

Adult Social Care in Herefordshire 2012-13

Our Local Account

Draft 5



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1. Social care in a changing world

In Herefordshire we want people to have fulfilling lives with control over what is important to them. When we have to provide care and support we want these services to be safe, to afford people dignity and to enable people to continue to be part of their own communities.

People are living longer and in Herefordshire we expect the numbers of people over 85 to double by 2026. People are also living longer with long term conditions such as dementia and disabilities.

Nationally there's a big drive for communities to be more involved in providing support, so that people can remain in their own homes and communities for as long as possible, leading healthy lives.

In Herefordshire there is also a need for lifestyle changes to be made so that issues such as obesity can be tackled.

We need to have systems and services in place that are sustainable and offer value for money for local residents, while giving people in Herefordshire choice and control of their lives.

There's already a lot of support provided by individuals, families and communities. Adult social care delivered by the local council and its partners, plays an important part in helping people remain independent and make choices for themselves. 35 per cent of the council's budget is spent on adult social care at the moment and while settlements from the Government continue to reduce, meeting the cost of this care and support will continue to be challenging.

To meet this challenge we need to shift from providing high cost services such as residential care to supporting people to live in their own homes and communities as far as possible. We need to work with partners and communities to develop and maintain services to be available when people need support.

We want to work with the people of Herefordshire to reduce dependency and to be clear about what they can expect from the council. We want people to always have access to high quality services to support them to be independent, and formal health and social care services when they need them.¹



1 Herefordshire Council Strategic Delivery Plan for Transforming Adult Services 2012-15. May 2012

2. Who provides care in Herefordshire?

Adult social care and support in Herefordshire is provided by the council working with organisations like private care homes, home care agencies and other organisations to deliver services on its behalf. The quality of care is dependent on all these organisations and the council working together.



Care working together

Mrs A is in her mid eighties and lives in a small flat in Hereford. Due to her Parkinsons Disease she has difficulty getting around, and until recently cared for her husband who has dementia. He has just moved into a care home.

At the start, social workers and an occupational therapist from Wye Valley NHS Trust and 2Gether NHS Trust assessed the needs of Mrs A and her husband and arranged their care for them.

Carers from a private agency helped Mr A with bathing and toileting while he was still living at home. The hand rails to help them get safely around the flat were fitted by the council's You at Home service; the stair lift that takes Mrs A up and down to her front door was fitted and is maintained by a local firm. Mrs A wears a pendant that she can press to activate an emergency phone call, should she fall. The response to her emergency call will come from staff at a local housing association.

Mrs A now visits her husband several times a week, in the private care home using the volunteer Dial-a-ride service to go door to door. She struggles to manage forms and paperwork and usually asks a neighbour or her son to help with this. Mr and Mrs A pay some of the costs of their care out of their own money; but the council team who worked out how much they could afford to pay also helped them claim all the welfare benefits they were entitled to, such as attendance allowance and pension credits.

