are lives getting better? Keeping our friends and family

Some good things

This is what we are currently doing:

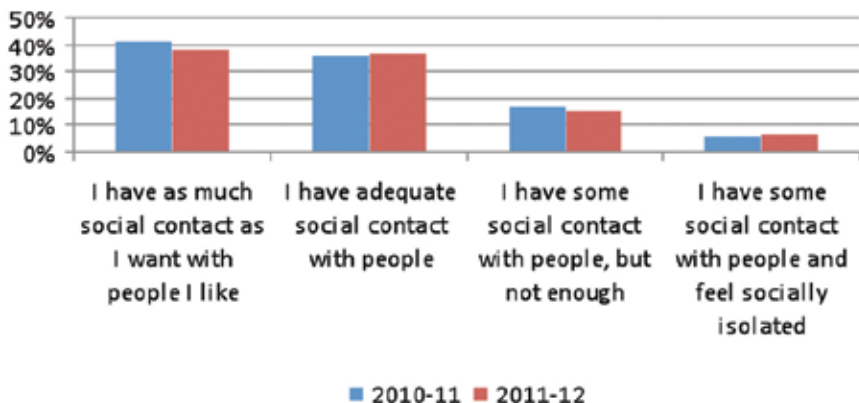
- We are working with service users to make our city more accessible to disabled and older people
- The council provides specialist transport such as the Leeds Access Bus
- The council supports 270 luncheon clubs and social groups for people with care and support needs
- Personal budgets are available for those assessed as having care needs which can be used to keep in touch with family and friends and to maintain social contacts
- Mobility aids and adaptations are available commercially or through the council and its health partners. Each year around 2500 people receive support from the council in this way
- We are supporting learning disabled people and people with mental health issues to gain employment
- Leeds now has 12 Changing Places toilets with more planned for this year

In 2011/12 over 80 learning disabled people were helped into employment, an increase of 23% on the previous year.

Our Service Experts Advisory Group told us:

"We put a great deal into the community and this is generally valued."

How much contact do you have with people you like?



75% of social care users have 'as much as they want' or 'adequate' social contact.

Leeds provides significantly more directly accessible support than other authorities for adults with lower levels of social care need, such as luncheon clubs, neighbourhood networks and services directly provided by voluntary groups. 11,900 people with lower levels of social care need directly access these services every week.

Keeping our friends and family and



"We need lifting and handling training and we need it where we live, not just in the centre of Leeds"

Koshish Asian Carers Group

Our Service Experts Advisory Group told us:

"We are still not able to go out without having to plan a long way in advance."

and having active and supportive communities

Some areas where we could do better

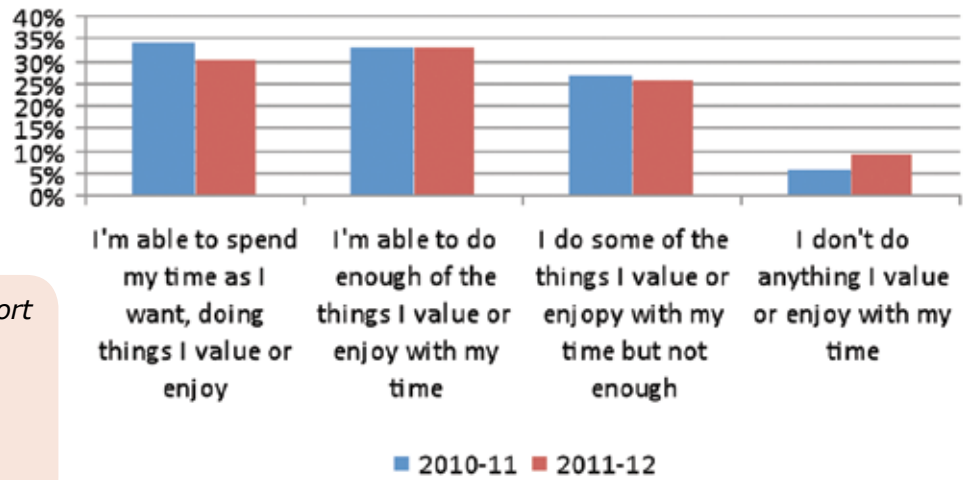
"Mother is isolated because she doesn't speak the same language as the people who provide services"

Koshish Asian Carers Group

"We need more support with transport to help people attend Leeds Asperger Adults"

A service user

Are you able to spend your time doing the things you like?



