

Adult Social Care: How are we doing?

The “Local Account”
of Adult Social Care
in Tower Hamlets



Adult social care in Tower Hamlets helps and supports people who are disabled, ill, frail, elderly or vulnerable for another reason. This report tells you about adult social care over the last year and our plans for the future.

Adult Social Care Services
live life your way

Foreword

Welcome to the fifth edition of the Adult Social Care Local Account. Care and support for vulnerable adults and their carers is a key priority for us. As Mayor and Cabinet Member for Health and Adult Services, we have committed to delivering strong, high quality and ethical social care, even in the face of cuts to funding and rising demand for services.

This report brings you up to date with what has been happening with care services in Tower Hamlets over the past year (2014/15). The Care Act, introduced in April 2015, means a transformation in how we deliver our services. It is the biggest overhaul of adult social care in decades - putting people and carers firmly in control of their care needs - and you can read more about how we have been working to bring in the necessary changes in the report.

The report includes useful information about services, what we have achieved this year, what we have done well and where we can do better. It is an important part of our promise to be open with residents about what we do, how we do it and what we spend your money on, during the year, on social care.

We also want to tell you about our priorities and some of the challenges that we will be dealing with in the year ahead.

Joining up social care and health services to provide seamless care for residents will feature strongly in our upcoming plans. We aim to respond to people's needs more quickly, helping them to support themselves and remain living independently as long as possible by getting them the right support, advice and services. We have also committed more money to bring in the Ethical Care Charter, which will mean a more motivated workforce and better quality home care. Another big focus for us is improving support for carers, who are the backbone of our local communities.

It is no secret that there will be challenges ahead and limited resources available, as a result of cuts in spending. This is why it is so important that we find ways to work smarter, and more closely, with the local community, the voluntary sector and other partners to focus on delivering the right care, in the right place, at the right time and at the right cost.

We hope that the Local Account will provide you with an insight into our work, what we want for local people and our priorities for delivering adult social care over the next year. It's designed to help people understand and challenge local services, so we encourage you to feedback any views, questions or concerns that you have.

Mayor John Biggs

Cllr Amy Whitelock Gibbs

What We Do

Our aim is to help vulnerable, frail, elderly, disabled and socially isolated people remain independent, active and safe. Our care can be provided in someone's home, in a community setting or in a care home.

We support those who have physical disabilities, learning disabilities, people with mental health problems, older people, as well as carers.

Our services include:

- Information and advice;
- Day activities, such as day centres;
- Short breaks and short-term help to maintain people's independence
- Home care (also known as 'home help')
- Employment, training and work experience opportunities;
- Care homes and care funding advice;
- Equipment to help with daily living.



Did you know in 2014/15?

- **4476** people received long-term support from adult social care. Many more people also got other types of help, ranging from short-term sheltered housing to support to find work.
- **1542** Carers who care for friends or family received support from adult social care in their own right, an increase of 23% on the previous year.
- **2438** people received home care to help them to stay in their home.
- **792** people were supported to live in a residential or nursing care home.
- **772** people used day care services
- **2000** people received a Personal Budget from the council to manage their own health and social care needs.
- **340** Carers also received a Personal Budget.

What we Spent in 2014/15

- The budget for adult social care was approximately £96 million in 2014/15, 3 per cent less than the previous year as a result of government funding cuts.
- The table below shows a breakdown of how we spent our money in 2014/15
- We spend the most of our money on care homes - £30 million.
- Around 95 per cent of the care and support from the council is provided by other organisations on our behalf.
- The budget for adult social care was approximately £96 million in 2014/15, 3 per cent less than the previous year as a result of government funding cuts.
- The table below shows a breakdown of how we spent our money in 2014/15

