

# Adult Social Care Local Account 2017

How have we done and where are we going?

A review of progress since the Direction of Travel 2016-2020 was agreed



Brighton & Hove  
City Council



# Foreword



**Rob Persey, Executive Director Adult Services**



**Karen Barford, Lead member for Adult Social Care**



**Daniel Yates, Lead member for Health & Wellbeing**

**2016-17 has been a period of change and consolidation for Health & Adult Social Care in Brighton & Hove. Public Health has joined the directorate and operational social care teams have been arranged in three geographical areas. These 'clusters' have aligned us with health colleagues to support better health and care outcomes for our residents.**

This Local Account provides an update on our progress towards delivering the vision outlined in our Direction of Travel and sets out our future plans and focus looking ahead.

Looking forward, 2017/18 and beyond continues to present an exceptionally challenging environment for Adult Social Care. There are unprecedented financial challenges, an increasingly fragile and polarised care market, radical changes in the national policy context and the demographic pressures presented by an ageing population.

Demand for adult social care services continues to increase, in both volume and complexity of people's need, against a background of NHS efficiencies and reductions in local government funding - the challenge for us remains to deliver better outcomes for people at lower cost.

We must build on our existing public health resources in partnership with the community & voluntary sector. Supporting people to stay healthy and independent will reduce demand for care and support services.

Targeted preventative schemes will help to reduce health inequalities in the city.

Integration with the Clinical Commissioning Group and local health providers will ensure all our residents have access to joined up services within their communities, only visiting hospital when necessary. Significant joint work is taking place to get people home from hospital quickly with appropriate support in place to meet their needs and maximise recovery.

We will work in partnership with providers to develop a sustainable care market ensuring that the right resources are in place to meet people's needs.

We continue to put people and their needs at the centre of what we do. We will support people to maximise their independence identifying their own strengths and community resources and accessing safe, good quality care when required.

We acknowledge the hugely important role that carers play in the city and the importance of providing support to help carers balance their own needs with those of the people they care for.

Thank you to all our staff who continue to show their dedication and commitment to the services we deliver for people in Brighton & Hove and to our health and voluntary sector colleagues with whom we look forward to developing an ever closer working relationship.

## In Brighton & Hove there are...

**285,300**

residents



**23,967**

people informally caring for someone (9% of the population)



**14,076**

18 to 64 year olds with a moderate or serious disability



**4,902**

18 to 64 year olds predicted to have a learning disability



Source PANSI 2017

## In a given week...



**3,650** people receive a long-term adult social care service



**360** in nursing homes



**819** in residential care



**2,471** receive a range of community support options



**130** people receive short-term intensive support



**661** items of daily living equipment are issued



**120** care assessments or reviews take place



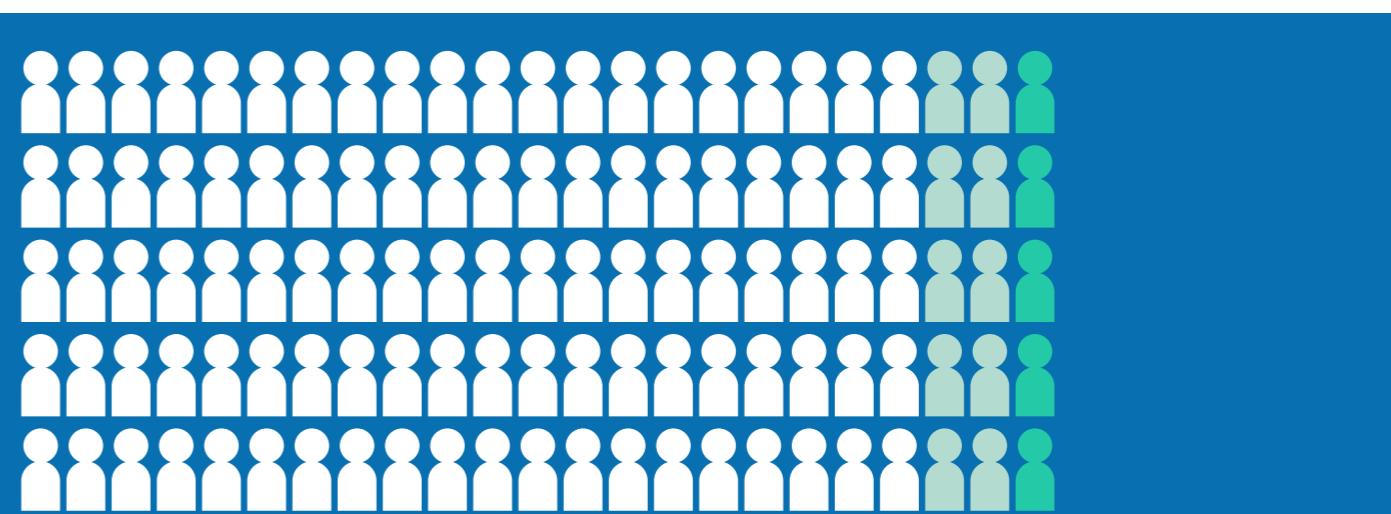
**14** carer assessments/reviews



**18** safeguarding enquiries (including mental health)



**8** mental capacity assessments



## The population is changing

There are **32,500 more people now** than in 2005 (12.5% increase).

