



Your Life, Your Choice

Derby City Council Annual Report
for Adult Social Care 2012/13



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Introduction

Welcome to our 2012/13 Annual Report. The Annual Report is our way of telling the citizens of Derby about the work of adult social care and how we have helped customers in the past twelve months. Despite the significant reduction in local government budgets, Derby City Council remains committed to supporting its most vulnerable citizens.

Adult social care services are very much the safety net that contributes to the care and support people naturally have from their family, friends and community. We want to help people to have a good life that is shaped and defined by the things most important to them.

In the last twelve months we have worked very hard at changing the way people experience our service so that far more people have a personal budget. This means we tell people up front how much money the Council will make available for their care and support needs. People can then say how they want the money to be spent – often in far more flexible ways, personal to them, that helps them achieve the best possible life for themselves. Many more people this year have said they want control over this pot of money as a direct payment.

We have set out over the following pages what we said we would do and whether or not we achieved it. Most important of all to us is that we make a difference to people's lives. We think the best way to tell you about this is by telling you some individual stories - we hope you enjoy them and feel inspired by them.



Councillor Mark Tittley
Cabinet Member for Adult
Social Care and Health



Cath Roff
Strategic Director: Adults, Health and Housing

About Derby and its vision

Derby is a compact city of 30 square miles and has an adult population of 193,130, one in five (19.7%) of which is made up of Black and Minority Ethnic (BME) groups. The population will grow by 2020 with people over 65's rising by 12.4%, 75 to 84 year olds by 7.4% and over 85's by 30.9%. In addition Derby is the 88th most deprived authorities with higher levels of disability, smoking and alcohol abuse than the national average.

Derby Plan

The Derby Plan brings together the priorities of key partners from the public, private and voluntary sector.

Council Plan

The Council Plan is a key document that sets out what key improvements we would like to make and the types of actions that we will take to make them. The latest Council Plan runs from April 2011 to March 2014. For more information download the Council Plan 2011 to 2014.

In addition to the Derby Plan priorities (as above) we are also working towards making improvements in two areas that will improve our services...

- Good-quality services that meet local needs
- A skilled and motivated workforce.

Our vision is:

'To create a city for all, through strong leadership and excellent customer-centred services'

Our aim is to work together so that all people in Derby will enjoy;

- ...a thriving and sustainable economy
- ...achieving their learning potential
- ...good health and well-being
- ...being safe and feeling safe
- ...a strong community
- ...an active cultural life

Our budget for the current financial year is £223m, of which £62m relates to Adult Social Care. We continue to transform council services and examples of this are:

- Services centred around customers
- Reducing the number of buildings we work from and using new technology to support new ways of working
- Neighbourhood working to make services more local
- Community-based services that help people adopt healthy lifestyles Personalisation to improve choice and control

The Council played a key role in supporting the city over the last year we are working hard towards achieving our vision.

Putting People First in Derby

Our principles

The foundations of this transformation are a set of values and principles that focus on people as citizens. These are:

1. Self-determination – each person should be in control of their own life and, if they need help with decisions, those decisions are kept as close as possible to them.
2. Direction – each person should have their own path and sense of purpose to help give their life meaning and significance.
3. Money – each person should have enough money to live an independent life and are not unduly dependent upon others.
4. Home – each person should have a home that is their own, living with people that they really want to live with.
5. Support – each person should get support that helps them to live their own life and which is under their control.
6. Community Life – each person should be able to fully participate in and contribute to family and community life.
7. Rights – each person should have their legal and civil rights respected and be able to take action if they are not.
8. Responsibilities – each person should exercise responsibility in their own lives and be able to make a contribution to their community.

This means our citizens will:

- Be able to make well-informed choices
- Have far more control over their lives
- Be far more satisfied with the quality of their life
- Will feel more a part of the community
- Continue to be safeguarded
- Help us get it right first time.

Our approach

The transformation of adult social care is taking place during a time of unprecedented pressure on public spending that will have a significant effect for some years to come. The Council will have less money to spend on services over the next few years.

Faced with these different challenges, the Council will become far less prescriptive, moving away from telling people what they need and what services they can have. Its role will continue to be to provide an assessment.

and offer support to those who have eligible needs. But it will also become more about helping people to help themselves, giving them support when they cannot and being a trusted advocate for all citizens. The Council will become less concerned about what services it is providing and more focussed on the benefits – or ‘outcomes’ – for vulnerable people. In particular we will work to ensure that our customers:

- are healthy
- have a good quality of life
- exercise choice and control
- make a positive contribution
- maintain their personal dignity
- are free from discrimination or harassment
- have economic wellbeing.

How well are we doing?

Since 2010/11 the Government has required us to assess and regulate ourselves by monitoring and reporting our performance against four key headings these are listed below:

1. Enhancing the quality of life for people with care and support needs.
(Enabling maximum choice and control)
2. Promoting independence, delaying and reducing the need for care and support.
(Helping people to stay independent)
3. Ensuring that people have a positive experience of care and support.
(Enabling accessible information and positive advice and support)
4. Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm. (Keeping people safe)

This report describes how Derby City Council is doing against these key headings of the Adult Social Care Outcomes Framework.

How does Derby City Council safeguard adults whose circumstances make them vulnerable and protect them from harm?

The Derby Safeguarding Adults Board (DSAB) Vision Statement

“Everybody in Derby will be able to live safely, free from harm and to contribute to their own and other people’s health and well being”.

Derby City Council has made significant progress over the last two years to improve safeguarding processes and practices both within the Local Authority and across the partnership. This includes; raising the profile of leadership, increasing specialist safeguarding capacity, developing the wider workforce, producing clearer and more robust protocols and simplifying day to day process in the interests of customers. Through the above actions we have now achieved higher compliance with good safeguarding practice from both our own staff and those working in partnership organisations.

However, we now recognise the need to move our focus away from process and towards outcomes. The next stage of improving safeguarding in Derby will be to ask ourselves and our partners the “so what” question. We need to be clearer on the impact that safeguarding practice is having in enabling adults in Derby to feel secure and therefore to participate fully within their own lives and in their communities.