Residential Care and Nursing Care – including non-permanent care such as respite	£30m
Assessments – staff costs for carrying out community care assessments, support plans and reviews	£15m
Domiciliary Care – care services provided to people in their own homes	£19m
Supported Accommodation – housing that enables people to live independently but with support	£2m
Personal Budgets – money which is allocated to people so they can choose to purchase and manage their own services to meet their eligible needs	£7m
Day Care – Day Centres provide a range of activities and services for older people, people with Dementia, people with a learning disability and people with physical disabilities. Day Centres allow people to take part in a particular activity, or spend the whole day accessing different activities and socialising. Activities can include exercise classes, social activities such as craft and hobbies, games, day trips and entertainment, and training or work projects. Day Centres can help to provide an important break for carers.	£7m
Voluntary Organisations – ‘Prevention’ and ‘early intervention’ are well recognised to help people stay well, live independently and remain healthy for longer. It is important to ensure that a wide range of preventative services are available to support people with lower level needs, including those who do not approach the Council for support or meet its eligibility criteria. This helps to make sure that people do not go without the support which could prevent more serious needs developing in the future. The Council helps to fund voluntary organisations who aim to provide preventative services in the borough.	£5m
Management, Commissioning & Operational costs	£1m
Reablement – intensive short term support which encourages people to be independent as possible	£3m
Occupational Therapy, Equipment & Client aids to daily living – e.g. Hoists, Stair lifts, Pressure relieving cushions and mattresses.	£2m
Transport – e.g Help to take people to a Day centre	£3m
Extra Care Housing Accommodation with varying on site support	£2m

- We spend the most of our money on care homes - £30 million.
- Around 95 per cent of the care and support from the council is provided by other organisations on our behalf.

- Tower Hamlets Council faces big challenges as the amount of money given to us by central government continues to be reduced. Previous Local Accounts have highlighted the challenge of meeting an increased demand for care with fewer resources. Unfortunately, those challenges will continue. There is no avoiding the financial pressures each Local Authority is facing, especially at a time when people are living longer and relying on support services to help them live independently. We know we will have to think innovatively, but we refuse to compromise on the quality of the care and support services provided in Tower Hamlets.

What we did in 2014/15

With less money available, but demand for services going up, our adult social care system faces ongoing challenges.

To meet demand, we know that we have to arrange services differently, joining up social care and health care, so that it is easier for people to use our services and that we become more efficient at delivering them.

We have been busy implementing the new Care Act of 2014. This replaces most current law regarding carers and people being cared for. It outlines new obligations on us for how we should look after carers, the way in which we should carry out carer's assessments and needs assessments; how we should determine who is eligible for support; and how we should provide this support.

The next section explains some of the key elements the Care Act has introduced and how we have addressed them.

Wellbeing

The Care Act says that we have to look after an individual's 'wellbeing'. This means that in addition to assessing a person's recognisable social care needs we will always keep in mind the person's wider mental or physical wellbeing needs when making decisions about them or planning services for them. This includes protecting them from abuse and supporting them to manage daily life.

We have delivered a successful training programme to help our staff consider wellbeing when planning care for people. This could mean that they look at anything from helping them to take part in work opportunities, or education, to making sure they have suitable living accommodation.

The council also wants to be sure that staff working in the organisations we fund stick to wellbeing principles, so we have built this requirement into their contracts.

Information and Advice

Over the year, we have worked to improve our information and advice for residents; how to get help with social care needs, how to live healthier lifestyles, and how to access financial advice.

Where to go for help depends on what is needed:

- If you have a general question about getting help or if you are not sure where to start, please contact Local Link on 020 7001 2175 or the Carer Centre (for carers) on 020 7790 1765. These local organisations can explain more about adult social care and can help you to find support and activities near to where you live.

For more information on social care, please contact Local Link

by phone call 020 7001 2175

by text on 079 0037 6781

by email at local-link@real.org.uk

by visiting their website at www.local-link.org.uk

Carers can contact the Carers Centre

by phone call 020 7790 1765

by email at enquiries@carerscentretowerhamlets.org.uk

by visiting their website on www.carerscentretowerhamlets.org.uk

- If you require a mental health service or think you have a mental health condition please contact your GP in the first instance.
- If the situation is serious or urgent, or you are worried about adult abuse you can contact adult social care at the council on 020 7364 5005. Staff can speak to you about the things you need help with and see if you need an “assessment” from adult social care. In any emergency situation, always call 999 to speak to emergency services

We have also updated our website.

We have also updated our website. The online ‘community catalogue’ found on Tower Hamlets Councils website lists products and services for social care. People can use it to search for specific types of services and the catalogue includes listings on accommodation, carers services, day

time activities, independent living support, education, employment and training opportunities.

The Tower Hamlets Community Catalogue is part of a quality assurance scheme, along with five other east London boroughs which checks that the services listed are safe and reliable.