Only **64%** of service users feel able to do enough or more of the **things that they value or enjoy**. This is a lower proportion than the previous year.

"If I do go out, its to the White Rose Centre as I can order a scooter, but I have to do this in advance."

A service user

"There is a great deal of ignorance about autism and training needs to be made available to health and social work staff, and to all people who provide services to the public such as bus drivers, post office workers etc so that people like my daughter can manage."

A Carer 2012

Our Service Experts Advisory Group told us:

"We want better transport facilities. We would like the council to provide start up funding and support for groups and activities as part of promoting social enterprises."

So, this is what we are doing to improve services:

- We are developing the potential of our **'Shared Lives' service**, where an individual or family is paid to include an isolated or disabled person in their family and community life as an **alternative to care homes**
- **Local Health and Wellbeing Boards** are establishing local plans alongside NHS and Council, voluntary and private sector partners to improve the quality of life of people living in Leeds
- We are making sure that new buildings such as the **Trinity Shopping Centre and the Leeds Arena** will be **fully accessible** to disabled people when they open in the coming year.
- We are developing new **Health and Wellbeing Centres** which will promote healthy lifestyles and exercise across Leeds. The first of these is due to open in 2013
- We are working with West Yorkshire Transport to address **barriers to travel**, including the use of **concessionary fares schemes**.
- Social care **training will be extended to carers** and other people supporting the public

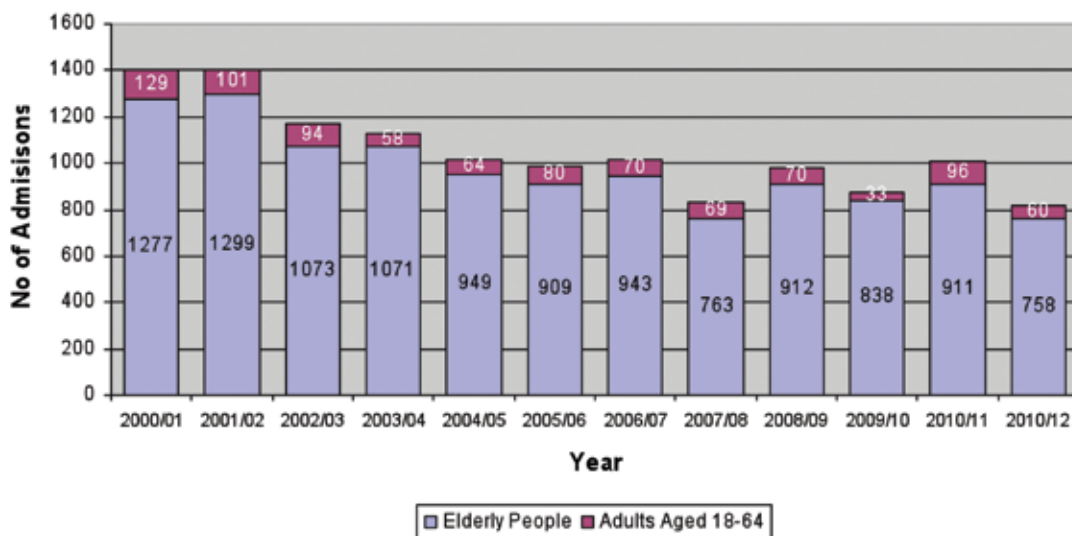
Are lives getting better? My support, my care

Some good things

This is what we are currently doing:

- Many people get help from local voluntary and community groups which are funded by the Council.
- There is a broad range of support for carers in Leeds
- Thousands of people per year receive specialist social care support from the Council.
- The Council is working closer with NHS and housing agencies to improve services
- Over 4000 people at any one time use 'telecare' alarms to keep them safe

Admissions to Residential or Nursing Care 2000/01 - 2010/12



"I asked for equipment and I got it within 2 days."
A service user

My support,



As a result of better preventative services and better alternatives, **fewer people** are needing to meet their care needs through support from the Council for **residential and nursing care**. A smaller proportion of Leeds residents were admitted to Council supported residential care than the average for similar cities and for England as a whole.

Our Service Experts Advisory Group told us:
"Having our own personal assistant is the best way to avoid concerns regarding the quality and consistency of care services"

A Home Care Provider tells us:
"The Council is getting better at working with social care providers and this is helping us to provide better care." **Polkadot Care**

All home care providers used by the Council who were assessed in 2011/12 **met our local standards of care.**

19% of telecare service users would have moved into a care home if the service wasn't available.