By 2025 there are expected to be another **18,500** (6.5% increase).



## The number of older people is increasing

By 2030 the number of people aged **65 or older** is predicted to increase by **30%**.



## The number of people with dementia is increasing

By 2030 the number of people aged **65 or older** with dementia is predicted to increase by **32%**.



## A growing and ageing population will require more support from health and social care

People are more likely than in previous decades to have multiple long term conditions. While life expectancy is increasing, healthy life expectancy is actually falling, therefore people are living longer in ill health. This results in higher associated health and care costs.

## And their needs are changing

More people are being cared for in the community rather than traditional nursing and residential care. To meet these needs we need to enable older people to live well and independently.



## Direction of travel

Our Direction of Travel sets out the planned direction for Health & Adult Social Care services for 2016-20. Find out more at [www.brighton-hove.gov.uk/your-care](http://www.brighton-hove.gov.uk/your-care)

This Local Account details our progress against this vision, set out under the headings from the national Making It Real programme, which is led by service user and carers.



**Flexible integrated care and support**



**Information & advice**



**Active and supportive communities**



**Workforce**



**Personal budgets**



**Risk enablement**

For more information please visit the Making It Real website at [www.thinklocalactpersonal.org.uk/mir](http://www.thinklocalactpersonal.org.uk/mir)

This report is not designed to provide an exhaustive account of all our activity, but to provide a picture of key developments during 2016/17.

# Health & Adult Social Care in Brighton & Hove

At Brighton & Hove City Council, our Adult Social Care staff work alongside our Public Health colleagues to support adults who have care and support needs to be as safe and independent as possible.

**Some of the ways we do this:**

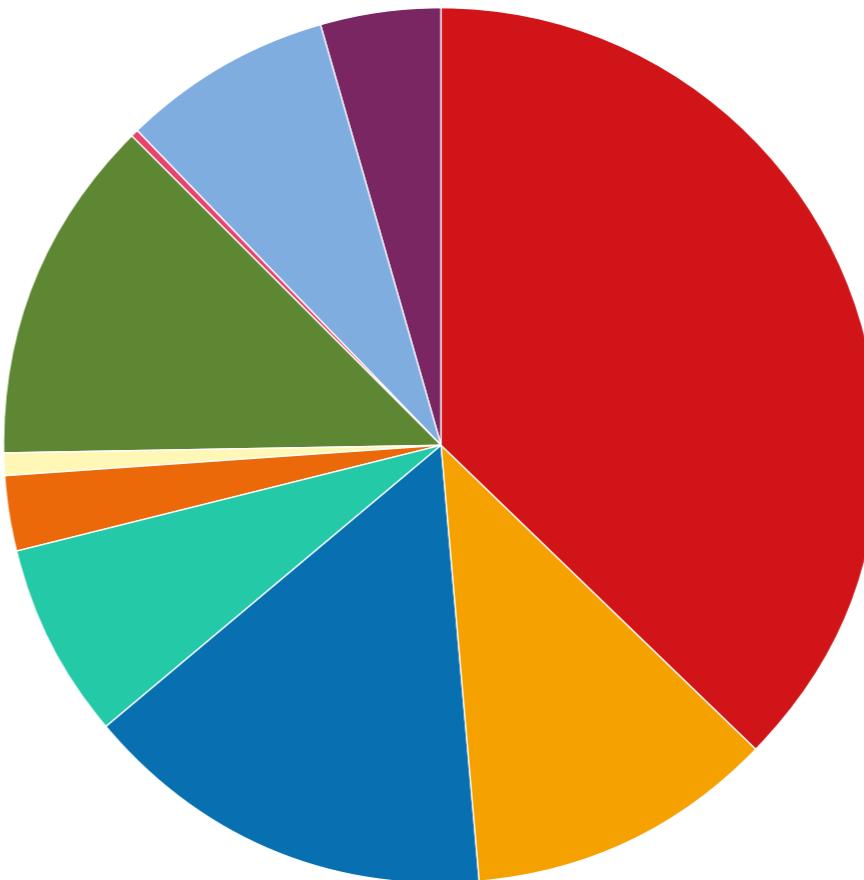
- **Providing advice and information** to help ensure people are aware of their options, so they can get the right help at the right time
- **Managing future demand for services** by supporting schemes that prevent ill health and reducing the impact of long term health conditions
- **Supporting carers** through direct payments, support services and offering information and advice so they can continue to support their loved ones
- **Helping people to direct their own care** by offering personal budgets to people who want them
- **Commissioning high quality community support services** to help people return to health after illness or injury
- **Offering people choices of support** through home adaption, use of technology, and the development of sheltered accommodation, extra care schemes and high quality residential & nursing care
- **Safeguarding people** whose circumstances make them vulnerable to abuse or neglect
- **Working in partnership with the community & voluntary sector** to develop capacity in the community, so people have access to health and wellbeing services and support networks.