The community catalogue can be accessed at:
<http://communitycatalogue.towerhamlets.gov.uk/>

Prevention

The Care Act says that we need to provide more prevention services for people and their carers. These are services that help to delay or reduce the need for care and support for as long as possible.

We have a range of services for people in Tower Hamlets to try and help people stay independent for longer. This includes lunch clubs, befriending schemes, health projects and exercise sessions. We have also trained staff on how to help residents live healthier lives through a programme called Making Every Contact Count.

Eligibility criteria

There is a new national eligibility criteria for both carers and the person being cared for. This introduces a minimum threshold and, if a carer, or the person being cared for, meets this threshold, they will have eligible needs.

We know people are often confused about what care they can expect from their local authority and this sets out the basic minimum entitlements to services so that everyone can be reassured there is some level of support they can expect.

Following a financial assessment, we have to agree with the person assessed which of their eligible needs we will meet, and how we will meet them. We will create a support plan that might include things like visiting day centres, home help or direct payments, so you can buy your own support. If we can't help you because you are not eligible for our help, we will always tell you about other organisations that can help you.

We have also changed the way we carry out assessments to make sure that your views and needs are at the centre of the process.

Our work is now built around you and what you want to achieve



We also provide self-assessment forms available from:

Email: adultcare@towerhamlets.gov.uk
Postal Address: Assessment and Intervention Team
Education, Social Care and Wellbeing
London Borough of Tower Hamlets
2nd Floor, John Onslow House
1 Ewart Place
London E3 5EQ

If you complete a self-assessment, we will:

- Consider if your plan works for you, and how it can be made better;
- Decide what can be funded, taking into account the national eligibility criteria;
- Offer a support plan, if suitable
- Review the plan to check it is working; and
- Carry out annual reviews to keep up to date with your changing needs.

Advocacy: Help to speak out

Anyone who finds it very hard to understand the assessment process or needs help to put across their views should have an independent advocate, if there is no friend or family member to provide this support. The advocate should be there to help them throughout the process so they can be reassured their needs and decisions are taken into account.

We have increased the number of advocates available for adults as well as young people who are preparing for adulthood, and trained social care staff so they know when an advocate might be needed.

Personal Budgets

Everybody receiving adult social care should be given a personal budget.

A personal budget is money given to you by the council so that, if you want, you can manage your own care, once your needs have been assessed.

A personal budget can be overseen by the council, or paid to an individual as a direct payment. We already provide direct payments to 565 people who want to arrange their own support.

An updated policy on personal budgets and direct payments is being developed; and will come into operation by April 2016.

Friends and family who care for others

In Tower Hamlets we have approximately 19,000 carers - people who provide unpaid care or support to an adult family member or friend, either in their own home or somewhere else.

Carers now have the right to a separate assessment and support. They may need practical support, such as a short break or information about local support groups. In 2014/15, 1308 carers received an assessment or review of their social care needs.

Our Carers Plan for 2015/16 sets out how we want to build on this and improve services for carers, including:

- Providing temporary support to people who are cared for in emergency situations.
- Early identification of Carers in need , e.g. through GP's, so we can help signpost them to the right services

The Carers' Centre is also available to help carers with any questions:

Telephone: 020 7790 1765

Email: enquiries@carerscentretowerhamlets.org.uk

Address: The Carers Centre
21 Brayford Square
London E1 0SG

Keeping adults safe from abuse

Our Adult Safeguarding Board brings together senior people from the council, NHS, police and other organisations and services in the borough to protect vulnerable adults and prevent abuse. Abuse is any action that's harms another person, from treating someone with disrespect in a way that significantly affects the person's quality of life, to causing actual physical or mental suffering. As a council, we have to investigate when we think someone is 'at risk of harm' or 'neglect'. In 2014/15 579 adult safeguarding cases were investigated and concluded, this marks a significant increase when compared to the figure of 396 for 2013-14.

The 2014 Safeguarding Adults Board annual report shows that there has been good progress in a number of areas, with generally positive responses from people using adult social care services about how this support helps them to feel safe. Also, to improve our practice around this, social care staff received a comprehensive training programme equipping staff from all partner agencies with skills and confidence. But we know we always need to do more, with our partners, to keep vulnerable adults safe from harm and neglect, which is still a priority for the Council going forward.