Achievements in 2012/13

- Multi-agency threshold guidance was developed and launched to ensure that we are able to concentrate our work on those Adults at Risk of Abuse or neglect.
- As a result our referral rate fell from 839 in 2011/12 to 699 in 2012/13 but we need to focus on referrals that meet the local threshold in future years and improve our recording processes.
- The Multi-agency safeguarding of adult’s policy and procedure reviewed and revised and a range of complementary practice guidance produced.
- The Performance Improvement Group was reviewed and refreshed to concentrate on auditing of Multi-agency practice to identify good practice and learn lessons from when things have not gone so well.
- Repeat referrals have reduced and are now at 11%, better than both Derby’s comparative council’s group (17%) and England averages (18%).
- The completed referral rate is now at 63% but is still lower than Derby’s comparative council’s group (78%) and England (79%) averages.
- In our survey of social care users a third (66.4%) said they felt safe, better than Derby’s comparative councils group (65.4%), England (65.0%) and East Midlands (63.4%). Derby is 2nd in the East Midlands and 8th in the comparator group.
- In the same survey three quarters (75.6%) said the services that they received made them feel safe which is just below Derby’s comparative councils group (78%), England (77.9%) and East Midlands (81%).
- Outcomes information for Derby is positive in that protection plans are offered in 100% of cases compared to only 68% and 59% for Derby’s comparative councils group and national groups respectively.
- Safeguarding training has been provided, with 1089 staff attending at Level 2, 194 at Level 3 and 86 at Level 4.

- Awareness of Mental Capacity Act and Deprivation of Liberty Safeguards (DOLS) has been raised with partner agencies and health and social care providers. We have worked together to ensure a smooth transition for the Supervisory Body for DOLS in a hospital setting from the Primary Care Trust to the local authority. Responsibility for DOL's Standards in hospitals has been taken by the team.
- A customer Inclusion Group was launched to recognise the importance of hearing from Derby Citizens and taking their views into account when deciding the future strategic plans for Safeguarding Adults at Risk in Derby.
- Safeguarding forms have been revised, including a new e referral form and the process has been streamlined. 7 Case file audits were coordinated and an Action Plan produced which resulted from this.
- A Staff workshop took place in December to launch the recording policy and discuss professional standards.
- A Principal Social Worker (PSW) post has been established and a Principal Social Worker Forum set up.
- Safeguarding outreach support has been provided for all teams including expert advice and direct case support.
- A Best Interests Assessment (BIA) post has been recruited and is currently training 4 new BIA.

In our 2012-13 Business Plans

| We said we would | How did we do | We rate that as |
|---|---|--|
| <p>Review/update policies, procedures and practice to deliver the vision of the DSAB.</p> | <p>This work was completed and presented to both the City and County Safeguarding Boards in May 2012 for final approval.</p> <p>The website for the Safeguarding Board has been approved and updated: www.derbysab.org.uk/</p> <p>A range of resources on the website including a series of posters and leaflets</p> <p>A full range of multi-agency training has been launched.</p> <p>The Learning and Development Forum published a course prospectus for 2012/13 year.</p> <p>Derby's Safe Places Scheme has been extended to provide further venues where vulnerable people can get help if they need it: www.derby.gov.uk/whats-happening-in-derby/news/safe-places-scheme/</p> | <p></p> |

How does Derby City Council enhance the quality of life for people receiving adult social care and support?

Although it was not one of the leaders of personalisation, Derby City Council has made significant progress in transforming adult social care. We have re-designed the customer journey to embrace a 'genuine' approach to personalisation that makes it real for our customers – 'Your Life, Your Choice.'

The approach to personalisation includes all services, centred not only on providing personal budgets, but also upon good information, advice and advocacy, building on and building up people's community capacity and upon rehabilitation, reablement and recovery. Where people need longer term support, they are encouraged to self-direct - with direct payments preferred to 'council managed' personal budgets – and there is an increasing proportion of customers taking their personal budget as a direct payment.

There is strong and clear leadership for personalisation. There is a clear vision, guided by agreed values and principles and an approach that was agreed by Council Cabinet in September 2011. There is investment in and an expectation of all levels of management to manage and implement personalisation.

As a result we are now delivering better outcomes for increasing numbers of our customers – with personalised support, ordinary/independent living and greater social inclusion. Personalisation is being used to manage demand, improve reablement/recovery and drive the transformation of how services are delivered.