## Our budget

As part of central government's austerity programme, the council has received a reduction in government funding, and this has required significant savings to be made. In adult care services we have already delivered £30 million savings over

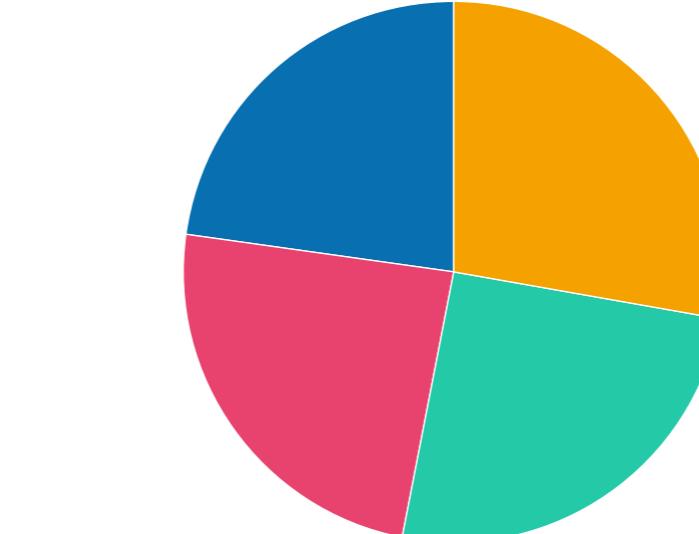
the last seven years, plus a further £6 million savings required in 2017/18. Over the next two years we anticipate delivering further savings of £7 million. For more information about our budget go to [www.brighton-hove.gov.uk/budget](http://www.brighton-hove.gov.uk/budget)

### Adult Social Care



<b>Total</b>	<b>£85,346,310 (net)</b>
Public Health Substance Misuse	£6,089,950 28.04%
Health Child Programme	£5,468,040 25.17%
Sexual Health	£5,232,760 24.09%
Other Public Health	£4,931,250 22.7%

### Public Health



**Total** **£21,722,000 (net)**

# Flexible integrated care and support my support, my own way

“People want care and support that is responsive to their needs, that they have control over and where any changes are discussed with them.”

## We have

- Placed our social work services into districts to align with GP clusters
- Developed a joint protocol between adult and children's services to ensure more coordinated support for families which have parent(s) with learning disabilities (as recommended by the Fairness Commission) to balance the safety, needs and rights of the child with those of parents
- Implemented a new community equipment service jointly funded with the local Clinical Commissioning Group (CCG). In a Healthwatch evaluation 97% of service users were satisfied with the service
- Reduced the number of new admissions to residential or nursing care from 326 in 2015/16 to 302 in 2016/17
- Developed a Home First policy when discharging people from hospital
- Established a Strategic Accommodation Board to ensure a city-wide approach to sourcing accommodation to support vulnerable adults and children
- Helped more people access social housing so we can now ask for people with significant needs to be prioritised
- Provided accommodation and community support for rough sleepers and single homeless people including work & learning, behaviour, basic skills, mental health, family and specialist supported accommodation services
- Established the city's first women only support service for homeless women with complex needs
- Recruited a new dual diagnosis nurse to work with those on the streets with substance misuse and mental health needs
- Funded a Charity Link worker to support voluntary organisations, groups and volunteers working with rough sleepers
- Developed Bthink a new multi-agency rough sleeping and homelessness IT system
- Revised the Severe Weather Emergency Protocol for rough sleepers
- Worked with the care market to better understand their services and costs
- Reviewed many people's package of care to ensure fees provide value for money (eg increasing the learning disabilities community support fee to match home care)
- Established a partnership model for adult drug and alcohol services
- Redesigned genitourinary medicine (GUM) and community contraception services as an integrated sexual health service provided across the city.

## We will

- Deliver more efficient and effective services through an integrated approach to commissioning
- Develop a health & social care market position statement and agree joint commissioning intentions
- Develop joint approaches to support and manage the care market to ensure services are good quality and value for money
- Use new technologies to support those at risk of deterioration to maintain their independence
- Redesign community pathways under Caring Together which will support reduction in hospital admissions and fast, efficient discharge
- Develop a local learning disability accommodation strategy to set out our aims and objectives in delivering accommodation based services over the next five years
- Expand Home First to become the default model to support people coming out of hospital

## Delayed Transfer of Care

Delayed Transfers of Care occur when an adult inpatient is ready to go home or move but is prevented. They can be caused by patients waiting for onwards care at another NHS facility, social care to be arranged at a residential or nursing home, or for a care package to be set up at home. Delays reduce the beds available and put patients at increased risk of infection and deterioration in mobility. There has been a lot of focus on this in the national press.

Health & social care staff are working together to manage and reduce delays with initiatives such as Home First. In Brighton & Hove, 25% of patients were delayed for reasons involving social care (less than the national average of 42%) in 2016/17.

- Draw up a Sussex Housing Strategy to set out how we support people with learning disabilities who are discharged from, or at risk of admission to a specialist placement hospital
- Increase street outreach capacity to work with new rough sleepers and fund short term accommodation options, and private rental deposits and associated costs
- Put in place innovative payment by results approaches to working with rough sleepers using Department for Communities and Local Government funding
- Commission young people's accommodation services in partnership with children's services.