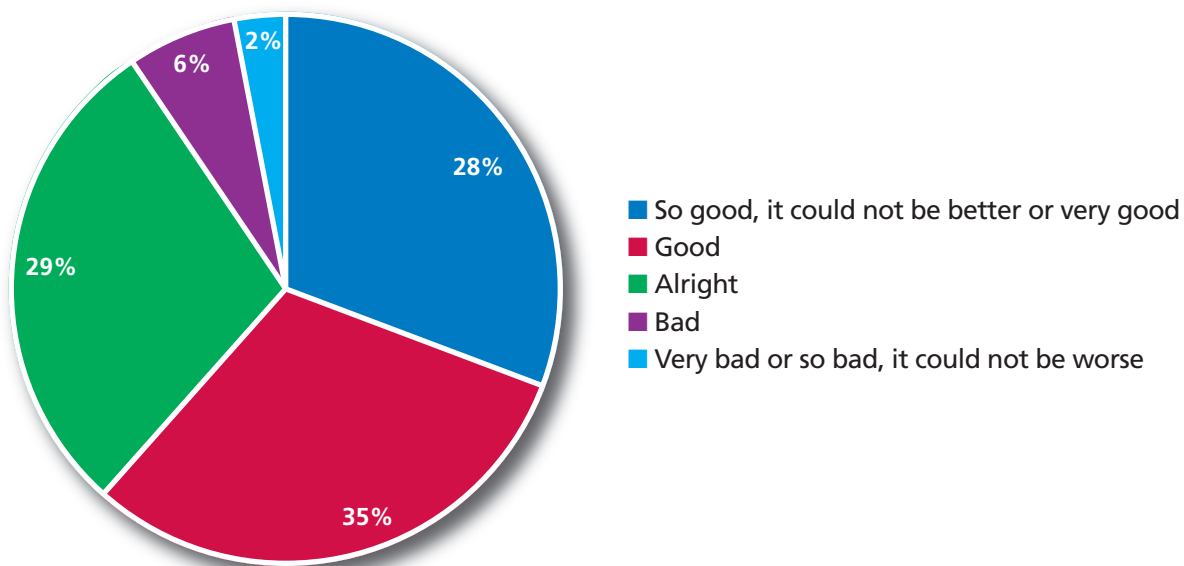
Mrs A is very pleased with the support she has received, which has come from eight different organisations as well as volunteers, family and neighbours.

3. Improving the quality of life for people with care and support needs

In a survey of users undertaken in 2013, most people who responded said they thought their quality of life was good and they had enough control over their lives. Herefordshire's responses have been very similar over the last 3 years and almost identical to those of England as a whole and other comparable counties.

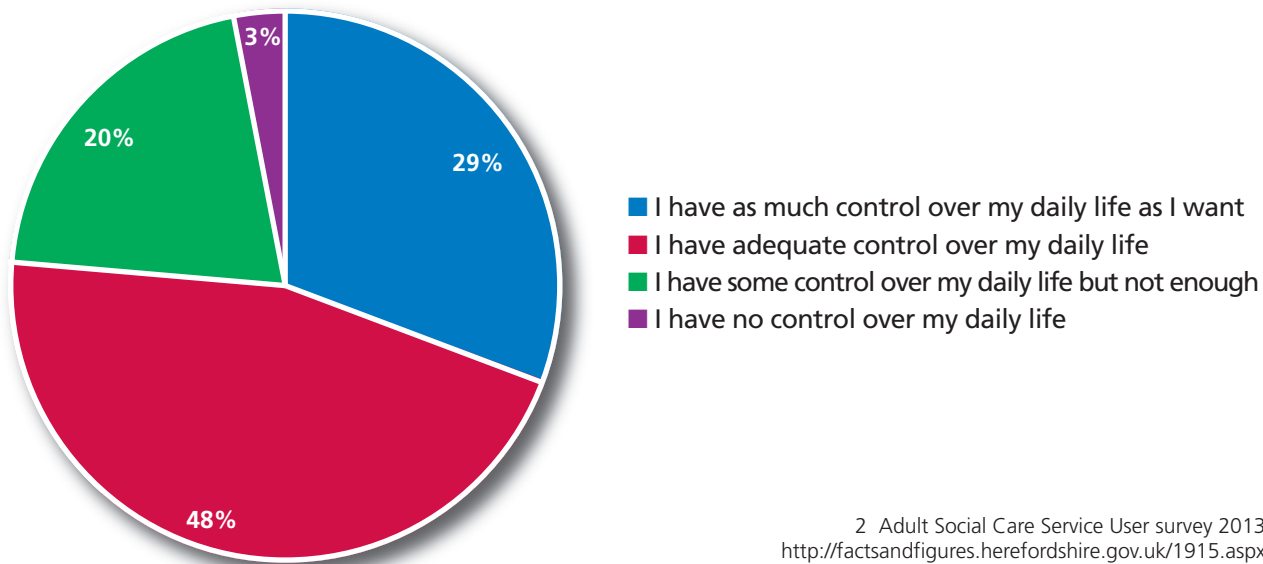
Herefordshire Adult Social Care Users, January 2013.²

Thinking about all the different things in your life, good and bad, how would you say you feel about your life in general?