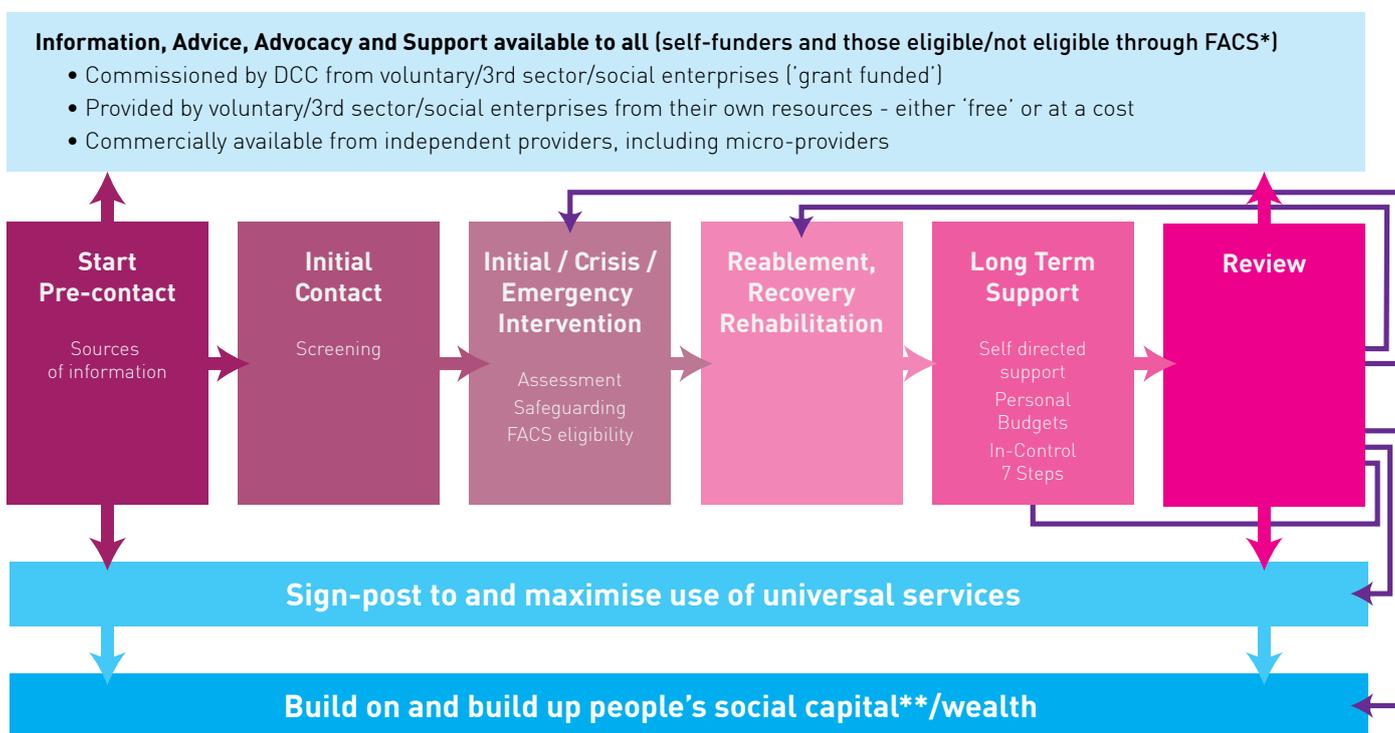
Key Achievements

- At 19.0 the Derby social care quality of life score matches local authorities group and is ahead of England average.
- Almost 8 out of 10 (79.7%) of customers said they had control over their daily life, this is better than our local authorities group (77.5%) and England (75.9%) averages.
- Over 6 out of 10, 63% (and a total of 4405) of our customers/carers received a personal budget or direct payment, significantly better than our local authorities group (52.3%), England (55.6%) and the same as the East Midlands average (62.8%).
- Nearly a quarter (22.4% and total of 527) of customers received their personal budget as a direct payment better than our peers, local authorities group (13.8%), England average (16.4%) and East Midlands (20.3%).
- Within our local authorities group we ranked 6th for personal budgets and 2nd for direct payments. In the East Midlands, we ranked 6th for personal budgets and 4th for direct payments.
- Between half and two thirds of customers no longer needed home care at the end of their period of reablement in 2012/13.
- Almost all (95%) of patients leaving hospital that received rehabilitation or intermediate care were independent 3 months which is better than both our local authorities group (83.1%) and England average (81.5%). We are 1st in both our authorities group and in the East Midlands.
- However we need to improve in offering this service; 2.3% of patients leaving hospital were offered rehabilitation or intermediate care which compares with 3.1% for our family authorities group and 3.3% for the England and East Midland average.
- The personalisation customer journey has provided a process that has enjoyed broad support in delivering self-directed support.

- Our Local Area Coordination is succeeding in assisting people to build on and build up resources in their community.
- An active group of citizen leaders are supporting transformation and leading change within communities, a second course will include them as partners in policy making.
- Starting to see some communities understanding the benefits that can come from peer support (for example Alvaston residents association) – people helping people.
- We are getting better at understanding the views and experiences of our customers through use of our personalisation outcomes evaluation tool (POET), Think Local Act Local (TLAP) 'Making it Real' markers and through projects such as VOX which worked with people with learning disabilities. 60% of personal budget holders have reported their personal budget has made a positive difference in their lives.
- We now have the TLAP kite mark.
- The Self-Directed Support (SDS) toolkit was developed and the team won the 2012 Council Team of the Year award.
- The Micro provider site is now established and self- maintained.
- The personal assistant register has 168 people registered through the council website, making it one of the largest in the country.

Our personalisation customer journey in Derby will in future track the outcomes for customers from pre-contact to review.

Our Customer Journey



*FACS (Fair Access to Care Services)

** Social Capital/Wealth (relationships, connections and resources in the community)

In our 2012/13 Business Plans

| We said we would | How did we do | We rate that as |
|--|---|---|
| <p>Roll out Personal Budgets to younger adults and users of housing related support services</p> | <p>Individual service targets for Younger Adults measures were either met or exceeded to help meet the overall Directorate target.</p> <p>In total 4405 people had Personal Budgets or direct payments in 2012/13; the overall result was 63%.</p> <p>This was better than our comparator group and national averages of 52% and 55%.</p> <p>Nearly a quarter (22.4%) (1527) of customers received their personal budget as a direct payment which is better than our comparative councils group (13.8%) the England average (16.4 %-) and the East Midlands (20.3%).</p> <p>We ranked 6th within our comparative councils group for personal budgets and 2nd for direct payments.</p> <p>In the East Midlands, we ranked 6th for personal budgets and 4th for direct payments.</p> |  |
| <p>Support an increase in the number of sustainable 'micro providers' within Derby</p> | <p>We have continued to support the micro providers in Derby.</p> <p>The Derby Choice Micro provider web site and network (on line directory) is now self-maintained and helps support new and existing service providers.</p> |  |
| <p>Support an increase in the number of Personal Assistants (PA) and number of quality assured Personal Assistants – where they choose to do so</p> | <p>A total of 168 people had signed up to the Personal Assistant (PA) Register on the council's web site by the end of the year, making it one of the largest council-hosted registers in the country.</p> <p>Work has been completed to improve the protection offered to customers by making an enhanced CRB check mandatory for all PAs wanting to join the register and offer regulated services, for example personal care.</p> |  |

Manage the Personalisation Programme to a successful conclusion including maximising the number of Personal Budgets taken as Direct Payments

A number of projects have been working on personal budgets and direct payments, for example, The Personalisation Outcomes and Evaluation Tool (POET) survey ran in 2012 and 2013 with 60% of personal budget holders reporting their personal budget had made a positive difference and the majority reporting that the Council made things easy for them in key aspects of the personal budget process.

Derby is using the Think Local Act Personal (TLAP) 'Making it Real' Markers to check how it is doing and using customer views to plan for future improvements and we now have the TLAP Kite mark



A range of leaflets guides and online resources such as 'Do what you want directory', 'Your Life Your Choice' e Bulletin and Personalisation e Bulletin.

The Self Directed Support (SDS) toolkit for staff won the 2012 Council Team of the Year award.

Significant work in Learning Disabilities, Mental Health and with Carers to move people to Personal Budgets and Direct Payments. The target for 12/13 of 60% was exceeded the final result was 63%.

Support the implementation of new personalisation business processes and supporting systems and conduct a whole system review

A recent focus has been on a range of projects in Initial Contact. An audit of the Self Directed Support Process is being reported in February 2014. This will inform future areas of development.

A new electronic assessment form is being developed so that staff can start to fill in customer information from the 'front door' and this only has to be done once.



An audit of SDS practice and processes has been carried out together with an audit of personalisation.

This will be used alongside POET survey results and 'Making it Real' priorities to plan for a whole system review which began in April/May 2013.

Support the development of early intervention and preventative services especially through the voluntary and community sector

All voluntary sector early intervention and prevention services approved by cabinet for the period 2011 – 2015 are in place. General support and advice for sector organisations has been maintained.



'Ordinary Lives' project, moving younger adults out of residential care into independent living arrangements.

Maximise the opportunity for involving staff, customers and partners in the decision-making process. Review how customers have influenced the decisions made.

The 'Making it Real' evaluation includes an action plan for staff, customers and partners in decision making.

The membership of Personalisation Programme Board has been extended to Citizen Leaders and Independent providers.

National 'Making it Real' Evaluation was carried out in Feb/March 2013 involving a survey and resulting in a workshop with customers at which they voted for their top 3 priorities for 13/14.



An action plan will be developed for these priorities.

Deliver a new customer pathway within learning disability services to deliver a personalised approach (as part of directorate transformation).

Work is being done to develop an 'enablement pathway' in home care and day services

This will support the customer to gain skills and encourage choice and control.

This work is on-going and will continue into 2012/13.

A Younger Adults assessment team structure has been established.

