

Leeds City Council Local Account 2018-19

Creating better lives for people with care and support needs

We want Leeds to be the best place for people with care and support needs to live and grow old, where they can lead a happy and fulfilling life the way they choose.

Helping people to be independent, live in dignity and enjoy healthy, active lives is central to our ambition to be a compassionate city with a strong economy, where people who are the poorest improve their health the fastest.

Our strategy is to use a strengths based approach which puts people at the centre of their care. Helping them find solutions matched to their needs, based on what matters to them.

We are working closely with people and their advocates to make sure services are designed in a way that best meets their needs, are personalised and of good quality. As much as possible we support people to remain living in their own home.

We acknowledge the challenges of a growing and ageing population with an increasing complexity of need. Finance will continue to be a pressure with uncertainties as we await the publication of the governments Green Paper on the future of adult social care.

Our aim is to help people when they need it by offering the right advice, support and services, at the right time.



Health Watch supports the Local Account as an effective way of describing the strategic work of Leeds Adult Social Care and how progress is monitored. We endorse this report.

What we are doing

- ◇ As a council prioritising resources for vulnerable people
- ◇ Making the most of what we have in Leeds by:
 - Focusing locally with support for Neighbourhood Networks and the development of neighbourhood teams
 - Providing more person-centred care, listening to people and their families and building on their strengths
 - Supporting a vibrant third sector, including social enterprises
 - Helping care providers offer quality services, e.g. through support from our Care Quality Team
- ◇ Supporting people in their homes and supporting options that provide people with a home that is right for them
- ◇ Encouraging a skilled workforce and making sure it is well led, e.g. through the Leeds Leadership Academy
- ◇ Strengthening how local health and care services work together

The challenges we face

- ◇ A growing and ageing population
- ◇ More complex long term health conditions that require ongoing support and specialist care, including mental health
- ◇ Increasing and sustained pressures on public finances
- ◇ People want more choice about how they live their lives
- ◇ The long-term viability and quality of health and care service providers, including sustaining a committed workforce

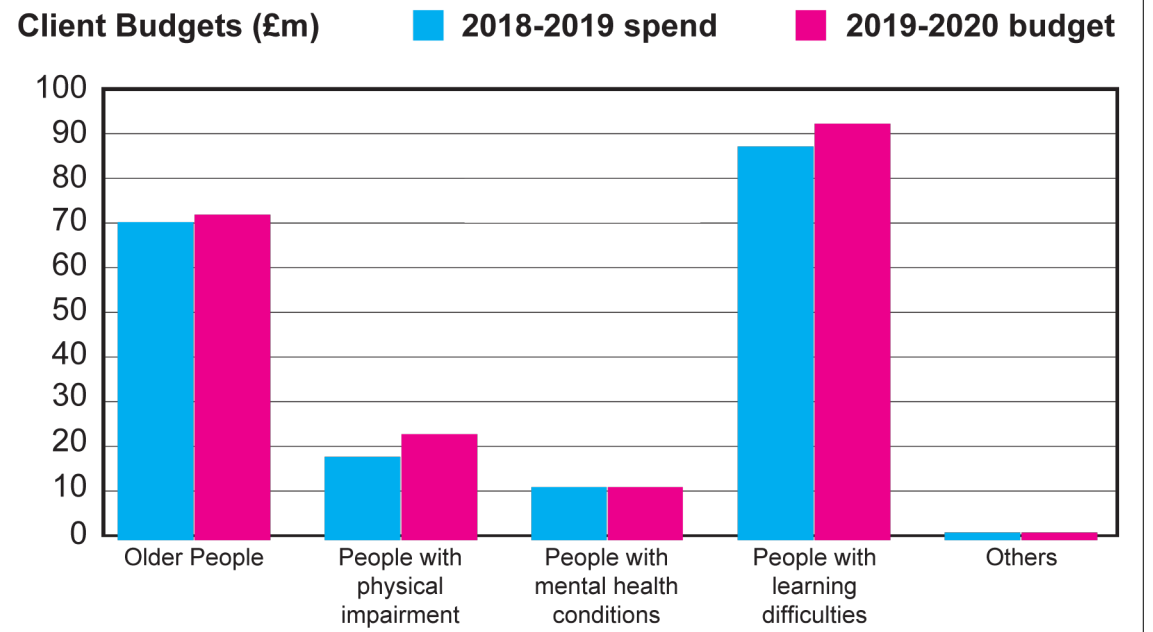
What is going well

- ◇ Positive views from people receiving social care on their quality of life
- ◇ A high proportion of people who say that services help them feel safe
- ◇ Improving quality of health and care providers with more rated as good or outstanding
- ◇ Fewer people 65 and over requiring admission to care homes
- ◇ More issues resolved at the first point of contact, use of Talking Points in communities
- ◇ A downward trend in delayed stays in hospital, with more to do. Includes limited adult social care only delays but with more to do in partnership with others