Herefordshire Adult Social Care Users, January 2013.²

Which of the following statements best describes how much control you have over your daily life?



² Adult Social Care Service User survey 2013
<http://factsandfigures.herefordshire.gov.uk/1915.aspx>

In 2012-13 the number of people given more control over their care services increased.

As a result of a revised assessment process introduced in April 2012, everyone who had an assessment or review of their services was told how much budget is likely to be needed to meet their needs. This is a "personal budget" that they can choose to receive in cash as a "direct payment" to arrange their own care; or they can ask their social worker to organise this care on their behalf. In 2012-13 39% of people supported in their own homes had been allocated a "personal budget" (1500 people) and 7% of them had taken a "direct payment" (300 people).³

Being in paid employment and having a settled place to live are important for adults of working age with learning disability or mental health problems. Herefordshire does comparatively well in helping users achieve this.

A key group of people in need of support are those who give significant amounts of their own time to care for others – usually relatives. 21,000 people identified themselves as carers in the 2011 census.⁴ 3500 of these are registered with Herefordshire Carers Support



and a small number of these ask for and receive support from Herefordshire Council. When carers who receive support from the council were asked about their quality of life⁵:

- 11% agreed that "I have enough time to do things for myself that I value."
- 28% said "I meet people socially as much as I would like."
- 53% said "I have enough time to eat, sleep and take care of myself"

These low figures reflect the impact of caring but also the age of the carers – 61 per cent were over 65 themselves and 52 per cent reported some illness or disability themselves. The carers who are receiving adult social care services probably represent the carers in most need of support.

Herefordshire Carers Support is

a well established local voluntary organisation largely funded by Herefordshire Council to provide networks of support, advice and information to carers. It reaches many more people than those assessed or supported by Herefordshire Council. There are 3500 carers registered with the group.

"When I started attending the Adult Carer Forum (organised by Herefordshire Carers Support), as with anything new, I was a little apprehensive – but I was given a warm welcome and now have new friends. I can't thank you enough for your support and advice and for giving me a step up to getting back my self worth" Marlene, (Herefordshire Carers Support newsletter winter 2012)

³ The figures in these paragraphs are from the official return - Referrals, Assessments and Packages of Care - RAP. Full figures from the return are available from the Dept of health

⁴ 7000 of these carers provide care for more than 19 hours per week. Fuller details of the census are available on <http://factsandfigures.herefordshire.gov.uk/1346.aspx>

⁵ Figures from a survey of carers receiving services from the council in December 2012. Full report the survey is available at <http://factsandfigures.herefordshire.gov.uk/1915.aspx>

4. Delaying and reducing the need for care and support

Getting the right information at the right time is often what people and their carers need to continue living with maximum independence. Feedback from user and carer surveys shows that different people get information from different places – doctors' surgeries, voluntary groups like Age UK and Herefordshire Carers Action, community nurses – as well as directly from social workers and the council.

About half of the people who contacted the council's adult social care services received advice, information and signposting and didn't need further assessment or support.⁶ Most people who used this service reported that information had been easy to find but a significant minority reported having trouble finding what they needed. A quarter of users and 38 per cent of carers who looked for information, found it hard to get.⁷

Herefordshire's signposting service linked partner organisations, including the police, fire service, voluntary groups and various council services, so that when vulnerable people made contact with one agency their needs could be passed on to the others. This meant that residents could access services ranging from home safety advice, handyman services, benefits advice and home energy to heating advice.



Care and support funded through adult social care is concentrated on those who meet the eligibility criteria to receive services. There is also care and support available for people who do not meet this criteria from a range of other organisations and council services. For example, people pay care homes and care agencies directly for care; third sector organisations run day centres and lunch clubs and provide activities and advice with a mixture of grants from the council and their own fundraising.

Spreading the support - day services

Herefordshire MIND runs a range of day services which are available to people with mental health problems who do not have to meet the council's criteria for services. Over a period of 12 months MIND supported about 500 people, some of whom might also have received adult social care services. They are funded in part by a grant from Herefordshire Council but also use money they raise from other sources and volunteers.