70% of reablement customers require no further care or support after the service is complete.

The council received a **72% increase in compliments** and a **2% decrease in complaints** over the past year.

"Telecare is brilliant."
Yeadon Carers 2012

Inspections show that all **council run residential and nursing care homes are fully compliant** with the Care Quality Commission.

Some areas where we could do better

"There is no-one you can turn to over the weekend."

Yeadon Carers 2012

"Getting and keeping contact with social workers is a problem."

Asperger Carers Support Group

"We're worried about what's going to happen to our loved ones after we've died."

Carers Groups

Overall, 14% of service users were not satisfied with the care and support service they received.

"Nobody takes any notice of carers needs."

A Carer 2012

Our Service Experts Advisory Group told us:

"In most cases it took a long time to get the right care, and there are constraints around the planning of care which can sometimes make it difficult to get consistent staffing and flexible care."

A Home Care Provider tells us:

"Where we would like to see improvement is for those clients who need more specialised support around mental health issues or learning disabilities, for whom generic home care is not sufficient. In our experience some clients' support needs are often missed at assessment stage and it can be difficult to organise a referral or further assessment."

Local Care Force July 12

So, this is what we are doing to improve services:

- In 2011/12 the council established an agreement with the residential and nursing home providers that it uses in Leeds to **pay according to the quality of care provided** to service users. It will be using this to improve the quality of care provided locally
- We are **improving our identification of carers and our support** for them.
- Introducing new processes which will ensure that **all people** who would benefit from **re-ablement services** can access them
- We are promoting the **development of new and innovative services** so that people have more choice about what support would suit them best
- We are improving our information to make it easier for people to access help that is available at weekends and evenings
- We will continue to ensure that specialist support is available for older carers of people with learning disabilities

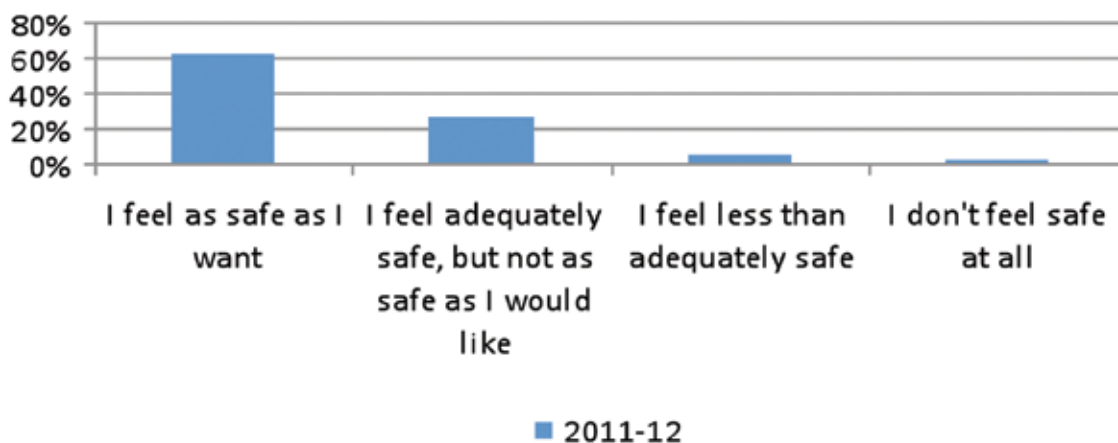
Are lives getting better? Feeling in control and safe

Some good things

This is what we are currently doing:

- The council arranges for social workers to investigate concerns about the abuse or neglect of adults in Leeds
- We are encouraging a broader range of services for people to choose from
- We support 6 agencies to work as advocates for vulnerable adults and people who need social care and support
- The council checks out the quality of all the care homes and domiciliary care agencies that it uses to support people with social care needs
- There is an out of hours emergency social work service which works all weekends, evenings and bank holidays
- The council supports a Carers Emergency Scheme

How safe do you feel?



Feeling in control



92% of people receiving care and support in Leeds feel safe and 82% think their social care helps them to feel safe. (PSS survey 2012)

74% of the people completing their program of reablement in Leeds between January and April 2012 report that they now feel they have control over their lives.

