

# Appendix 1

# Leeds City Council Local Account 2017-18

## 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 in where they can lead a happy and fulfilling life the way they choose to live it.

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.

However, we face the challenges of a growing ageing population with more complex needs and huge financial pressures.

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

We are also working with communities, services and partner organisations to shift resources towards preventative services and community solutions.

Our aim is to help people be independent for as long as possible by giving them the right support, advice and access to services at the right time.



**Councillor Rebecca Charlwood**  
Executive member for health, well-being and adults



**Cath Roff**  
Director for adults and health

### The challenges we face

- ◆ A growing and ageing population
- ◆ More complex long term health conditions requiring ongoing support
- ◆ People want more choice about how they live their lives
- ◆ Increasing and sustained financial pressures on public finances
- ◆ Long-term viability and quality of health and care providers and services
- ◆ Maintaining a high quality and committed care workforce
- ◆ Ensuring local benefit from increased integration of health and social care services

### What we are doing

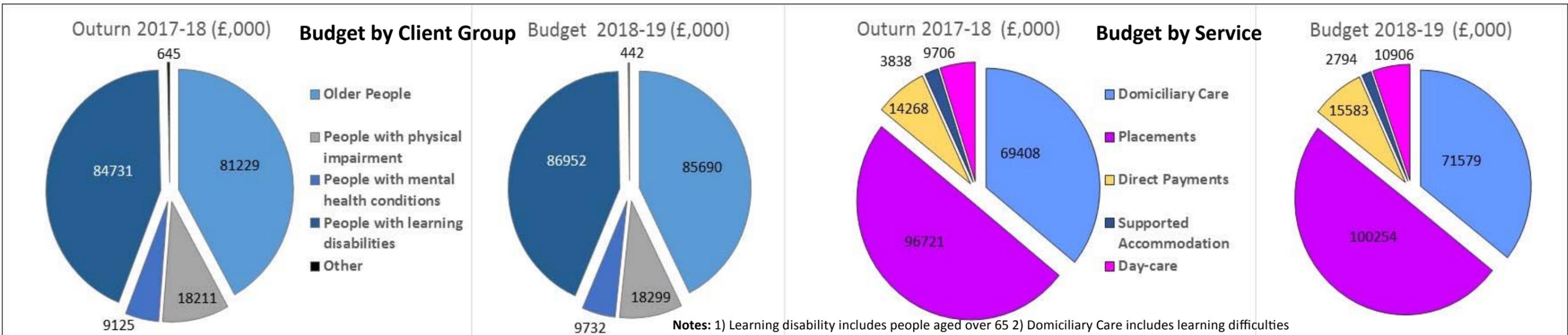
- ◆ Prioritising resources for vulnerable people
- ◆ Reshaping and resourcing support for improving the quality of care
- ◆ Strengthening how local health and care services work together
- ◆ More person-centred care with greater community involvement
- ◆ Continued support for carers
- ◆ Continued support for community and local activity
- ◆ Leadership, apprenticeship and wider workforce development, including volunteers

### What is going well

- ◆ Year on year improvements in reported quality of life of people receiving social care
- ◆ Ongoing improvement in the quality of health and care providers
- ◆ More issues resolved at the first point of contact
- ◆ Improvements in reported satisfaction with social care services
- ◆ Increased provision of effective support to help people maintain and regain their independence.
- ◆ Effectiveness of Leeds services following hospital stays compare well
- ◆ Reductions in over 65s requiring residential and nursing provision
- ◆ Improvements in numbers of people who use social care services who say they have the right amount of social contact

### Priorities for improvement

- ◆ Continue to improve satisfaction with social care support
- ◆ Increase individual choice through greater use of direct payments
- ◆ Increase use of short term services and improve how they help sustain, maximise and re-establish people's longer term independence