"MIND has made a huge difference because I've met friends here. Before I would never go out and socialise. Since coming here it has given me the social skills to be able to dare to make friends with people; and now I've got a social network outside of MIND as well. I think that it's given me the support and the confidence I need too – I went and did a bit of voluntary work and I'm looking at more now and it's because I've got this homebase." Joan – service user of MIND's Recovery and Wellbeing Service.

⁶ Figures from R tables of official RAP return

⁷ Figures from surveys of User and Carers <http://factsandfigures.herefordshire.gov.uk/1915.aspx>

Other local voluntary groups which provide support to people without the need for a council assessment include:-

- Community Transport Network
- British Red Cross
- Age UK
- Women's Royal Voluntary Service

Maximising income for vulnerable people with limited means is an important way of helping them stay independent. Making sure that people receive all the benefits they are entitled to is the work of the Welfare Benefits team. The team is jointly run by Herefordshire Council and the Pensions Service and helps people claim benefits such as Attendance Allowance and Pension Credit and Disability Living Allowance.

Reablement

Providing short term support to help someone regain their independence is a key way to reduce the need for long term care. Reablement can be provided in a person's own home or in a care home depending on their needs. Reablement programmes are planned by a therapist and provided in people's homes by Wye Valley Trust's reablement teams and 2Gether NHS Trust's intermediate care teams. Residential reablement beds are commissioned from the Shaw Trust and Blanchworth Care.

From hospital to care home and back to the family.

Mr F was involved in a traffic accident that left him physically injured and badly shook his confidence. After his initial hospital treatment he was discharged into a care home. This was deeply frustrating to Mr F who had a young family, but at first it was not clear that he or his family would be able to manage him living back with them. It was here that re-ablement input led by therapists from the Wye Valley Trust made a big difference. A short programme of planned, intense exercise training and support gave Mr F back the physical skills and confidence he needed to move home. Now the support he needs is provided by a cash Direct Payment from Herefordshire Council which he uses to pay for a day service from a local charity.



5. Ensuring that people have a positive experience of care and support

The theme from user surveys* and comments made to the council is that the quality of care is mostly judged to be good, although there is still room to improve.

The satisfaction among Herefordshire users is similar to most social care users across England.⁸