## Home First

Home First supports people to be assessed in their home environment with access to flexible support.

This reduces the time patients spend in hospital so they get home as quickly as possible. Longer term care needs can be assessed more accurately after a period of rest and recovery at home.

# How have service changes affected people?

We continue to adapt our services to make best use of our limited resources and deliver good outcomes. Where we have made significant changes, we have explored their impact on the individuals and families affected.

## Community meals service

**The Royal Voluntary Service Community Meals Service was discontinued in 2016 as the number of people requesting this provision had declined substantially over the years.**

In preparation for this change, the council explored other meal options. To support people to make healthy alternative choices we provided information about approved meal delivery providers, lunch clubs, the Casserole Club, the Brighton & Hove Food Partnership and transport

options. In early March 2016 everyone affected was contacted to check if they needed support to find alternative solutions.

In September 2016 we commissioned Impetus to carry out an independent review of people affected. Although some people did say that they were sad to see the meals service go, most responded well to the change and some found inventive, alternative ways of getting access to meals.



## Tower House day service

**We commissioned Possibility People to find out how people are getting on since the council-run day service closed in spring 2016.**



Settling in to a new day service

36 past users and 20 carers were consulted:

- 86% were upset initially when things were changing
- 86% feel happy or neutral where they are now
- 93% like being with friends and socialising where they are now
- 66% have remained friends with people they met at Tower House
- 62% have made new friends where they are now
- 47% take part in activities and groups outside of their day centre service

## Learning disabilities day service

**The closure of the council-run Buckingham Road and Belgrave day services has been difficult for the majority of people. We know the change caused upset and people were worried about friendships.**

In preparation for this change people were offered information on alternative activities in the city and information on accessing direct payments.

We commissioned Speak Out, as the lead partner for the Learning Disabilities Partnership Board, to talk to people who used to attend the day services, to review how people were getting on after the change. 23 people were interviewed.

People access a range of alternative activities including art, cooking, activity groups, cinema trips, lunch groups, yoga or lunch out with support from a personal assistant. However, the responses show we need to explore and promote further options for activities (including sport) and work & volunteering opportunities.



Reflecting on the change

## Overall, we know that we need to work on

- **More open communication when making changes** to keep service users updated on what is happening and when
- **Providing better signposting to what is available** which would have put many people more at ease on the changing situation

• **Supporting people to access transport** which is a barrier to people being as active and involved in activities as they would like to be

• **Encouraging people to use direct payments** and to give them greater choice and flexibility in accessing activities.

# Information & advice having the information I need, when I need it

“Being able to get good advice and information that is easy to access is important in care and support services as in other aspects of our lives.”

## We have

- Further developed an online My Life directory of local health, care and support services that was co-developed with the CCG. Improvements include increased accessibility, better search and extra information on peer support initiatives
- Commissioned Speak Out (lead partner for the Learning Disabilities Partnership Board) to review access to information for people with learning disabilities
- Set up online referral forms & self-assessments to enable people to access advice and signposting quickly; encouraging digital access wherever possible
- Developed Access Point Professional which provides a space on the website for professionals, so the main website can be more user-friendly for members of the public
- Worked with Digital Brighton & Hove to help increase people's digital skills and confidence and improve public access to computers and wifi, supporting day services, home care and residential providers including learning disabilities services
- Supported a pilot for social prescribing (Community Navigation) in primary care and working to expand this across the city

## My Life

This online directory continues to be a key resource for the public, and information & advice providers including Social Prescribers, statutory sector information and advice providers, local libraries and for GP practices. [mylifebh.org.uk](http://mylifebh.org.uk)

“I always direct people to My Life as a first place to look- people can find information on local voluntary sector groups and services, as well as information on their health condition”

(Advice worker)

**73%**  
of service users found it easy to find information about support

Adult Social Care User Survey 2016/17



## We will

- Monitor the reasons why people contact Access Point and work with the public to get a better understanding of how people look for information & advice, what they want, and how they would like to access it
- Undertake further work with Speak Out to improve the information available for the learning disabilities community
- Continually review the online referral process by collecting user feedback
- Implement 'Safe and Well', an online self-assessment tool to provide equipment for people who choose to buy it themselves
- Work with the library and other community services to develop drop-in information and advice services across the city
- Review and improve the information on the social care web pages of the council website by involving users and providers
- Work with the CCG to further embed a social prescribing model in the city.

## Social Prescribing

Also known as or community referral, this enables GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical services. It addresses people's needs in a holistic way and supports individuals to take greater control of their own health.



## Community Navigators

A team of volunteers who help people access local groups and services. Of those accessing community navigators

- 84% increased their resilience and now feel more able to deal with their issues
- 74% rate their wellbeing as good to excellent after seeing a navigator

“It has made a difference to how I feel and I realise there is a lot of support out there”

## Access Point

A single point of contact for new and existing users of social care services. It provides information and advice on the full range of care options. It offers a simple assessment process to resolve people's needs quickly, or where needs are more complex refer them to the appropriate team for a more detailed assessment.