95% of adult social care service users report that they feel that their social care worker/s treated them with respect. (ASC Survey April 2012)

96% of Adult Social Care service users said that their **views were listened to and taken into account** by their social care worker. (ASC Survey 2012)

Our Service Experts Advisory Group told us:

"We feel in control of our care and support."

"Mother has a high level of trust and confidence in the carer who visits on most occasions. Also, there is regular informal review and discussion with the care supervisor."

A Carer 2012

A Home Care Provider tells us:

"The way in which Leeds citizens are able to access support has dramatically improved and is much more focussed around choice, independence and dignity than it ever has been."

Local Care Force July 12

Some areas where we could do better

8% of people receiving council supported care and support don't feel safe.
(PSS survey 2012)



Some carers told us:

"We are sometimes threatened or hit by the people we are caring for and this is not always taken seriously by the professionals we tell."

"No-one knows how you're feeling inside."

A Carer 2012

Our Service Experts Advisory Group told us:

"We are worried about having difficulties should something go wrong. We would like an emergency number which we could ring to get emergency care."

So, this is what we are doing to improve services:

- Providing improved safeguarding training for staff and testing to make sure that everyone understands their responsibilities and knows how they should be undertaken
- We are implementing a safeguarding quality framework to make sure that all investigations are undertaken to national and local standards
- We are commissioning new advocacy services which will make sure that everybody can get support to say what they want
- Developing our support arrangements so that people can quickly access care when they need it

Are lives getting better? Personal budget - my money

Some good things

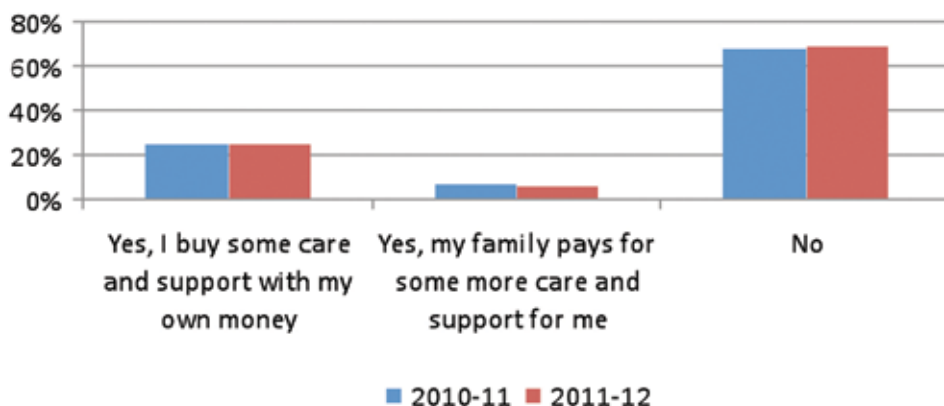
This is what we are currently doing:

- We have established processes to support people who purchase their own care through a council provided cash personal budget
- Leeds has a user led organisation called ASIST who help people to identify and manage services they have purchased with their personal budgets
- Leeds has a personal budget peer support network run by personal budget holders to advise and support personal budget holders

In 2011/12, Leeds City Council provided 52.1% of people receiving specialist social care services with their support through a personal budget and 17.7% of this group chose to take it as a cash payment. Leeds is rapidly increasing the proportion of people who receive support through personal budgets year on year. It is performing better than most local authorities.
(ASCOF 2012)

Personal budget

Do you buy any additional care or support privately or pay more to 'top up' your care and support?



"Asist are great. They came to see me with the social worker and helped me sort out employing our personal assistants. I felt included and in touch."

A Carer 2012

Some areas where we could do better

Although many more people than ever are receiving their social care through a personal budget, a smaller proportion feel that they have control over their daily life in 2011/12 (74%) than the previous year (79%). Leeds performance is now only average in relation to comparable towns and cities.

31% of all council supported users of social care buy additional care to 'top up their support.'
(PSS survey 2012)



Some service users told us:

"We are concerned about the assessment process, which can feel adversarial and designed to elicit savings."

A Carers' Group told us:

"We're worried that if the people we care for receive cash from the council to buy their support, it will affect our pensions and benefits."

Our Service Experts Advisory Group suggested:

"Establish a 'try before you buy' arrangement, with both companies and personal assistants. This would create a trial period for both sides to get to know the other and make sure they are suited."

So, this is what we are doing:

- We are developing 'pre-loaded' cards which will enable people without bank accounts to be able to take up the council's offer of a cash payment as part of their personal budget
- We are reviewing our processes to make sure you can change the way you receive your support when your services are annually reviewed
- We are working with independent organisations such as the Neighbourhood Networks to increase the support available for people.