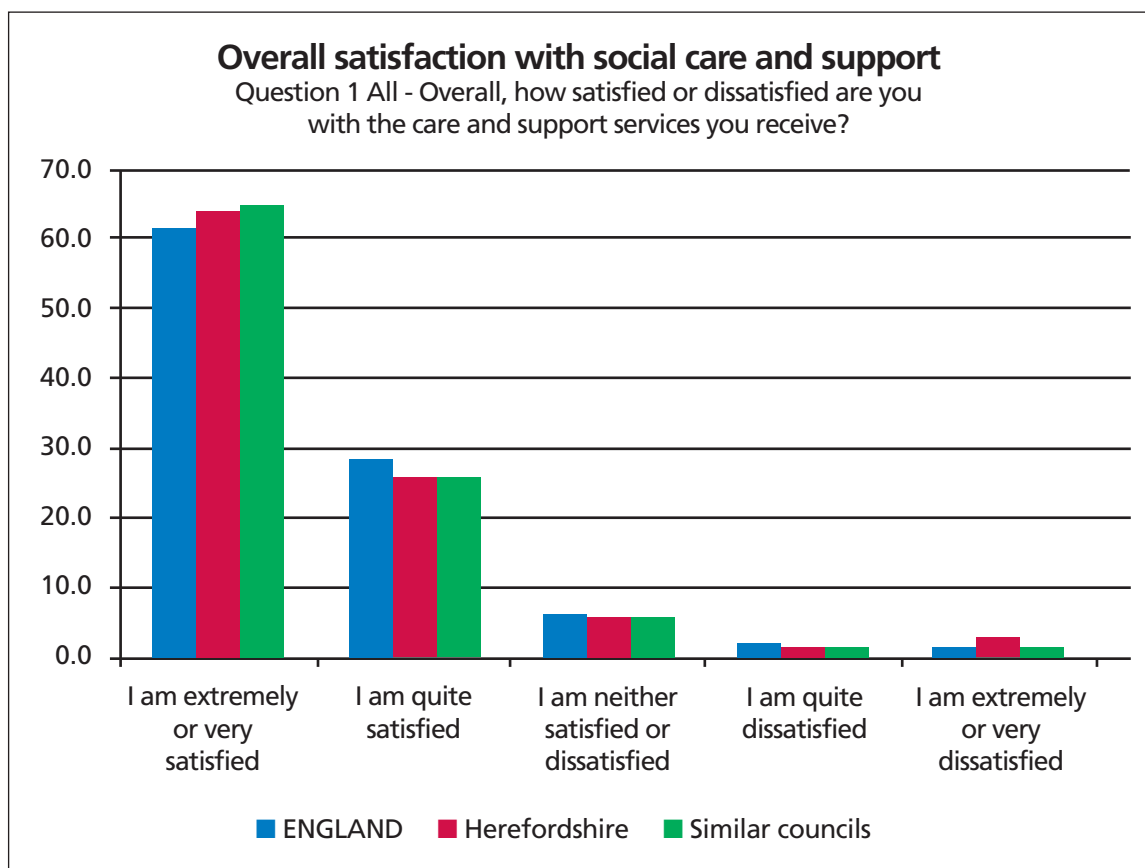


Fig 3

The major area for dissatisfaction relates to the time taken and lack of communication during the assessment process.

Comments from carer survey questionnaire

"It took over three months for me to receive support after applying for a carer's assessment, with no communications or progress reports in between."

"We are still waiting to find out whether we can get a carer to pop in for a few hours during the week. It takes a long time to get into the system we have waited months for a carer's assessment and have had to make our own caring arrangements."

1 April 2012- 1 Feb 2013 - Public Feedback to the Customer Insight Unit		
	Complaint	Compliment
General communication	14	0
Delays	11	0
Service delivery	14	21
Decision about services or costs	9	0
How the staff treat the public	4	31
Other	5	0
Total	57	52

⁸ figures and comments on this page come from the statutory surveys of service users and care <http://factsandfigures.herefordshire.gov.uk/1915.aspx>



These comments are reflected in the council's own measurements on the length of time taken for assessments to be completed. In January 2013 the assessment process was streamlined to help reduce these delays.

The 2 main sorts of care arranged for people are care homes and support in their own homes from homecare agencies.

There are 102 care homes in Herefordshire, with beds for 2000 people. At any one time, about two thirds of these beds are occupied by residents who have been assessed and funded by Herefordshire Council.

What residents said:-⁹

- 85 per cent of residents in Herefordshire care homes described their overall quality of life as good or very good. The average for other counties across England was 81 per cent.
- 78 per cent described the quality of care they receive as very good or good. The average for other counties across the country was about the same.
- The level of complaints from care home residents to the council was low.

What the inspectors said:-

- The Care Quality Commission, which regulates care homes, inspected 85 homes in Herefordshire in 2012-13 and reported that 71 of them met all national standards and 14 needed to improve in some areas.¹⁰

What the council found:-

- During the year the council had concerns about the quality of care in a small minority of homes (6) and worked with them to improve.¹¹
- The official return for Abuse of Vulnerable Adults showed 155 concerns relating to abuse of individuals in care homes were investigated between April 2012 and March 2013. In very few cases was any abuse proven. This is out of about 2000 people resident in care homes during the year.

There are 39 homecare agencies registered in Herefordshire. 25 of these were inspected by the Care Quality commission between April 2012 and February 2013, 23 of these met all the national standards.