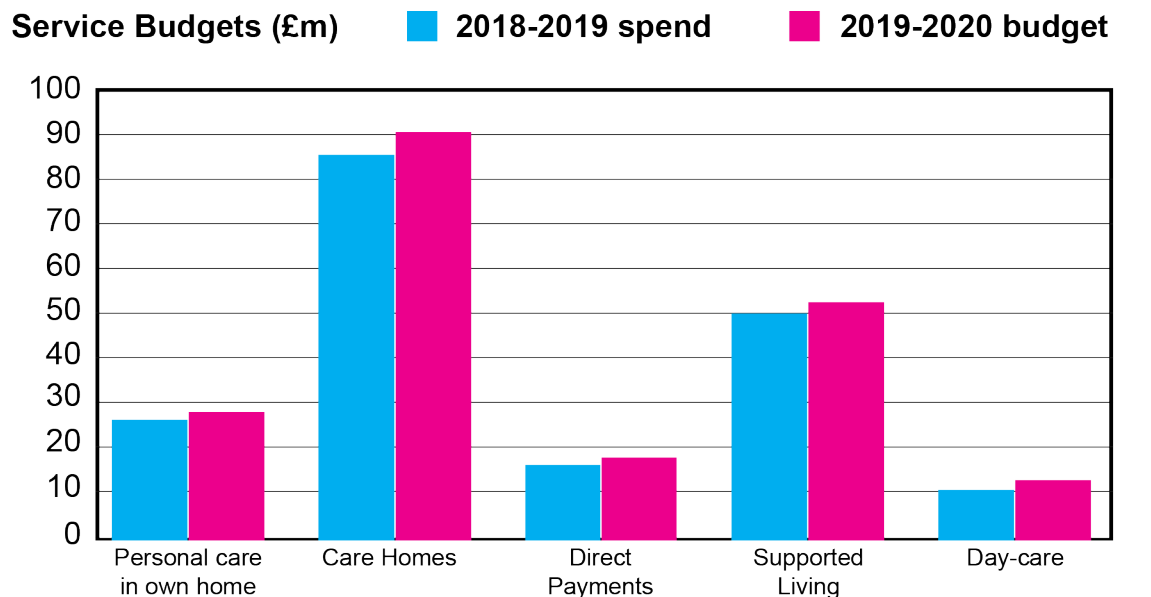
Priorities for improvement

- ◇ As part of Team Leeds build on the 2018 CQC review to reduce the need for hospital admissions and to improve independence following hospital
- ◇ While Leeds compares well for the amount of social contact people who use social care have we need to do better to reduce social isolation
- ◇ Greater use and impact of short term services that help people to stay independent in their homes
- ◇ Continue to support carers to improve their quality of life, including their social life
- ◇ Strengthen how partners and services work together to help people and families

Client Budgets (£m)



Service Budgets (£m)



A strong economy in a compassionate city

Tackling poverty and reducing inequalities. Leeds will be a healthy and caring city for all ages

Leeds Better Lives Strategy

To ensure that people with care and support needs are able to have a fulfilling life

| 5 Aims | Promote well-being & resilience | Maximise recovery & promote independence | Improve quality of life | Provide more choice & control | Ensure value for money |
|-----------------------|---|--|-------------------------|-------------------------------|------------------------|
| 'I' statements | We want people with health and care needs to be able to say: "I am able to build on my personal strengths and realise the opportunities that exist within my community to lead a fulfilling, healthy and active life" "I have access to information and support to live the life I choose for myself" "I am in control of my life and feel safe and as well as possible" "I can choose where I live and who I live with" "I have confidence in the people and organisations who provide me with support" | | | | |

We will achieve this through

| Better Conversations | Better Living | Better Connections |
|--|---|---|
| A reformed social work model, that builds on individual's strengths and starts with what matters to people Improved customer access Rapid response when it is urgent "Talking Points" that enable access to social workers in your community Less paperwork more social work | Support and develop carers to remain well, active and energised Maximise the use of technology to improve care and quality of life Further develop services that help people recover and maximise their independence Continue to invest in 3rd Sector preventative and direct care services Work together to improve the quality of care, supporting providers and developing the market The availability of accommodation options that reduce the number of people needing a care home placement Promote financial inclusion Improve take up of direct payments | Expand asset based community development, working with communities to stimulate and harness local assets Enable citizen driven technology Work with partners to improve the population's health and wellbeing; involving partners at city, local, individual and beyond including: <ul style="list-style-type: none"> • Community & 3rd sector • NHS • Wider council • Business & enterprise • Leeds Academic Health Partnership |

We are committed to

- Reducing inequalities** in health and well-being
- Safeguarding** Keeping you safe is paramount. We will work with you and with other agencies to manage risk appropriately
- A clear budget strategy** Meeting people's needs, using resources to help people to help themselves and asking those who can to make a contribution

Want to know more about Better Lives click [here](#) to read our blog

Want to check out the facts, to find national data search [Adult Social Care Analytical Hub](#) and press the ASCOF button. For provisional ASCOF indicator results for 2018-19 & local Better Lives measures press [here](#)

How did we do in 2018-19

- Reduction in people aged 65+ entering residential care to have their needs met
- 1/2 of service users & a 1/3 of carers have as much social contact as they would like
- 91% of people receiving services say that they make them feel safe and secure
- 82% of Leeds CQC registered care services rated as good or outstanding
- High quality of life score for people receiving social care
- 73% of carers say they have been included in discussions about the person they care for
- 65% of carers find it easy to find information about services

To contact us about any Adult Social Care service:

Call **0113 222 4401** Monday – Friday 8am - 6pm, visit www.leeds.gov.uk
 We support older people; people with mental health needs, sensory impairments, physical impairments or learning disabilities; and other people with special needs. We support people being cared for and their carers and we have a responsibility to protect people from abuse and neglect.