**Want to know more about Better Lives** [www.betterlivesleeds.wordpress.com](http://www.betterlivesleeds.wordpress.com)  
**Check out the facts**, to find national data search Adult Social Care Analytical Hub and press the ASCOF button. For provisional ASCOF results for 2017-18 & local Better Lives measures press [here](#)

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

# Leeds Better Lives Strategy *To ensure that people with care and support needs are able to have a fulfilling life*

Leeds Health and Well Being Plan & Leeds Inclusive Growth Strategy support a strong economy in a compassionate city

Leeds City Council Best Council Plan: tackling poverty and reducing inequalities

## What we want to achieve

### 5 Key Aims

1. Promote well-being and personal and community resilience
2. Maximise recovery and promote independence
3. Improve the quality of life
4. Provide more choice and control
5. Ensure value for money

### 5 Outcome 'I' statements

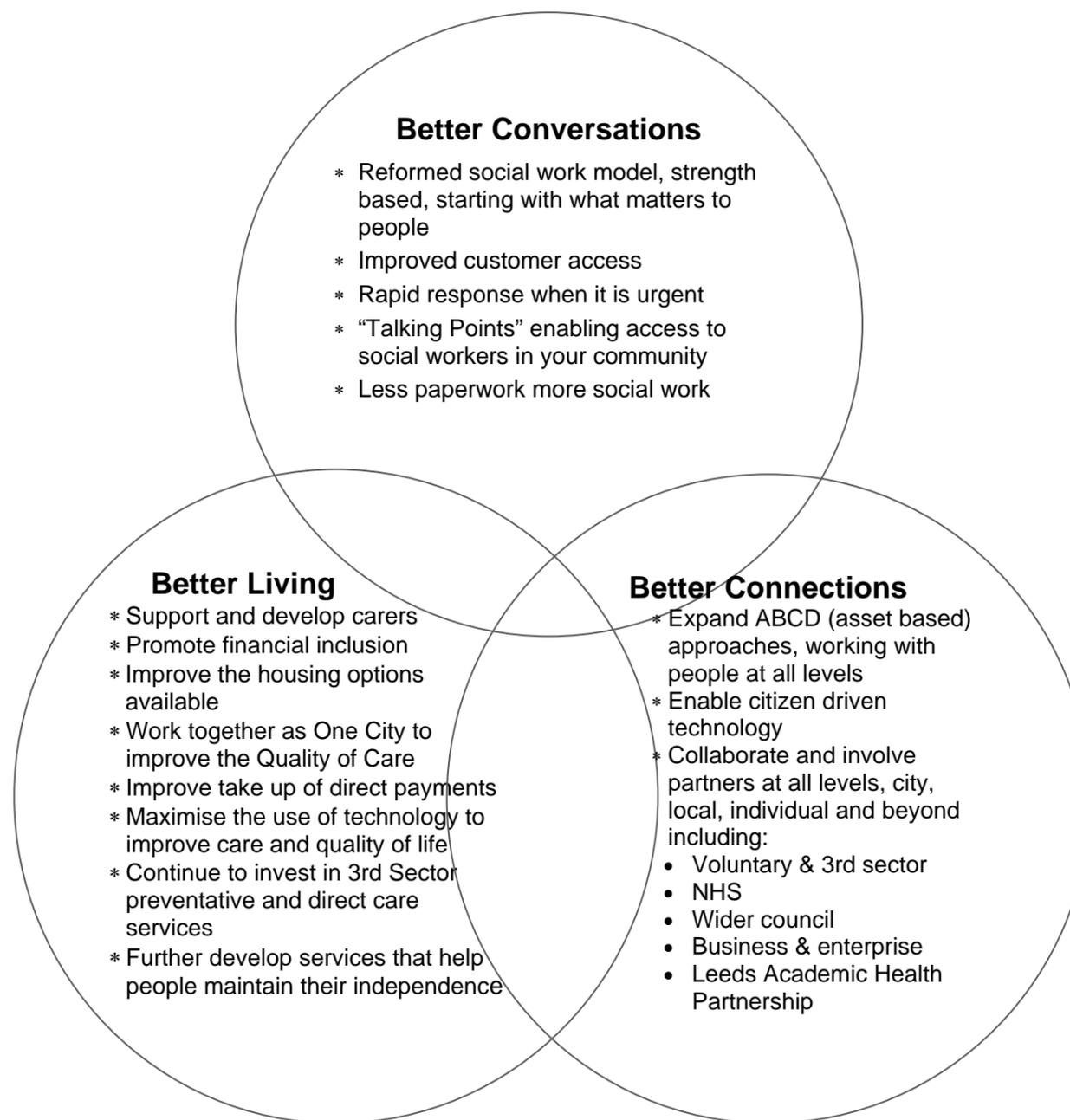
We want people with health and care needs to be able to say:

- ✓ "I have access to information and support to live the life I choose for myself"
- ✓ "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 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"

### 9 Priorities

1. Built on an individual's strengths
2. Stimulate and harness community assets
3. Enable family carers to remain well, active and energised with access to a range of short breaks
4. Increased opportunities for people to recover and maximise their independence
5. Promote a range of models of care and support to increase the number of people choosing direct payments
6. Increase Extra Care housing and other models of accommodation and reduce the number of people needing a care home placement
7. Support and develop social care providers and the social care market improve care quality
8. Work with partners to improve the population's health and wellbeing
9. Reduce inequalities in health and well-being

## How we'll do it



### Better Conversations

- \* Reformed social work model, strength based, starting with what matters to people
- \* Improved customer access
- \* Rapid response when it is urgent
- \* "Talking Points" enabling access to social workers in your community
- \* Less paperwork more social work

### Better Living

- \* Support and develop carers
- \* Promote financial inclusion
- \* Improve the housing options available
- \* Work together as One City to improve the Quality of Care
- \* Improve take up of direct payments
- \* Maximise the use of technology to improve care and quality of life
- \* Continue to invest in 3rd Sector preventative and direct care services
- \* Further develop services that help people maintain their independence

### Better Connections

- \* Expand ABCD (asset based) approaches, working with people at all levels
- \* Enable citizen driven technology
- \* Collaborate and involve partners at all levels, city, local, individual and beyond including:
  - Voluntary & 3rd sector
  - NHS
  - Wider council
  - Business & enterprise
  - Leeds Academic Health Partnership

### Safeguarding

Keeping you safe is paramount. We will work with you and together with other agencies to manage risk appropriately

### A clear budget strategy

- ◆ Meeting people's needs
- ◆ Helping people to help themselves
- ◆ Those who can afford it make a contribution

## How we'll know if we've made a difference

### Better Conversations

1. More new referrals for social care resolved at initial point of contact or through accessing universal services
2. More carers receiving social care self-directed support who receive this as a direct payment

### Better Connections

3. Increase the ratio of people who receive community-based support vs people who are supported in care homes
4. More people successfully completing a reablement service
5. Decrease delayed discharges from hospital due to social care

### Better Living

6. Increase the proportion of Care Quality Commission registered care services in Leeds rated as "good" or outstanding"
7. More people who use social care receiving self-directed support as a direct payment
8. Reduce the rate of permanent admissions to residential and nursing care homes for people aged 18-64
9. Reduce the rate of permanent admissions to residential and nursing homes people aged 65+

### Safeguarding

10. Increase the percentage of people with a concluded safeguarding enquiry for whom their outcomes were fully or partially met

To contact us about any Adult Social Care service :

- call **0113 222 4401** Monday – Friday 8am - 6pm,
- visit [www.leeds.gov.uk](http://www.leeds.gov.uk) or
- read our blog at [betterlives leeds.wordpress.com](http://betterlives.leeds.wordpress.com)

We support older people; people with mental health needs, sensory impairments, physical disabilities, 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.