Further work in the next 12 months will be done to move all under 65's to services more personalised to customer needs.



Support the development of the independent and voluntary sector service provider market to meet the aims of personalisation.

General and tailored support to providers has continued, and has been given at organised events and during 'one-to-one' meetings at provider premises.

We have continued to develop and deliver a range of training to providers to help them understand the changes happening to our social care process.

We also continue to ask providers about their development needs and provide specialised training where requested.

We continue to organise events where providers can showcase their services to staff and customers continue to raise awareness and understanding of personalised services which continues to grow in the Derby provider market.



Support the Shadow Health and Wellbeing Board in the local implementation of the Health & Social Care Bill for Health Watch England

Health Watch Derby Ltd has been set up as a social enterprise organisation.

Board Members have been recruited and meetings of the Board taken place.

An interim Chair has been elected and staff recruitment has commenced.

Two members of staff have transferred from the LINK host organisation.

The organisation is now based in the Council House from 5 February 2013.



Measure the impact of adult social care transformation on outcomes for all socially excluded adults through tools such as POET.

POET survey has been completed, response rate improved on 2012 but still not high. Further exercises planned for 2013.

'Making It Real' Markers also being used to review progress and analysis of support plans for people taking personal budgets.



Provide increased range of community leisure, work and employment opportunities for younger adults and users of housing related support services.

Employment target for Learning Disabilities has been met but not so for Mental Health, although the final result of 8.1% is ahead of peer groups.

Data not fully collected for leisure and housing related support as customers are moving on to personal budgets.



To ensure 25% of carers, who look after an adult in Derby for 20 or more hours per week, have the opportunity to take a break from caring through self-directed support.

The target is scheduled for completion in March 2014.

Interim progress is currently being assessed through analysis of the 2012/13 Department of Health Carers Survey which is a positive start in getting Carers views on services.

In 2012/13 over 1000 Carers received self-directed support through direct payments, accounting for a quarter of all self-directed support.



Joyce has Dementia and was being cared for by her daughter Sarah who was beginning to feel unwell with the added stress of looking after her mum and her disabled husband. Sarah needed help but Joyce was anxious about support from carers that she did not know.

Sarah heard about Personal Budgets from her sister so they both, along with Joyce, decided that they would give this a go and share caring responsibilities between them. Sarah's sister introduced Claire to Joyce to see if they got on, which they did, so Joyce used her Personal Budget to employ these three carers to look after her.

Sarah said; "I thought it would be very difficult to start with, but I've had lots of help from Disability Direct and my mums care manager. They are always available if

I have any questions or need any help with the paperwork. They really have been great"

"Being employed as my mum's carer and spreading the work between three of us has really made a difference to my mum. We all know mum very well, we know what she likes, when she likes to get up and go to bed. It's a very personal service. We all know and understand her dementia and how to help her."

Being part of a team allows Sarah the chance to be a daughter again and spend quality time together with her mum who can stay living at home, exactly where she wants to be. There is a Care Link service too just in case something happens to Joyce when she is on her own. Sarah said she no longer feels like she is running around, the care is much more structured and rewarding and her mum is much happier.



Joyce



Tina had used mental health services for some time but was never interested in using traditional services such as day centres or community care workers. Tina wanted to get back into work and asked for a personal budget that she wanted to use to pay the tuition fees for a one year college course. She completed the course which helped her develop the confidence to eventually obtain a position as a teaching assistant.

How does Adult Social Care promote independence and reduce the need for care and support?

Although our main attention is on services personalised to individual need and self directed support for people needing long term support, work has started on the earlier part of the customer journey. Where appropriate a short programme of enablement is offered to help customers to get back on their feet. Adult Social Care and partner agencies have also been working on prevention and early intervention to enable people to gain or retain independence. This is not only to increase choice and control but also to minimise the length of unnecessary stays in hospital and residential care.

In our 2012/13 Business Plans

| We said we would | How did we do | We rate that as |
|---|---|---|
| <p>Reduce the number of permanent admissions into residential and nursing care</p> | <p>For the 18 to 64 age group permanent admissions during the year reduced to 5 in 2012/13. Derby performed better than peer groups with 4.5 admissions per 100,000 people, better than our comparative councils group (14.5) and England (14.9). For adults 65 and over the rate of 568.7 was better than our comparative councils group (706) and England (697). We need to reduce the number of people in nursing care where other types of support are more appropriate.</p> |  |
| <p>Keep people independent at home after a period of rehabilitation or intermediate care following hospital discharge</p> | <p>A total of 95% of people discharged from hospital, who had rehabilitation or intermediate care, were still independent three months after discharge. Derby is best in its comparative councils group and ahead of the England average (81.5%) but we need to improve the percentage of people offered the service from 2.3% to the comparative councils group of 3.2%.</p> |  |
| <p>Support the development of early intervention and preventative services especially through the voluntary and community sector</p> | <p>New grant funded services that support early intervention and prevention are in place following application round in mid 2011. New services to meet gaps identified in the application round were put in place during 2012/13. Assistive technology project including Care Link and Care Line is now offered as part of the Older Adults and Enablement service. An Action Plan has been developed for Telecare including promoting awareness of the wide range of equipment available. http://www.derby.gov.uk/health-and-social-care/services-for-older-people/community-alarm-services/ We are 2 years into the 3 year Dementia Demonstrator project in Derby. The number of specialist dementia residential care beds commissioned in the independent sector totalled 110 in 2012/13. There were also 174 extra care housing flats provided with another 152 planned for completion by 2016. The Rapid Equipment Service, a fast track minor aids and adaptations service for older people, saves hundreds of hours of staff time and has a high satisfaction rate.</p> |  |

Deliver fair and equitable services with high levels of customer satisfaction.

Home care maintenance only cases have now been moved on from the Enablement Service. Weekly panels have improved balance and consistency in assessment of customer outcomes.
'Dignity in Care' work progressing.
Quality monitoring process in place for care homes and home care.
A new contract for community equipment in place.
Implementation of revised Fair Access to Care Services (FACS) criteria was achieved.



Deliver greater choice and control to enable people to live more independent lives.

There has been a considerable increase in the numbers of customers being offered Personal Budgets to 4405, as reflected in the overall result for 2012/13.
A Telecare action plan has been devised.
Mackworth Extra Care housing is under construction and due for completion late 2013
Stroke pathway improvement implemented.
Multi agency work on a pathway for frail elderly in progress.