**Access Point**  
**Support and social care services BHCC**  
[www.brighton-hove.gov.uk/access-point](http://www.brighton-hove.gov.uk/access-point)  
**Contact**  
[accesspoint@brighton-hove.gov.uk](mailto:accesspoint@brighton-hove.gov.uk)  
01273 295555  
Minicom 01273 296205

# Active and supportive communities keeping friends, family and place

“It’s important to have access to a range of support that helps me to live the life I want and remain a contributing member of my community.”

## Keeping people close to family and communities

### We have

- **Commissioned new supported living accommodation** giving people with brain injuries the opportunity to live independently in their own flats with 24 hour support
- **Worked with the CCG to support people with learning disabilities to move out of specialist hospitals** and live in the community
- **Commissioned two new supported living units** for people with learning difficulties:
  - A shared house for transitions which has enabled three young people previously living in a children's home out of city to move back to be close to their families
  - A small block of flats used to accommodate people moving from family homes.

**80%**   
of adults with a learning disability live in their own home or with their family

ASCOF 1G 2016/17



- **Set up the Move On project in the learning disabilities service** to review people currently placed out of area and arrange to support people to move back to the city if it is more suitable and will increase their independence
- **Managed the transfer of four learning disability supported living services to Grace Eyre**, a local voluntary sector provider in July 2017
- **Constructed Brooke Mead extra care housing facility** which provides 24 hour on-site care and support for older people and those living with dementia.

### We will

- **Commission a new service for people with behaviours that challenge** to support their move from specialist hospitals back to the community, and prevent those at risk of admission in the future from being placed out of area
- **Continue to review people through the 'Move on' project**, to support them to live in the most appropriate accommodation within their communities
- **Continue to work closely with Grace Eyre** to ensure their new supported living services arrangements meet service users' needs.

“It was hard work organising the move, but nice buying new things and settling her in. There's loads of interaction ... the move was the best thing by far”

Carer



## The right move...

Mark moved to Brighton for rehab following a brain injury. He was initially in a supported living bungalow with one other person but he felt that everything was done for him, that he had no privacy and had very limited social interaction.

Following his move to supported living at Wellington Road, Mark has the support he needs, but is enabled to be as independent as possible. Having previously been a chef, he now really enjoys doing his own shopping and cooking meals. He has been able to visit his friends in London, including for his birthday, which he really enjoyed and greatly appreciated. Mark feels like he finally 'has a life and isn't just living'.



# Staying Active and Connected

Loneliness and social isolation have a big impact on people's health and wellbeing. Friendships and social networks help people to stay well and recover better if they fall ill.

## We have

- Supported 3,500 older people to get involved in activity groups** offered by organisations funded through the Public Health Older People Programme, ranging from art, dance and gentle exercise, to IT, language and cookery skills
- Commissioned Citywide Connect to improve the offer for isolated and vulnerable older people** by bringing together organisations and services (including health & social care, emergency services, care homes, home care providers, community & voluntary sector and faith groups)
- Hosted and expanded the older people's festival to offer a greater range of activities for older people this year** including dancing, the arts, political and social history events celebrating the contributions older people continue to make to this city

**11%** of adults with a learning disability are in paid employment with a further 17% in unpaid voluntary work

ASCOF 1E 2016/17

## The Healthy Neighbourhood Fund

To reduce health inequalities, the fund enables residents, supported by community development organisations, to identify projects which will benefit local people's health & wellbeing. Interventions include cooking and growing skills to reduce obesity; active living and exercise; reducing social isolation and improving health-related quality of life for older people; substance misuse and sexual health programmes.



## We will

- Piloted Making Every Contact Count training for frontline workers to support people to adopt healthier lifestyles** including eating more healthily, becoming more physically active, drinking less alcohol and quitting smoking
- Provided opportunities for residents to be more active through discovering free or low cost sports and physical activities**, including targeted sessions for groups who may experience barriers to being more active [Brighton-Hove.gov.uk/Activeforlife](http://Brighton-Hove.gov.uk/Activeforlife)
- Continued to fund the Grace Eyre Friendship Group** a social group for adults with learning disabilities. They support people to organise and take part in activities and to get 'out and about' more in Brighton & Hove
- Through the work of the Supported Employment Team helped the Hove Luncheon Club** to set up an extra weekly session for people with Learning Disabilities to dine and socialise, or have the chance to volunteer [hoveluncheonclub.co.uk](http://hoveluncheonclub.co.uk)
- Reviewed the joint Adult Social Care and CCG contract with Community Transport (Brighton & Hove) Ltd** to re-focus its provision on services in line with improving health & wellbeing including taking people to GP surgeries in areas where surgeries have closed and supporting a Safe and Well check for those using the shopping service.

**43%** of adult social care users had as much contact as they would like

ASCOF 1E 2016/17

# Staying healthy

Supporting people to stay health and independent is a key priority.