⁹ Statutory service user survey <http://factsandfigures.herefordshire.gov.uk/1915.aspx>

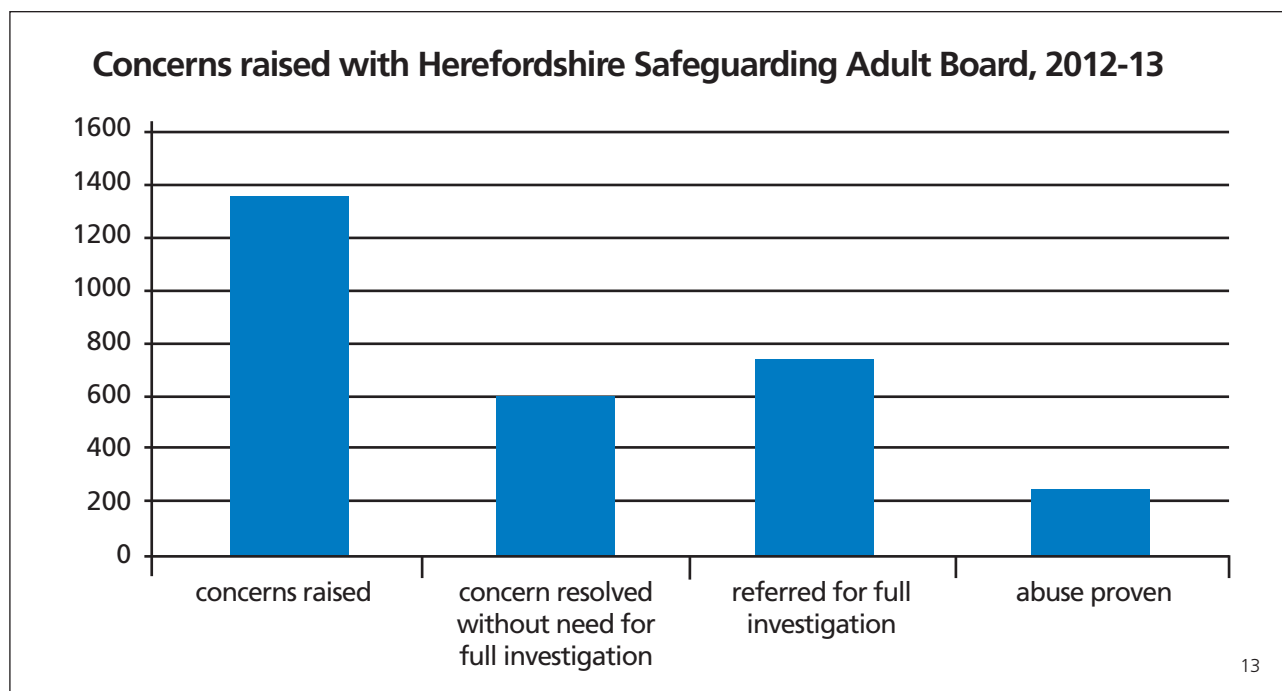
¹⁰ Details of all inspections are published by the Care Quality Commission on <http://www.cqc.org.uk/>

¹¹ This figure relates to issues dealt with under the council's "Quality Concerns" process

6. Safeguarding adults whose circumstances make them vulnerable

The work of safeguarding vulnerable adults from abuse in Herefordshire is led by the Herefordshire

Safeguarding Adults Board which co-ordinates the responses of different organisations.¹²



An increase in the number of concerns raised in 2012-13 reflects successful awareness raising; there is no evidence that cases of abuse actually increased. The safeguarding team also received numerous concerns about vulnerable adults at risk for other reasons. The most common sorts of proven abuse were neglect and physical abuse.

There is a "Quality Concerns" process that is used by the council to follow up concerns of abuse or serious poor quality of care. In 2012-13 this process was used in 6 of the 102 care homes and none of the 39 homecare agencies in Herefordshire.