Support more people with a learning disability to move out of accommodation-based care and support services and into their own home

We achieved our target of having three quarters (74.7%) of adults with learning disabilities living in their own home or with family.
'Ordinary Living' project is working in partnership with Housing Services to support people to move out of residential care.
10 people have moved from residential care to independent living with support.
Work has started to identify a further 30 people who could also move.
The ASPECT Centre is a specialist provision for adults with Autism and Learning Disabilities and supports 22 customers to engage in meaningful, person-centered activities both on-site and in the community.
The Adult Placement Scheme in the Learning Disability Service and Community Catalysts established Shared Lives Scheme. By March 2013 a total of 49 people were supported by the scheme, with more planned by March 2014:
<http://www.derby.gov.uk/health-and-social-care/carers/adult-placement-scheme/>



Increase the percentage of people successfully moving on from supported housing

Ordinary Lives and the roll out of personal budgets has helped people with learning disabilities, mental health needs and other vulnerable adults to gain or retain independence.
These groups have been at the forefront of the change from traditional services to independent personalised self-directed support.
Both service targets and overall targets for self-directed support were therefore met for 2012/13.



Increase the number of people supported to maintain independent living

A high proportion of people moving on from supported living, were helped to maintain independent living during the year.



Support low cost, early intervention and preventive schemes so that 75% of carers report that they can find the support they need with no, or minimum, input from statutory services.

This objective is scheduled for completion by March 2014. Interim progress is currently being assessed through the analysis of the 2012/13 Department of Health Carers Survey. Over two thirds (68%) of carers in the survey easily found the information needed for their own support. So we are making progress toward the 75% target.



Promote activities for adult-well being

This objective is scheduled for completion by March 2014. Interim progress is currently being assessed through the analysis of the 2012/13 Department of Health Carers Survey. Over two thirds (68%) of carers in the survey easily found the information needed for their own support. So we are making progress toward the 75% target.



Paul has a learning disability and used to live with 18 other disabled people in shared accommodation. He now lives on his own, living the life he wants with help from his carers. His carers come and sleep in at his home. He does things he enjoys such as playing pool and going fishing. Paul also has the internet at home now which he could not have when he lived in shared accommodation.

“I have my own life. I do my own thing. I work on Monday mornings. I see my friends on my own and if I go down town, to the pub or shops I go with my staff. I have my own keys.”

Paul’s carer said “supported living is much more person centred. Paul is working towards doing more things, a few steps at a time. A big goal for him is to go to Nottingham on his own but the short goals are to go to the local shops on his own.”



George is in his 70's and likes to keep busy. He has a rich and varied social life and loves his garden. It was important for him to be smart and well turned out. He wanted to feel safe and secure in his own home and to know that he could get help if needed, so he chose a Care Link pendant.

George was very keen to have his own personal budget so he could have who he wanted to provide a range of services for him such as household tasks, cooking and laundry rather than agency services.

His network of family and friends also help George with attending church and his computer, so he can shop online.



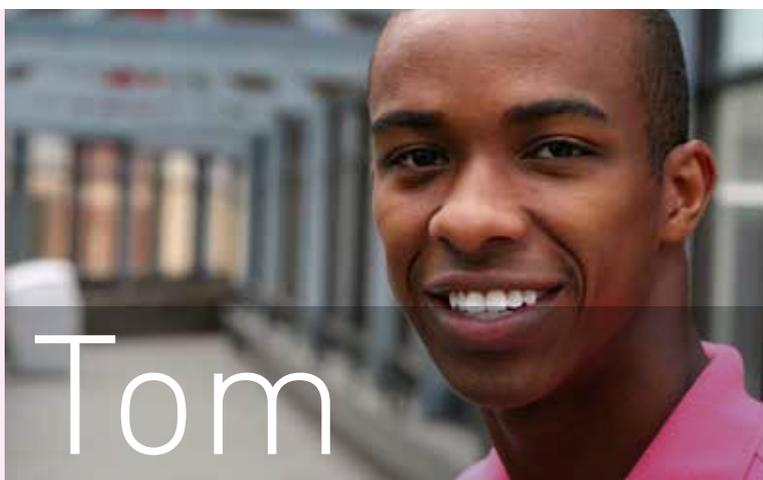
George



Gus

Gus cares for his wife Lynn on a full time basis. With the help of a carer's Personal Budget, Gus was able to take a much needed holiday while his wife went into respite care. He found the process very simple.

Tom had a residential placement in a care home that was neither meeting his aspirations. The care management team supported Tom to move out into his own flat. Tom had no furniture of his own and so he received a one off direct payment of £370 to buy essential items to get set up. He is now settled in his own home.



Tom

How does Derby City Council ensure that people have a positive experience of care and support?

Adult Social Care Survey

This takes place annually and asks social care users key questions about the care and support they receive. In spring 2013 a wide range of service users were surveyed, including those in community based or residential settings, and those with learning disabilities or mental health needs. The results of the survey will be published nationally and will be used for key indicators in the Adult Social Care Outcomes Framework. This allows Derby's results to be compared with councils in similar groups to show how we are doing.

For the first time in 2013 a Carers Survey was conducted along similar lines and the findings are in the second table below.

| Key Measures | 2010/11 | 2011/12 | 2012/13 | We rate as |
|--|---------|---------|---------|---|
| Social Care related Quality of Life indicator | 18.4 | 19.2 | 19.0 |  |
| The proportion of people who use services who have control over their daily life | 72.7% | 76.7% | 79.7% |  |
| User satisfaction with care and support | 60.1% | 63.4% | 59.4% |  |
| Proportion of service users who find access to information easy | 60.8% | 68.9% | 68.1% |  |
| Proportion of service users who use services who feel safe | 62.6% | 64.7% | 66.4% |  |
| Proportion of service users who use services who say those services have made them feel safe | 56.1% | 75.4% | 75.6% |  |

Key

The quality of life measure is made up of results from eight questions that were asked in the survey. These questions covered adult social care users and the control they had over daily life, how clean and presentable they felt, the quality of food and drink they received, how clean and comfortable their accommodation was, how safe they felt, how much social contact they had, how they spent their time and whether they were treated with dignity and respect when receiving social care services. The total scores for these questions are added up to give an overall score out of 24. Derby's overall score has improved from 18.4 in 2010/11 to 19.2 in 2011/12 and stable at 19.0 in 2012/13.