Better Lives – measuring our performance

Indicator Reference

1A: Social care-related quality of life

This indicator represents an average score for a person based on the responses of those that completed the

1B: The percentage of people who use services who have control over their daily life

This indicator is the percentage of those who responded “I have as much control or adequate control” to the your daily life?” on the Adult Social Care Survey

1C: Proportion of people using social care who receive self-directed support, and those receiving directed support

This is a percentage of the service users who are helped to live at home and carers who have chosen the

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1E: Proportion of adults with learning disabilities in paid employment

This is a percentage of service users with learning disabilities know to be in paid employment

1F: Proportion of adults in contact with secondary mental health services in paid employment

This indicator measures the percentage of adults receiving mental health services who are know to be in paid

1G: Percentage of adults with learning disabilities who live in their own home or with their family

This indicator measure the percentage of adults with learning disabilities who are know to the council, who are family in the current financial year.

1H: Proportion of adults in contact with secondary mental health services who live independently,

This indicator measures the percentage of adults receiving secondary mental health services who are living

2A: Permanent admissions to residential and nursing care homes, per 100,000 population, part 1

This measure the number of people aged 18-64 who are permanently admitted to residential or nursing home.

2A: Permanent admissions to residential and nursing care homes, per 100,000 population, part 2

This measure the number of people aged 65+ who are permanently admitted to residential or nursing home

2B: Percentage of older people (65 and over) who were still at home 91 days after discharge from services

This measure the percentage of older people who received a short term package of care after leaving hospital

2C: Delayed transfers of care from hospital, and those which are attributable to adult social care

This measures the percentage of people who were ready to leave hospital whose discharge was delayed due

3A: Overall satisfaction of people who use services with their care and support

This indicator is the percentage of those who responded “I am extremely satisfied” or “I am very satisfied” generally found it easy or difficult to find information and advice about support, services or benefits ?” on the

3D: The percentage of people who use services and carers who find it easy to find information

This indicator is the percentage of those who responded “Very easy to find” or “fairly easy to find” to the with the care and support services you receive?” on the Adult Social Care Survey

4A: The percentage of people who use services who feel safe

This indicator is the percentage of those who responded “I feel as safe as I want” to the question “Which of safe you feel?” on the Adult Social Care Survey

4B: percentage of people who use services who say that those services have made them feel safe

This indicator is the percentage of those who responded “yes” to the question “Do care and support services help Survey

**Comparator local authorities have been defined by CIPFA*

The Adult Social Care Outcomes Framework is a set of outcomes measures which have been agreed nationally and are aimed at demonstrating the achievements of adult social care. The measures provide a benchmark for comparison of performance between local authorities.

	2010/11 Score	2011/12 Score	2011/12 Av. for Comparable Local Authorities	Improving?
Adult Social Care Survey	18.5	18.4	18.7	
question "How much control do you have over	78.8%	73.5%	74.3%	
direct payments – Part 1, any form of self- services they want to receive	29.0%	52.1%	39.8%	
direct payments – Part 2, cash payments only services they want to receive and received a cash	11.7%	17.7%	13.5%	
	6.3%	7.1%	6.5%	
employment		11.9%	7.0%	
recorded as living in their own home or with their	71.1%	83.7%	73.6%	
with or without support independently		59.1%	59.8%	
– 18-64	18.3	11.2	16	
– 65+	816.2	671.9	719.8	
hospital into reablement/rehabilitation and were still living at home 3 months later	85.4%	85.7%	82.6%	
to a health or social care related reason		3.2%	3.8%	
to the question "In the past year, have you Adult Social Care Survey	59.9%	63.4%	63.0%	
about services question "How satisfied or dissatisfied are you	52.7%	67.4%	73.3%	
the following statements best describes how	61.9%	62.7%	63.9%	
and secure you in feeling safe" on the Adult Social Care		84.3%	75.2%	

	Leeds is performing better than comparable local authorities
	Leeds is performing worse than comparable local authorities

	Leeds performance is improving
	Leeds performance has remained constant
	Leeds performance is declining

Abuse of vulnerable adults

What is safeguarding?