Working with others

We are working hard to join up health and social care services across the borough to provide seamless, integrated care for those people that need our help.

Services often don't work together as well as they should. For example, people can be sent to hospital, or stay in hospital too long, when it would be better for them to get care at home. People can also have lots of assessments from different people which can be confusing and unhelpful.

We are joining up services through a range of programmes working with NHS partners in Tower Hamlets and with neighbouring boroughs. This includes

- **Transforming Services Together:** a shared five year plan across Tower Hamlets, Newham and Waltham Forest
- **Tower Hamlets Integration Provider Partnership:** a partnership group that includes representatives from Tower Hamlets Council, Barts Health NHS Trust, East London NHS foundation Trust and Tower Hamlets CCG
- **Vanguard:** A pilot project providing us with extra funding from central government to improve joined up care in Tower Hamlets.

We have also received additional money from the Government's "Better Care Fund", to help develop our integrated health and social care services.

These schemes are:

Integrated Community Health Teams

The Integrated Community Health Team provides care, support and advice to people over the age of 18 to provide assessments that look at all aspects of their care including health and social care, case management and co-ordination of patient care.

The service also works with families and carers to ensure they receive help and support.

7-day hospital discharge

Social care workers are on hospital wards at the Royal London Hospital seven days a week, meaning that people can be discharged even at the weekend.

Reablement and Rehabilitation

Providing a coordinated service for people who need health rehabilitation services (for example after suffering a stroke), and short term social care reablement services to help them get back their independence, following an emergency.

Supporting independent living

Using technology to help people stay in their own homes for longer. For example this includes using alarms that send a signal to the council's 24 hour monitoring centre, when a person has a fall, or 'talking' units that can remind people to take their medication.

Responding to failing services

We have revised our plans for arranging different support in case any of our services are unable to run at short notice. The plans will minimise the effect on people should any of their services be interrupted.

We would put in place temporary management measures to protect people who rely on care services in the event of the failure of a residential or nursing care home.

For homecare, people's care packages would be transferred to other organisations. Previous experience shows other local organisations would be able to fill the gap and deliver services for us on a temporary basis.

If a day service fails, the council would either put temporary arrangements in place or individuals would be introduced to new services, elsewhere in the borough.

Checking the quality of services

We have a specialist team that checks the health and care services we provide to make sure that we are providing our residents with a quality led service that delivers the right care. They also visit people who have gone to care homes outside of Tower Hamlets to check their conditions, as well as carrying out spots checks on services. The team gathers clear evidence so we know which are the right services to continue to buy and use in the future.



How we did in 2014/15

View of service users and carers.

The information on this page sets out what people told us in 2014/15 alongside other key facts and figures:

- In a survey, 90 per cent of adult social care users said they were satisfied with their care and support services. 4 per cent were dissatisfied. This year's results show the highest levels of satisfaction, and lowest levels of dissatisfaction since the service user survey began in Tower Hamlets five years ago.
- 93 per cent of adult social care users said support helps them to have a better quality of life. 87 per cent said it helps them to feel safe.
- We work hard to put things right if things go wrong. In 2014/15, 52 complaints were made to the local authority relating to Adult Services. This compares with 57 for the year before. The biggest single reasons for making a complaint in 2014/15 were "challenge assessment decision" (15 complaints compared to 24 the previous year) and "conduct/competence" (15 compared to 15 the previous year).
- The table below sets out our performance in other important areas:



¹ The 2014-15 Service User Survey was sent to 3479 people in receipt of Tower Hamlets-funded "FACS eligible" adult social care. 837 service users completed this survey in February 2015. Please note there is a +/- 5% margin of error when looking at the results.

	Tower Hamlets 2014/15	London 2014/15
Service users who say they have control over their daily lives ²	72%	72%

Care and support should help people have more control over their daily lives. We are pleased that people living in Tower Hamlets report a positive experience in this area than the London average

Service users who say they 'have as much social contact as I want with people I like'	40%	41%
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This measures how lonely or socially isolated people getting social care feel. This is also part of the Councils Strategic plan for 2016-19. We are now planning a range of initiatives to tackle this.