While the provisional results are positive we will be producing a full analysis to take into account all the feedback from the survey.

| Carers Survey measures | 2012/13 | We rate as |
|---|---------|---|
| Quality of Life | 7.9 |  |
| Overall Satisfaction | 38.6% |  |
| Proportion of carers consulted in discussions about the person receiving care | 65.5% |  |
| Proportion of carers finding information for the person being cared easy to find. | 68.1% |  |

Key Achievements

- Established city-wide 'First Contact' service which provides information, advice and referral to multi-agency preventative services.
- Well established Community Legal Advice Centre in partnership with the Legal Services Commission coordinating advice for 10,000 cases per year.
- Dementia Support Service, Pilot Memory Assessment Service, Education and Information Programme for Carers, E-Learning Basic Dementia Training and fast track assessments for telecare all in place.
- Information, advice and advocacy for carers are now provided by Derbyshire Carers Association and 64.3% of carer's report that they no longer need to access statutory services as a result.
- Local Area Co-ordinators have a weekly walkabout in their wards listening to the concerns of local residents and also set up a Twitter account. . This includes Citizens Eye Derby Video which tells the stories of local communities; <http://www.derby.gov.uk/health-and-social-care/help-for-adults/local-area-coordination/>
- We have an established fast-track equipment service that provides customers with a 48 hour response on delivering simple items of community equipment.
- Independent sector annual home care survey for 2012 had a 44% response rate and 2012 data shows improvement on good results in 2011.
- Quarterly preferred provider contract reviews involve 10 customers, assessors and 2 mystery shoppers and these are contacted regularly for 4 to 6 weeks. For example we identified issues with weekend call timings for one provider and put this right.
- Feedback from approved providers is gathered annually but more frequent if required.
- Feedback from residents and family members is gathered annually but more frequently in response to concerns.
- In response to customer feedback we have reviewed all of our correspondence from our fairer charging team to ensure plain English easy to follow correspondence.
- Annual social care survey results for 2012/13 show improvement across key measures. These are either on par or better than comparator council and national averages. These figures have been used as evidence in other outcome areas in this Local Account.
- We have worked with Carers Ambassadors, the Derbyshire Carers Association and the local NHS to develop information, advice and engagement with carers. This information is available on line at; <http://www.derby.gov.uk/health-and-social-care/carers/carers-support/>
- We have developed information and advice in partnership as part of our multi-agency Dementia Strategy.
- We have established a voluntary sector-led Information and Advice Forum to improve information quality and reduce duplication.
- We have supported Disability Direct in running "Do What You Want" provider events to raise awareness of available support.

- We provide a monthly e-bulletin called "Your Life Your Choice" which updates all of our stakeholders on developments in personalisation. Comprehensive Information and advice for customers; <http://www.derby.gov.uk/health-and-social-care/help-for-adults/needs-assessment-by-social-services/>
- 'Your Life Your choice' portal is now fully operational and has been updated.
- New area on the Council's intranet for policies, processes and template documents to support staff.
- Monthly e-bulletin to inform all staff and stakeholders of developments around SDS
- 'LAGAN' customer management system now implemented for managing all complaints in a consistent way.

In our 2012/13 Business Plans

| We said we would | How did we do | We rate that as |
|--|--|---|
| <p>Maximise the opportunity for involving staff, customers and partners in the decision-making process.</p> | <p>Co-production with customers and staff has taken place in a number of settings including workshops, consultations and process and practice forums. 'Making it real' evaluation includes an action plan for staff, customers and partners in decision making. Membership of Personalisation Programme Board has been extended to Citizen Leaders and Independent providers. National 'Making it Real' Evaluation was carried out in Feb/March 2013 involving a survey and resulting in a workshop with customers at which they voted for their top 3 priorities for 13/14. An action plan will be developed for these priorities. Citizen Leader and Carer Ambassador training programme established.</p> |  |
| <p>Engage with customers, their families and providers as partners in transforming learning disability services, in order to deliver independent living through customer driven personalised approaches.</p> | <p>The VOX project used new methods to find out what impact residential care had on people with learning disabilities. Day services modernisation project has started to help assess care needs and share an 'indicative' budget which can be used for support planning purposes. Plans to re-shape daytime support for customers with moderate learning disabilities within the Council's planned Riverlights city centre leisure complex. Healthy Housing Hub established for people with housing related health conditions, with the help of Public Health Service. Newsletters have been developed to improve communication. Results from the POET tool for personal budget holders and carers have been positive, with 60% of those surveyed stating that their personal budget has helped them in 14 key areas of care need. We are also using TLAP markers and evaluation to improve our understanding of the needs of customers.</p> |  |

Engage with staff, customers, partners and providers

Engagement events 2012/13

Alvaston and Arboretum residents heavily involved in the recruitment of Local Area Co-ordinators January to June-2012.

Information and Insight into Autism, 12 June 2012 – Derby QUAD.

The Derby Carers Break Scheme showcased at QUAD 21 June 2012 www.derbyshirecarers.co.uk

'Have a Go Day' – Disability Sports 24 June 2012 – Derby College

Disability Direct 'Do what you want event' a market place style event on 31 October 2012 at the Roundhouse on Pride Park with over 70 stalls.

Asset Based Community Development (ABCD) event as part of Local Area Co-ordination at YMCA Derby-October 2012.

Modernising Day Opportunities (for Adults with LD) Information and Advice Event at Wetherby Day Centre January 2013

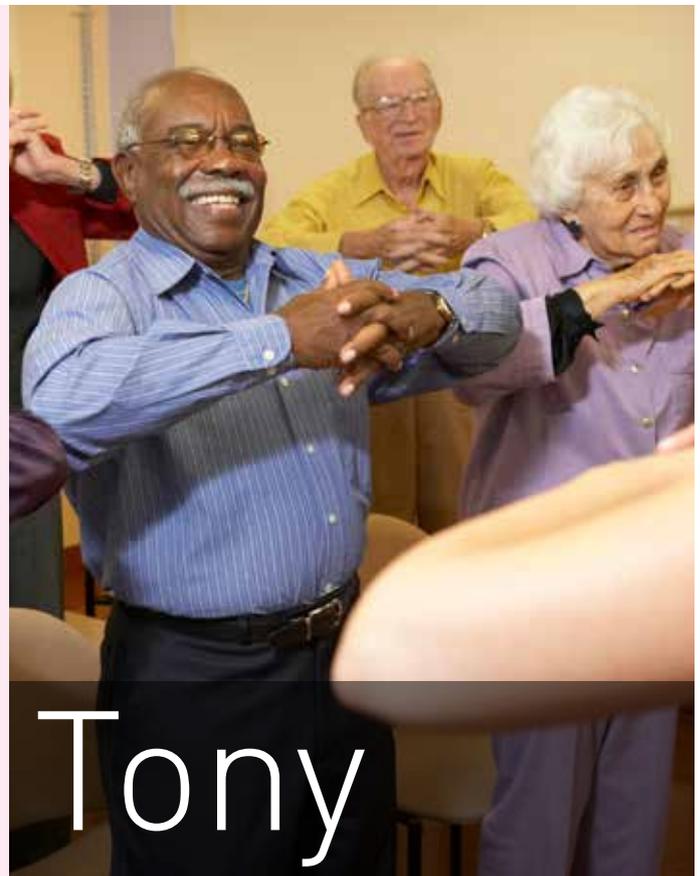
Community Options Event for Modernising Day Opportunities for Adults with LD), Assembly Rooms, January 2013

'Making it Real' event with a range of stakeholders-February 2013.

'Making it Real' Feedback event with smaller stakeholder group-March 2013.