Safeguarding adults refers to a range of options for preventing the abuse or neglect of an "adult at risk". Abuse is mistreatment by any other person or persons that violates a person's human and civil rights. Abuse can happen anywhere - in a person's own home, in a residential or nursing home, in a supported living setting, a hospital or GP surgery, a prison, day centre or educational setting, library, sports centre, within the workplace, or within the community.

Abuse may be committed by a professional, a paid carer, family member, another adult at risk, or anyone else.

Sometimes it is necessary to investigate allegations of abuse to find out what protection is required. A protection plan can then be developed with the adult at risk to prevent further harm from abuse or neglect.

If there are concerns about a person you know over 18 years of age, who needs, or might need, health and social care support and who might be being abused or at risk of abuse from another person, then they are likely to be an 'adult at risk' and a safeguarding adult referral should be made to the council.



Safeguarding Referrals – 2011/12

- There were 3,449 safeguarding referrals for adults received by the council during 2011/12, which is 686 more than were received in 2010/11
- The largest number of referrals are made by social care staff followed by health and housing staff.



A safeguarding coordinator from Adult Social Care or an NHS organisation will then arrange for an investigation into the allegations or concerns. We need to do an investigation to find out the facts about what has happened. The decisions about the help you need must be based on all the information available.



Safeguarding Investigations – 2011/12

- Most investigations in 2011/12 followed concerns about physical abuse (41%) followed by neglect (29%) and financial abuse (17%).
- More safeguarding investigations were undertaken in 2011/12 than in any previous year (986).
- The largest number of safeguarding investigations involve people who are categorised as having a physical disability or frailty (405, or 41%). 265 or 27% involve someone with a learning disability and 201 or 20% involve a person with dementia.

The council commissions a group of independent experts to review the quality of its investigations into allegations of abuse of vulnerable adults and they told us:

"Records indicated that prompt action was taken to safeguard the individuals concerned, investigations instigated and protection plans put in place."

CPEA Ltd. Dec 2011



Case Conclusion	Number	%
Fully Substantiated	333	48%
Partly Substantiated	70	10%
Not Substantiated	127	18%
Inconclusive/not determined	168	24%
Total	698	100%



The Outcomes of Safeguarding Investigations – 2011/12

- 58% of safeguarding investigations concluded within the year were either fully or partially substantiated.
- 39% of investigations that were concluded within the year involved a person with a physical disability. 30% of concluded investigations involved a person with a learning disability.

Lessons learnt from complaints received during 2011/12

You said...	We did...
That a significant deterioration in a service user's health had been ignored and neglected by the various health and social care services involved and not referred to the hospital sooner	Although the investigation found that the service providers had liaised effectively and had been responsive to the deterioration in the service user's health, a joint action plan was developed to address issues relating to shared recording and communication in complex cases, and the identification of a lead worker to ensure the co-ordination between health and social care providers
Adult Social Care had agreed an adaptation to a property for a disabled person but the housing agency had disagreed	The complaint led to refresher training for both Adult Social Care and Housing Provider staff on legislation and policy relating to Disabled Facilities Grant and that such training be delivered on an annual basis
A service provider failed to ensure cover arrangements were in place for when regular care staff were on holiday or unable to attend calls	The provider company confirmed the correct procedure with care workers for approving leave requests so this does not adversely affect service users and their families in the future
Care workers were visiting at inconsistent time and had not been effectively communicating with service users	The provider company introduced a policy where all care workers are to call or text when they have arrived and family called within 30 minutes if they haven't arrived on time
Services were inconsistent	The provider company appointed a new Care Co-ordinator who will ensure that gaps in the service have been identified
A family had not been informed in the early stages of a safeguarding investigation regarding their son	The Leeds Multi-agency Safeguarding procedures were amended to ensure parents are informed of any incidents at the earliest possible moment
Parents of a disabled young person complained about delays in putting services into place following the service user leaving school	A new Transitions service has been developed that sits within Adult Social Care. In future they will work with individuals and family carers alongside representatives from Education Leeds to ensure that there is consistency in decision making

Where can I get information & advice?