## We have

- **Worked with partners to reduce falls** by training staff who work directly with older people in falls prevention and briefing other key workers and partners including community pharmacists, Older People's Council, community & voluntary sector organisations, care homes and home care organisations
- **Supported local care homes to develop a health promoting approach with their residents, staff and visitors** including the promotion of good oral health, the Healthy Choice Award for good nutritional awareness and practice in residential settings, and the Active Forever Moves programme of seated exercise in senior/care settings
- **Developed the collaborative Food Poverty Action Plan** which was recognised in the Sector Star award for most innovative public sector collaboration
- **Continued to invest in CareLink Plus telecare alarm service** which supports more than 5,000 people with specialist needs to retain their independence through remote monitoring equipment and sensors. CareLink Plus also offers Living Well

## Living Well

A programme which supports people to maintain their health and independence following discharge from hospital or residential care. It also helps to prevent crisis situations which can lead to hospital admissions.

The programme has built strong links with NHS organisations, East Sussex Fire & Rescue and local community sector organisations such as Time to Talk befriending service and Crossroads respite care.

- **Commissioned programmes to promote positive mental health** for all and to support groups that are particularly vulnerable to mental health problems, such as people living in more deprived areas, and trans adults and young people
- **Commissioned primary care services to deliver more than 5,000 NHS Health Checks to adults aged 40-74** to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes, or dementia. Redesigned to focus on reducing health inequalities and deliver more checks to those in the most deprived areas
- **Worked with the Community Learning Disability Team to deliver five annual Best of Health events** for adults with learning disabilities to find out how to be healthy and access mainstream healthy lifestyle services
- **Provided the Mental Wellbeing Innovation Fund with the CCG for three years** to offer small grants to enable innovative new projects to improve mental wellbeing for vulnerable residents
- **Worked with Citizen's Advice to establish a partnership of 14 organisations across the city to deliver the Warmth for Wellbeing service.** A best practice, single point of referral providing interventions to reduce fuel poverty and the health impact of cold homes.

“We have seen a big rise in home safety visits and we are working together on a new hoarding framework. This is real action based partnership [with CareLink Plus] working to help make vulnerable people safer.”

Mel King, East Sussex Fire & Rescue

## We will

- **Continue to increase the number of NHS Health Checks delivered to people living in the more deprived areas** to address health inequalities, and explore ways to bring in more men for checks as they are an underrepresented group
- **Recruit a health development specialist for workplace health** to lead on workplace wellbeing policies, practice, and health promoting activities, within the council, in schools, and in various sectors across the city
- **Continue to coordinate the cross-sector Fuel Poverty & Affordable Warmth steering group** to reduce the health impact of cold homes for the most vulnerable residents.



## Food and nutrition

The Food Partnership has highlighted that older people are increasingly at risk of food poverty, skipping meals and eating unhealthily. Nationally, one in ten older people either suffer from or are at risk of malnutrition. Those who are recently out of hospital or bereaved can be at particular risk.

Preventing social isolation is an important way to reduce people's risk of malnutrition. We are working in partnership with the community & voluntary sector to support people to maintain good hydration and nutrition.



# Workforce my support staff

“It is important to have considerate support delivered by competent people.”

## We have

- Increased the number of qualified staff with investment from the Better Care Fund.** Three care managers have been accepted by local universities to complete a post graduate diploma in social work
- Developed the Continuous Learning and Assessment Model (CLAM)** to support social workers to tailor their continuing professional development
- Provided in-house bespoke training and development opportunities for our social workers** to keep their skills up to date and ensure they are confident and capable
- Joined the new South Coast Regional Centre for Social Work Education teaching partnership funded by central government** to develop professionals to ensure improved experience and outcomes for our service users
- Ensured that staff in both in-house and commissioned care services are paid the Brighton & Hove Living Wage** in line with Unison's Ethical Care Charter, this includes staff working on sleep-in shifts
- Delivered training for social care staff, to increase their confidence and skills in helping people to identify and use their own strengths** to access support through their family networks and wider community
- Developed a city suicide prevention action plan** that includes training for frontline staff and volunteers, signage at higher risk areas, outreach to men and to people bereaved by suicide.

## We will

- Support more care managers to undertake the post graduate diploma in social work**
- Respond to national developments for social work degree apprenticeships**
- Continue to invest in the workforce by providing a workforce development programme** and events such as the Safeguarding Adults Conference and Social Care Showcase

“I now try to work holistically to look at every aspect of a person’s current and future needs for care and support, not just those that may make them eligible for funded social care”



# Personal budgets and self-funding my money

“It’s important to be able to decide on the support you need and when, where and how you receive it.”

## We have

- Commissioned a new direct payments support service** to provide support across adults and children’s service which will start in April 2018
- Reduced the admin for direct payment users** with the provision of a pre-paid card, bringing greater financial security to both the user and the council
- Continued to offer carers personal budgets** to carers with eligible needs
- Developed training to increase social care staff confidence in discussing direct payments with carers and adults**
- Engaged with services users and family members around their experience of direct payment** through a survey and an independently chaired focus group facilitated by Healthwatch to better understand and inform the new service.

## We will

- Continue to work towards increasing the number of people receiving a direct payment.** Locally this has been a challenge so we need to focus on the recruitment of more personal assistants
- Monitor the newly commissioned direct payments service** which will provide support across children’s, families and adult services
- Continue to ensure all new people receiving a community social work service are offered a direct payment.**

## Direct Payments

Direct payments are social care payments from the local council for people who have been assessed as needing help, and who would like to arrange and pay for their own care and support services. Some people decide to use direct payments by employing their own staff, others buy support from a care agency, or use them to access other services and activities.