Tony had become isolated due to enduring mental health issues. His house had become damp and cold because of ivy overgrowth on the back wall leading poor physical health. The Mental Health Recovery Team put Tony in touch with a Local Area Co-ordination (LAC) worker who arranged emergency heating and urgent heating repairs by the Healthy Housing Hub. LAC also arranged for local residents to help tackle the ivy and as a result Tony befriended people he knew before he became unwell. After 8 months and with the help of a personal budget Tony's outlook on life has improved, he has cut his beard and has had a haircut. His personal assistant says "such a simple thing has had a massive impact on Tony's life."



Our priority actions for 2013/14

| | |
|-------------------|--|
| Priority 1 | Continue to protect vulnerable people from harm |
| Outcome | That Derby City Council safeguard adults whose circumstances make them vulnerable and protect them from harm |
| Actions | <ul style="list-style-type: none"> • Ensure adults in Derby are able to safeguard themselves and others and know how and when to raise concerns. • Ensure adults in Derby are safeguarded by organisations working together within clear policies and protocols. • Improve processes, practice and performance through the Safeguarding and Professional Practice Improvement Group and Derby Safeguarding of Adults Board. |
| Priority 2 | Further support people to live independently in the community |
| Outcome | That Derby City Council promote independence and reduce the need for care and support |
| Actions | <ul style="list-style-type: none"> • Ensure customers are supported to manage long term health conditions in appropriate community settings • Ensure carers are supported to be able to continue their caring role • Ensure customers and carers make use of social capital, advice and information. |
| Priority 3 | Maximise Choice and Control through Personal Budgets |
| Outcome | That Derby City Council enhance the quality of life for people receiving adult social care and support |
| Actions | <ul style="list-style-type: none"> • Continue to extend Self Directed Support as the way in which longer term support is delivered. • Evaluate progress against the Making it Real markers and develop an action plan of priorities • Continue to use POET and customer/carers surveys to inform business planning |
| Priority 4 | Increase the range and quality of accessible Housing in the City |
| Outcome | That Derby City Council increase affordable housing and prevent homelessness |
| Actions | <ul style="list-style-type: none"> • Increase housing supply • Prevent homelessness • Promote independence |
| Priority 5 | Deliver cost effective sustainable outcomes for people seeking housing and social care support |
| Outcome | That Derby City Council delivers value for money services that meet customer needs |
| Actions | <ul style="list-style-type: none"> • Deliver agreed efficiency savings, sound financial management and a balanced budget. • Maximise income from customers • Commission services and manage the relationship with voluntary, community and faith sector providers |

Adult Social Care Performance for 2012/13

Framework (ASCOF) has a range of measures that can be compared from year to year and against council groups. Derby's performance for 2012-13 compares well against last year's results and against its comparator councils. There are some measures that we need to improve on with help from our partners such as Health. The measures below cover many of the four themes of ASCOF but there are also specific measures from surveys that are highlighted earlier in this report.

Derby's ASCOF 2012/13 results compared to previous years

| Key Measures | 2010/11 | 2011/12 | 2012/13 |
|--|---------|---------|---------|
| Percentage of adults receiving self-directed support | 26.1% | 30.1% | 63.0% |
| Percentage of adults receiving self-directed support, direct payments only | - | 22.7% | 22.4% |
| Percentage of adults with learning disabilities in paid employment | 4.9% | 5.0% | 5.8% |
| Percentage of adults with mental health needs in paid employment | 13.6% | 10.8% | 9.6% |
| Percentage of adults with learning disabilities in settled accommodation | 72.5% | 73.7% | 74.7% |
| Percentage of adults with mental health needs in settled accommodation | 74.9% | 90.8% | 87.5% |
| New permanent admissions into residential care (18 to 65) per 100,000 | - | 0.0 | 4.5 |
| New permanent admissions into residential care (65 and over) per 100,000 | - | 570 | 568.7 |
| Percentage of adults receiving rehabilitation or intermediate care that were still independent 3 months after hospital discharge | 93.8% | 89.6% | 95% |
| Percentage of adults offered rehabilitation or intermediate care after hospital discharge | - | 2.6% | 2.3% |
| The number (and rate per 100,000) of delayed transfers from hospital due to social care and health | - | 8.9 | 12.0 |
| The rate per 100,000 of delayed transfers from hospital due to social care | - | 0.3 | 0.0 |

* - data not collected

Key Adult Social Care figures for 2012/13

Social Care, Referrals and Assessments

| | | |
|-----------------------------|---------------------------------------|-------------------------------------|
| Total contacts for the year | Assessments complete with new clients | Reviews or re-assessments completed |
| 8,470 | 2,853 | 4,704 |
| 2012/13 | 2012/13 | 2012/13 |

Social Care Community Based Services

| | |
|-------------------------|------------------------|
| Home Care (at 31 March) | Day Care (at 31 March) |
| 1,225 | 432 |
| 2012/13 | 2012/13 |

Social Care Community based services in year

| | | |
|--------------|--------------|--------------|
| Aged 18 - 64 | Aged 65+ | Total |
| 2,276 | 3,355 | 5,631 |
| 2012/13 | 2012/13 | 2012/13 |

| | |
|------------------------------------|-------------------------------------|
| Professional Support (at 31 March) | Self Directed Support (during year) |
| 434 | 4,405 |
| 2012/13 | 2012/13 |

Social Care Residential based services

| | |
|-----------------------|------------------------------------|
| Total clients in care | Permanent Admissions (during year) |
| 1,297 | 228 |
| 2012/13 | 2012/13 |
| 1,287 | 221 |
| 2011/12 | 2011/12 |

Carers

| | |
|---|--------------------------------------|
| Number of carers for whom assessments or reviews were completed | Number of carers receiving a service |
| 1,864 | 1,862 |
| 2012/13 | 2012/13 |
| 1,944 | 1,921 |
| 2011/12 | 2011/12 |

| | |
|---------------------|-------------------------------|
| Meals (at 31 March) | Direct Payments (at 31 March) |
| 104 | 1,527 |
| 2012/13 | 2012/13 |

| | |
|--------------------------------------|-------------------------------------|
| Short term residential (during year) | Total Homecare hours (during years) |
| 437 | 823,314 |
| 2012/13 | 2012/13 |