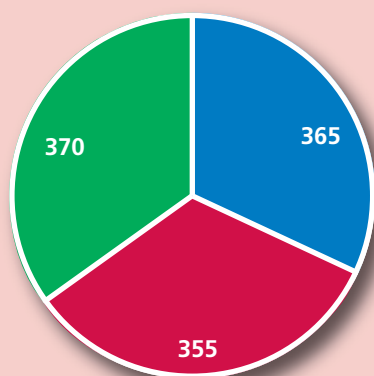
¹² More details of the board can be found at [www.herefordshire.gov.uk/health-and-social-care/adult-services/herefordshire-safeguarding-adults-board-\(hsab\)/](http://www.herefordshire.gov.uk/health-and-social-care/adult-services/herefordshire-safeguarding-adults-board-(hsab)/)

7. Spending and service levels

Do more people in Herefordshire use social care services than elsewhere in the country?

Yes - overall Herefordshire supports slightly more people than the national average because of the county's older population - (nationally most users of social care are older people).¹³

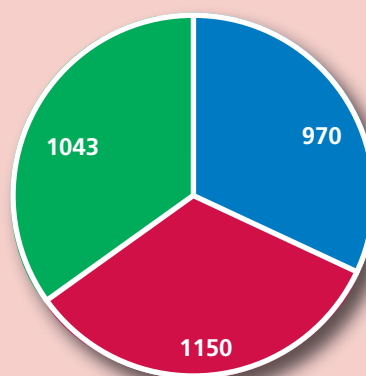
Adults receiving social care per 100,000 of all adult population



■ Herefordshire
■ National average
■ Comparable counties

But – when just looking at older people, Herefordshire, supports a smaller proportion than the national average, reflecting the fact that Herefordshire citizens are healthier and better off.¹⁴