“Managing my own care through direct payment has been totally life-changing.”

Shana Pezaro

**25%**  
of adult social care users receive direct payments

ASCOF 1c2a 2016/17

# Risk enablement feeling in control and safe

“It’s important that you feel safe so you can live the life you want and that you are supported to manage any risks.”

## We have

- **Continued to support providers in a fragile care market.** A number of care providers in the city have been supported by our Quality Monitoring Team to move services rated as ‘requires improvement’, ‘inadequate’ or at possible risk of closure, to an overall Care Quality Commission inspection rating of ‘good’
- **Supported services in focused quality monitoring assurance visits, health & safety, fire safety, dedicated support from the care homes dementia in reach team, and bespoke clinical training.** Teams include a home care service, a service supporting people with acquired brain injury, nursing homes and a care home for people with learning disabilities
- **Reviewed all Care Quality Commission compliance reports** on regulated services to inform our own audit priorities. 95% of homecare services and 80% of residential and nursing homes are fully compliant with CQC standards
- **Invested in new senior social work capacity** recognising the increasing complexity of need for the most vulnerable
- **Continued to meet legal requirements under the Deprivation of Liberty Safeguards** while the number of people being subject to the legislation continues to rise
- **Undertaken scrutiny of safeguarding work with adults** to ensure the work is person-centred and in-line with required procedures and legislation. This includes audits and setting staff training expectations



## The Local Safeguarding Adults Board (LSAB)

An independently chaired partnership including Police, Adult Social Care, and Health Trusts, independent and voluntary sector organisations and lay members. Through multi-agency procedures, training and audits the board work together to ensure people with care and support needs are kept safe.

When things go wrong the LSAB carry out reviews which provide independent challenge of each responsible organisation and explore what lessons can be learned to prevent a repeat. These are always published.

“Your DoLS team really do excel themselves. As a care home in Brighton, we are very lucky to have such a great DoLS team”

## We will

- Continue to work with the Care Quality Commission and health commissioners to support care providers to deliver good quality and safe care under the council's Care Governance framework
- Continue to assess under the Deprivation of Liberty Safeguards
- Continue to represent adult social care services on the Local Safeguarding Adults Board.

## Our Care Governance framework

This framework ensures good quality care across all services. It makes sure effective action is taken when quality is not reaching acceptable standards.

This helps us to work positively with all care & support providers to promote quality and identify any concerns early so we can intervene before they have a negative impact on service users. The safety and wellbeing of service users always comes first.

## Deprivation of Liberty Safeguards

When people lack the mental capacity to consent to their own care, assessments are carried out by professionals to ensure that care required to keep them safe is provided in the least restrictive way and in their best interest. During 2016/17 we scrutinised and authorised 2085 Deprivations of Liberty under the safeguards.



# Carers

Carers continue to play a hugely important role in our communities and supporting them is one of our key priorities.

## We have

- **Jointly set up the Carers Hub so we have 'one front door' for carers' services** under a single lead provider, the Carers Centre for Brighton & Hove
- **Invested in the Carers Digital Offer** from Carers UK, to provide carers with a range of online support
- **Developed a local carers' information booklet** which outlines carers' rights, provides a directory of support services and information for carers
- **Promoted the 'Employers for Carers' guide** which provides local employers with access to a range of initiatives to help them support carers
- **Continued to support the Carers' Card** which offers discounts on a range of services and activities to improve health & wellbeing, as well as promoting carer awareness within local businesses
- **Placed a Carer Support worker in Access Point** who can triage carer self-assessment to ensure a timely and appropriate response.

"The carers' card makes you feel recognised for the issues we face. It's great we can use it on the bus now!"



## Did you know

There are nearly 24,000 unpaid carers in the city and Carers UK estimate the economic value of their contribution to be £437million per year.

## We will

- **Continue to ensure we are a carer friendly city** encouraging employers to support carers to manage the balance of working and caring
- **Build on success of the Carers' Card** working with new providers to extend offers available eg discounted carers meet up sessions during quiet times in cafes, reduced gym memberships etc
- **Improve assessments and pathways** ensuring carers receive the right support at the right time
- **Increase the diverse range of services** to improve wellbeing & resilience of adult and young carers by working with carers and the Carers Hub to find out what they would like

Find out more at [brighton-hove.gov.uk/carers](http://brighton-hove.gov.uk/carers)



**70%** of carers were satisfied with the care and support services they have received in 2016/17

Social Care User Survey 2016/17

# Listening to people and looking ahead

Over the last year we have provided a variety of opportunities for people to tell us their views.