Care Quality Commission (CQC) Inspection and regulation of care homes

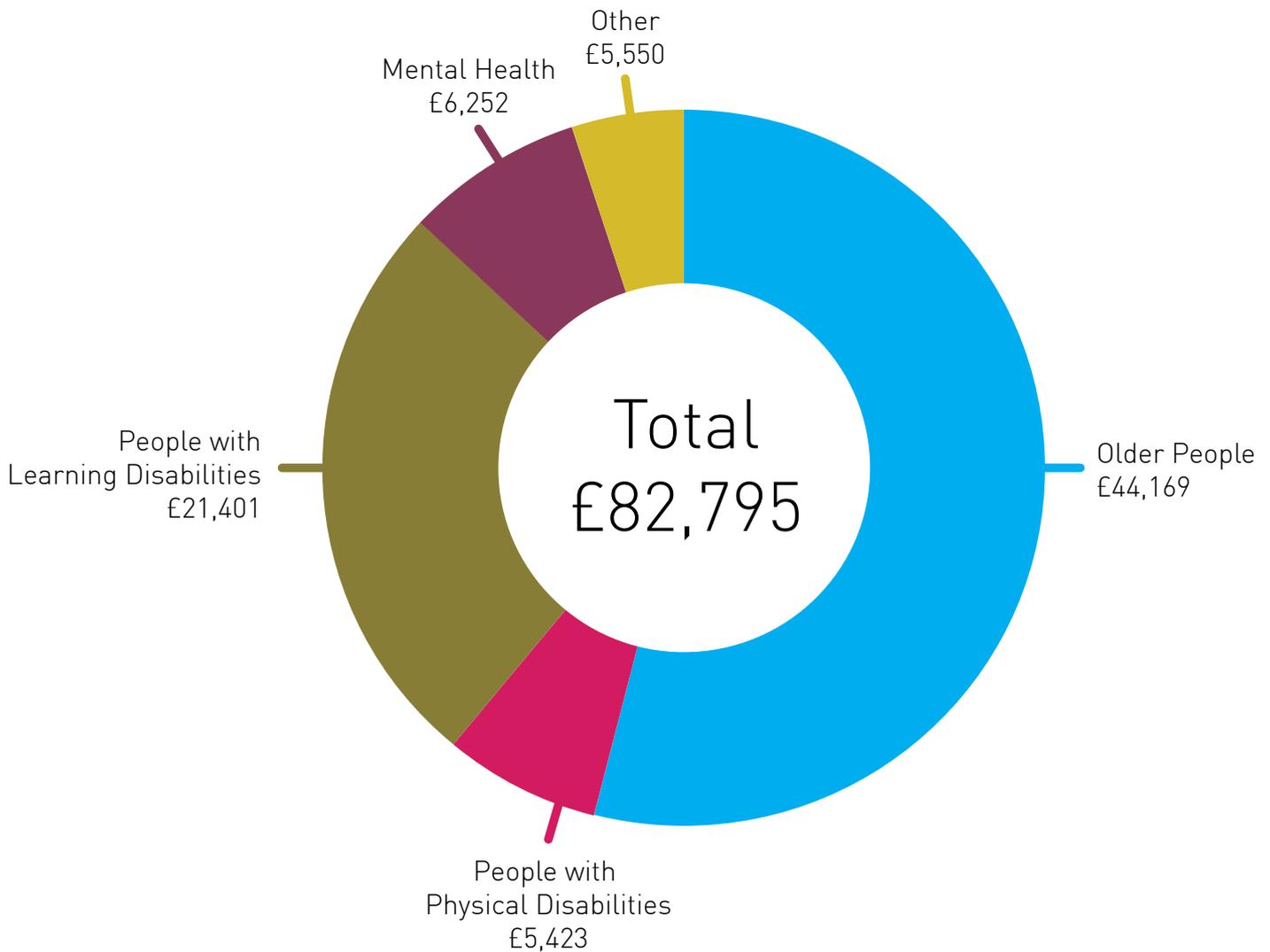
The CQC regulate and inspect both independent and council care homes to make sure that they comply with their standards of quality and care. In their report of July 2013 85.7% council and 66.2% of independent care homes in Derby were compliant with the majority of CQC standards and outcomes. Those that did not comply on inspection made arrangements for compliance which were completed in less than 3 months (48.5%), within 6 months (78.8%), within 9 months (93.9%) and within 12 months (100%).

| Outcome Number | Outcome Standard |
|----------------|---|
| 01 | Respecting and involving people who use services |
| 04 | Care and welfare of people who use services |
| 05 | Meeting nutritional needs |
| 07 | Safeguarding people who use services from abuse |
| 08 | Cleanliness and infection control |
| 09 | Management of medicines |
| 10 | Safety and suitability of premises |
| 11 | Safety, availability and suitability of equipment |
| 12 | Requirements relating to workers |
| 13 | Staffing |
| 14 | Supporting workers |
| 16 | Assessing and monitoring the quality of service provision |
| 20 | Notification of other incidents |
| 21 | Records |

| Time Non-Compliant | Locations | % Locations |
|--------------------------|-----------|-------------|
| Less than 1 Quarter | 16 | 48.5% |
| Between 1 and 2 Quarters | 10 | 30.3% |
| Between 2 and 3 Quarters | 5 | 15.2% |
| Between 3 and 4 Quarters | 2 | 6.0% |
| Grand Total | 33 | 100% |

The above table shows that nearly half of locations became compliant within three months. Nearly a further third became compliant within six months. All locations became compliant within 12 months of inspection.

Adult Social Care Spending for 2012/13



| | Residential and Nursing | Domicilliary /Day Care | Assessment and Care Planning | Direct Payments | Other | Total |
|--|-------------------------|------------------------|------------------------------|-----------------|---------|----------------|
| Older People | £24,958 | £9,855 | £3,100 | £842 | £5,414 | £44,169 |
| People with Physical Disabilities | £1,841 | £1,367 | £379 | £867 | £969 | £5,423 |
| People with Learning Disabilities | £7,286 | £7,838 | £1,082 | £2,021 | £3,174 | £21,401 |
| Mental Health | £2,908 | £439 | £1,585 | £652 | £668 | £6,252 |
| Other | 0 | 0 | £0 | 0 | £5,550 | £5,550 |
| Total | £36,993 | £19,499 | £6,146 | £4,382 | £15,775 | £82,795 |

Note: all figures in the pie chart and table are gross spend and are in £000's

Have your say on the Annual Report for Adult Social Care

We would like to get your views and opinions on how we're doing and on our future plans.

If you have any views or questions on the information in this report please use the contact details below to get in touch with us:

Through our website

www.derby.gov.uk/health-and-social-care

By telephone or email

Tel: 01332 293111

Fax: 01332 643549

Minicom: 01332 256666

Email: customerservices@derby.gov.uk

In writing

Adults, Health and Housing
Derby City Council
The Council House
Corporation Street
Derby
DE1 2FS

In person

Customer Service
Derby City Council
The Council House
Corporation Street
Derby
DE1 2FS

We can give you this information in any other way, style or language to help you access it.

Phone 01332 717777, minicom 01332 256666

Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku.

Prosimy o kontakt: 01332 718010 Tel. tekstowy: 01332 716709

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ

01332 716945 ਮਿਨੀਕਮ 01332 716709 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Urdu

01332 717959 یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم
01332 716709 منی کام پر ہم سے رابطہ کریں۔



Derby City Council

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