There are 16 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. Aireborough One Stop Centre**, Mon, Tues, Thurs, Fri 8.30am - 4pm. Wed 8.30am - 3pm
Micklefield House, New Road Side, Rawdon, LS19 6DF
- 2. Armley One Stop Centre**, opening hours same as Aireborough
2 Stocks Hill, Armley, LS12 1UQ
- 3. City Centre One Stop**, Mon - Thur 8.30am - 4pm. Fri 9.30am - 4pm
2 Great George Street, Leeds, LS2 8BA
- 4. Dewsbury Road One Stop Centre**, Mon, Tues 8.30am - 4pm. Wed 8.30am - 3pm.
Thurs, Fri 8.30am - 5pm
190 Dewsbury Road, LS11 6PF
- 5. Garforth One Stop Centre**, Mon, Tues, Thur, Fri 9am - 4.30pm. Wed 9am - 3pm
Lidgett Lane, Garforth, LS25 1EH
- 6. Morley One Stop Centre**, opening hours same as Dewsbury Road
Morley Town Hall, Morley, LS27 9DY
- 7. North Seacroft Joint Services Centre**, Mon, Tues, Thurs, Fri 9am - 5pm. Wed 9am - 3pm
Unit 8, Seacroft Shopping Centre, LS14 6LU
- 8. Osmondthorpe One Stop Centre**, opening hours same as Aireborough
81a Wykebeck Mount, LS8 0JE
- 9. Otley One Stop Centre**, Mon 10am - 6pm. Tues, Wed, Thurs 9am - 4.30pm. Fri 9am - 4pm.
Sat 10am - 12pm appointment only
8 Boroughgate, Otley, LS21 3AH
- 10. Pudsey One Stop Centre**, Mon, Tues 8.30am - 4pm. Wed 8.30 - 3pm. Thurs, Fri
8.30am - 4.30pm
Pudsey Town Hall, Robin Lane, Pudsey, LS28 7BL
- 11. Reginald Centre**, Mon to Fri 8.30am - 5pm. Sat 11am - 1pm appointment only
263 Chapeltown Road, Chapeltown, LS7 3EX
- 12. Rothwell One Stop Centre**, opening hours same as Aireborough
Marsh Street, Rothwell, LS26 0AD
- 13. South Seacroft One Stop Services**, opening hours same as Aireborough
91-95 Moresdale Lane, Seacroft, LS14 6GG
- 14. The Compton Centre**, Mon, Tues, Thurs, Fri 8.30am - 4pm. Wed 8.30am - 3pm. Sat
10am - 1.30pm appointment only
Junction of Compton Road and Harehills Lane, LS9 7BG
- 15. The St. George's Centre**, Mon to Fri 8am - 6pm
St George's Road, Middleton, LS10 4UZ
- 16. Wetherby One Stop Centre**, Mon to Wed 9am - 3pm. Thurs, Fri 9am - 4pm.
24 Westgate, Wetherby, LS22 6NL

Key Contact Numbers & 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 224 3342**.

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

Other useful contacts and telephone numbers if you wish to contact us regarding any council service:

1. Online enquiry form - www.leeds.gov.uk
2. By email - general.enquiries@leeds.gov.uk
3. By telephone – **0113 222 4444** and minicom **0113 222 4410**. Opening times Monday - Friday 8 am - 6 pm.
4. To make a complaint or a compliment to the council about any council service, please use our online complaints form.



What services are available?

Leeds Care Services Directory - www.carechoices.co.uk/region/Leeds

The Leeds Directory, offering independent care home contracts advice and information
- tel 0800 389 2077

First Stop Advice - 0800 389 2077

Financial Advice

The Society of Later Life Advisers - not for profit organisation specialising in funding residential and nursing care - www.societyoflaterlifeadvisers.co.uk tel 0845 303 2909

Age UK - www.ageuk.org - tel 0800 169 6565

Self Directed Support

Free to Live - the personal budget peer support network on 0113 214 3594 or email them at: infotoliveleeds.org or, visit www.freetoliveleeds.org

ASIST - Advice about employing a personal assistant 0113 214 3599

Carers

Leeds Carers Centre - the first stop in Leeds for advice for carers - 0113 246 8338, or visit info@carersleeds

Alzheimer's Society - support for carers of dementia sufferers - 0113 231 1727

Older Carers Support Service - support for people over 65 caring for an adult with a learning disability - 0113 272 0377

Mental Health Carers - Support for carers looking after someone with a mental health problem other than dementia - 0113 295 4445

Carers Emergency Service - 0845 026 8923



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. - tel 0113 247 8630
- **The Leeds Safeguarding Adult Partnership Board Annual Report 2011/12** 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_2011-12.pdf
- **A to Z directory of services** This new directory contains health and social care services that cover the whole of Leeds - tel 0113 222 4401. It will be published late 2012.