Older people receiving social care per 100,000 of older population



■ Herefordshire
■ National average
■ Comparable counties

How dependent are the users of Herefordshire's adult social care services?¹⁵

Very similar to the national average:-

67 per cent report a degree of physical pain or discomfort

53 per cent report a degree of anxiety or depression

50 per cent cannot manage their finance and paperwork without help

32 per cent cannot bath or shower without help

23 per cent cannot get in and out of bed or a chair without help

22 per cent cannot dress or undress without help

18 per cent do not go out of their home at all

12 per cent cannot use the toilet without help

11 per cent cannot get around indoors without help

9 per cent cannot wash their hands and face without help

9 per cent report the design of their home meets a minority of their needs

5 per cent cannot feed themselves without help

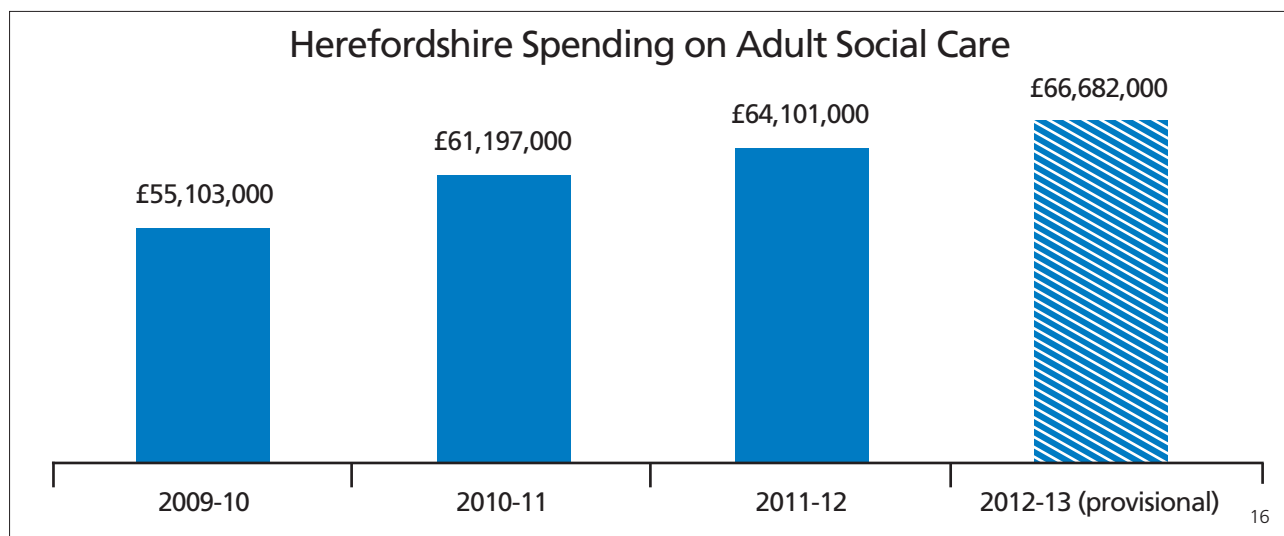
¹³ Official RAP returns P1 report

¹⁴ The overall good health of the population is shown in the Herefordshire Health Profile from the Association of Public Health Observatories <http://factsandfigures.herefordshire.gov.uk/health.aspx>

¹⁵ Statutory Service User Survey <http://factsandfigures.herefordshire.gov.uk/1915.aspx>

How much does Herefordshire spend on social care?

The need for adult social care has risen and as a result, spending has increased in Herefordshire.



The increase in need is caused by the increasing numbers of very old people, and the complex needs of some younger disabled people.¹⁷

How does Herefordshire's expenditure compare?

Although it is not among the highest spending areas Herefordshire spends more per head of population and more for each person than most similar councils. For comparison, 2011-12 is the latest year with national figures available.

	Spend per 10,000 population	Spend per service user
Herefordshire 2011-12	£4,300,000	£12,100
Average spend by similar councils in 2011-12	£4,100,000	£11,400

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"Similar councils" are groups that the Department of Health and the professional accountancy associations have listed as sharing enough features to make reasonable comparisons.

The biggest proportion of adult social care money is spent on places in care homes and homecare services where Herefordshire tends to pay more than average for residential care, but less for homecare.

	Herefordshire	Similar councils
cost for an hour of homecare 2011-12	£15	£19
cost for a week in a nursing home for an older person 2011-12	£572	£501
cost for a week in a residential home for an adult with a learning disability 2011-12	£1,368	£1,362

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Again, 2011-12 is the latest year for which national figures are available to compare.

¹⁶ The figures in the graph are the council's cost after accounting for income such as client contributions as shown in the PSSEX1 official return as "Gross expenditure including SSMS" Details of this return are published by the Dept of Health

¹⁷ Analysis of the factors underlying increasing need can be found at factsandfigures.herefordshire.gov.uk

¹⁸ Figures from the official PSSEX1 returns

¹⁹ figures from the official PSSEX1 returns

KEY POINT

The number of people in care homes and supported with homecare increased slightly in 2012-13 but the amount of care (weeks in care and hours of homecare per week) increased much more. The numbers supported in other ways (such as day care or professional support) fell, leading to an overall decrease in the number of people supported. Herefordshire's trend is similar to the rest of the country – nationally social care is supporting less people more intensely and at greater cost. ¹⁹

How is Herefordshire managing the reduction in resources?

- Public sector workers' pay freeze in place to March 2013
- Public sector restructure to increase efficiency, cut costs and share resources
- Reducing services tied to specific grants that have been cut

The removal of the Supporting People Grant led to the termination of a range of contracts, and the commissioning of replacement services on a smaller scale.

- Increasing value for money from existing contracts where possible

Since 2008, Midland Heart has been contracted to give accommodation and support to people with learning disabilities. This year the organisation developed seven new flats in Hereford, introduced the use of Skype to complement the way staff can keep in touch with their clients, and achieved cost savings and more flexible support by integrating the management of two houses.

- Paying a premium to homecare providers for support delivered in the most remote parts of the county
- Increasing the amount of contribution service users pay.

Following a long consultation it was agreed to increase the users' contribution for services. Services to support carers have remained free. The availability of a financial assessment means that people who cannot afford to pay do not have to.

Conclusion

Despite financial pressures that have affected all organisations who provided social care and support to adults, most people rated the services they received highly. This reflects not just on Herefordshire Council but on all the organisations and people in the National Health Service, the private sector and voluntary sector who have been involved.

The major area that requires improvement is in the speed of assessments and keeping clients informed of progress. During 2013-14 the council will continue to streamline procedures and make client control more real.

www.herefordshire.gov.uk