Percentage of service users receiving a direct payment	18%	27%
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Direct payments are an amount of money from the Council to purchase care and support. These enable people to have more flexibility and choice over the support they receive. We know that Direct Payments are not right for some people; in such cases the council will continue to manage their personal budgets and care services for them. We will be working over the next year to ensure people know about their option to receive a direct payment and the benefits of this.

Percentage of adults with a learning disability in employment	5%	8%
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This measures how many adults with a learning disability who receive support from social care are in work. We are planning to increase this figure over the next year – for example, by offering people more work placements at the Council. Employment is a key priority for Tower Hamlets Mayor and his Cabinet.

Percentage of adults with a mental health issue in employment	5%	6%
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This measures how many adults with a mental health problem who receive support from social care are in work. We are planning to increase this figure over the next year – for example, by offering employment advice and support. Employment is a key priority for Tower Hamlets Mayor and his Cabinet.

² This is based on the results of a questionnaire sent to all adult social care users in February 2015. Over 800 responses were received.

	Tower Hamlets 2014/15	London 2014/15
Percentage of adults with a learning disability living in their own homes or with their family	67%	69%

This measures how many adults with a learning disability are living at home (as opposed to living in a care home). We have an “accommodation plan” in place to enable those living in care homes outside the borough to return if this is right for them.

Percentage of adults with a mental health issue who are living independently	92%	78%
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This measures how many adults with a mental health problem are living at home (as opposed to living in a care home). We are pleased that more people live independently in Tower Hamlets when compared to the London average. We have a range of supported living schemes in the borough that has helped to support people with a mental health problem to live independently in the community.

Percentage of older people discharged from hospital who receive rehabilitation or reablement services	2%	4%
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This measures how many older people receive short-term help to get back on their feet after a period in hospital. We will be working with health to try and offer this support to more people over the coming year.

Percentage of older people discharged from hospital who are still living independently after 91 days	90%	85%
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This measures how many older people are living at home (as opposed to being readmitted to hospital or a care home) after a period in hospital. We are pleased that our performance is above the average figure for London.



In addition:

- For every 100,000 people aged 18 to 64 in Tower Hamlets, 9 people moved into a care home. The result for London is 11. As we know that most people want to live independently at home, we are pleased that our performance is above the London average.
- For every 100,000 people aged 65 and over in Tower Hamlets, 591 people moved into a care home. The result for London is 492. The result in Tower Hamlets is better than the previous year, and we will continue to work on this. As a consequence of supporting people in the community for longer our residents generally tend to access residential and nursing care at an older age than other boroughs at a point where they are too frail to be supported in the community.
- For every 100,000 adults in Tower Hamlets, 6 experienced a delay in being discharged from hospital. 2 experienced a delay due to adult social care. The results for London are 7 and 2 respectively. We are pleased that our performance is above the London average, but we still want to do better.

Our plans for the future

- We will have a strong focus on “prevention” to help people stay as well as possible for as long as possible.
- We will offer people more choice. More people will be offered personal budgets and more people will have a choice over any equipment they need to stay safe at home.
- We will carry out a review of the services we provide to see which services people use the most. This will help us to buy more of services that you like to use.
- Where you tell us that more varied services are needed, or a wider range of products should be available, we will feed that back to the organisations we commission, so that they can be provided.
- We will continue to work hard on our integration agenda, so that we can provide seamless, joined up services for residents that deliver the right care, at the right time.



- We are currently working on the new Carers Plan and will launch this in 2016. The Plan will look further ahead and will also have a new focus on young carers. We will develop this plan jointly with Carers.
- We will work to improve how children with a disability transition into adulthood and into adult social care where applicable so that holistic support is provided at an early stage
- We will implement the 'Ethical Care Charter' in our home care services, to make sure home care workers are paid properly and treated professionally by providers, in order to improve quality and dignity in these vital services

Many of these plans are set out in more detail in documents like our Mental Health Strategy, our Carer Plan and our Information Plan. If you would like copies of these or would like any more detail on these, email qualityandperformance@towerhamlets.gov.uk



To request more information on any of the issues raised in this report, or to give feedback on the report:

Email us at qualityandperformance@towerhamlets.gov.uk or write to:

Freepost RTBJ-UYTJ-SBCK
Quality and Involvement Team
5th Floor
Mulberry Place
5 Clove Crescent
London, E14 2BG