## We have

- **Carried out our annual adult social care survey and bi-annual carers' survey** to collect views from people in receipt of services from across all client groups
- **Continued to provide in-service feedback mechanisms** to inform service improvement plans (in our own services and services we contract)
- **Held individual reviews** with people to ensure the services or support they are receiving still meet their needs
- **Received 151 compliments and 70 complaints** which help to provide ongoing feedback
- **Supported the CCG to deliver the Big Health and Care Conversation** to help inform the future shape of our services. Suggestions were collected from local people through public events, focused discussion groups, outreach to groups and communities and online surveys
- **Worked in partnership with the CCG and the Communities, Equality & Third Sector Team** to recommission a range of organisations to deliver community engagement, with a focus on 'seldom heard' communities

- **Remodelled the Learning Disabilities Partnership Board to engage with the learning disabilities community in a more user-led way.** Discussions led by user/carer groups have included hate crime, access to activities, information & advice, and a review of people who have been through service changes.

## We will

- **Continue to seek and welcome all feedback** so we can learn from what we are doing well and also when things don't go right, to improve our services.



**87%**

of adult social care users were satisfied with the care and support services they have received in 2016/17

Social Care User Survey 2016/17



# Feedback from our partners in the community & voluntary sector

Here is some of the feedback we received on our performance this year



Digital Brighton has been a successful partnership but more can still be done to focus on those who remain digitally excluded. We support your approach to build on people's own strengths and assets but supported signposting and social prescribing is still needed.

We welcome the council and CCG's renewed commitment to a partnership approach to integrated commissioning and hope this will improve communications with the community & voluntary sector.

We would like to work jointly with you on evidencing prevention activity and how social care outcomes impact medical outcomes. Further work could explore use of shared monitoring and evaluation to improve consistency and efficiency. We welcome recognition of, and investment in, volunteering and its critical role in supporting your aims and objectives, including an extension of the good neighbour scheme.



We are very cautious of the move to provide advice, information and assessments online. For anyone with any degree of IT difficulty, as well as the digitally excluded, this can be challenging.

We have clear messages from older people that getting their care needs met is a very personal, sensitive issue which they do not wish to address online - they want to speak to someone.

Although direct payments suit some people, they are not universally a good thing. Our member experiences are that specific tasks involved in managing direct payments can be stressful in a way that detracts from, rather than contributes, to their wellbeing.

## healthwatch

Good progress has been made in signposting health and care services. New technology provides opportunities for choice and residents having more control over their lives. Our feedback indicates high satisfaction with phone, internet and social media/text based options for services. It is important now to explore these opportunities for increased choice and cost effectiveness.

Despite increasing demands, many parts of the NHS and social care are managing pressures. However, communities are not being supported by a strong primary care system and helping people home quickly and safely from hospital remains problematic. Brighton & Hove 'Caring Together' plans should contribute to building and sustaining stronger communities as health and care work more closely together. Leading up to 2020 should include a focus on tackling health and care inequalities.



With continued investment from Health & Adult Social Care, we have supported 1292 adult carers and 101 young carers in 2016/17. We have been supported to develop the Carers Hub as lead partners alongside the Alzheimer's Society, Crossroads Care and local authority assessment staff.

With 'Better Care' funding and volunteer assistance we are supporting carers to achieve positive changes within their lives, by setting goals and reaching clearly defined outcomes under the Carers Reablement Project.

## Possability People

Health & Adult Social Care's funding supports us to help people live as independently as possible. We have worked closely together to review day care options, helping us to be responsive to local people's needs.

## Older People's Council

Notwithstanding the on-going funding crisis and the pressures on staff resources, statistics show that Brighton & Hove compares favourably with other local authorities in terms of performance. What is crucial in completing the picture is the level of service user satisfaction in relation to access, delivery and quality of both direct services and those outsourced to third party providers. We are pleased the Local Account incorporates this feedback.



We welcome the councils' continued funding of advocacy and engagement with learning disabled people. This is vital as it is both preventative, and enables people to have a meaningful voice in planning local services.

Learning disability services continue to experience changes due to reduced budgets, which impact on people's home and social lives and their capacity to integrate into community life. We are concerned that the real choices people with learning disabilities have are limited due to the lack of housing stock, digital exclusion and accessible citywide activities. We look forward to continuing to work with the council in addressing and seeking solutions to these issues.

**We look forward to working collaboratively to develop our work programme further and to address the challenges raised in some of the comments above.**

**Thank you to everyone involved in the development of this Local Account.**

## **Useful links**

Find out more at

**[www.brighton-hove.gov.uk/social-care](http://www.brighton-hove.gov.uk/social-care)**

Direction of Travel Paper:

Health & Adult Social Care (2016-2020)

**[www.brighton-hove.gov.uk/your-care](http://www.brighton-hove.gov.uk/your-care)**

Living well in a healthy city:

Annual Report of the Director of Public Health,

Brighton & Hove 2016/17

**[www.brighton-hove.gov.uk/health-report](http://www.brighton-hove.gov.uk/health-report)**

Adult Social Care Outcomes Framework (ASCOF)

A national framework of performance indicators for adult social care which we report on each year. It includes reports which compare our performance with other councils.

**[www.digital.nhs.uk/ASCOF](http://www.digital.nhs.uk/ASCOF)**

If you have any questions about this Local Account please email

**[socialcare.consultation@brighton-hove.gov.uk](mailto:socialcare.consultation@brighton-hove.gov.uk)**

For an online version go to

**[www.brighton-hove.gov.uk/asc-reports](http://www.brighton-hove.gov.uk/asc-reports)**

