

OUR ANNUAL REVIEW



Northumberland's adult social care
services in 2015

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Cover illustration: Bluebells at the Tynedale Horticultural Service

Foreword

Daljit Lally, executive director of Wellbeing and Community Health Services

Cllr Susan Dungworth, Cabinet Member for Adult Care and Public Health



Welcome to our third Annual Review – Northumberland’s “Local Account”. Social care services continue to be a national and local priority and important changes this year have included:

- **implementing the Care Act –** Legislation in April 2015 introduced new national criteria for deciding when people are entitled to care and support; a new process for assessing people’s needs; and a new duty for all councils to offer deferred payment agreements to people entering care homes to allow them to make choices about the timing of the sale of their homes
- **delivering our part of the Better Care Fund –** closer joint working between health and social care agencies to ease the pressures on hospitals and GPs – e.g. by making sure that people are supported in their homes where this is safe
- **working within tight budget restrictions –** the public money available to all council services continues to reduce.

Delivering these priorities effectively and compassionately will only be possible if everyone involved understands each other’s roles and works closely together. I hope this document contributes to this.

Daljit Lally



This Annual Review describes our arrangements for delivering adult social care; how well these are working; the challenges we face and our plans for meeting them.

It is an important chance to explain our approach to making sure that ill and disabled people can live safely and with dignity; preventing their health getting worse where this can be avoided; and giving people more say in decisions about their care.

The Care Act is an important part of this. It puts into law changes which have been taking place over a number of years. It focuses on enabling people to live independently and how to use the available support and services - whoever provides them - to take control of their care and support.

We are successfully implementing these changes, and we have done this with as much continuity as possible – keeping people informed and involved along the way.

Our Annual Review is part of this work. I hope you find it clear and informative. Please let us have any comments about what it says, the way it says it – and anything else you would like to see included.

Cllr Susan
Dungworth

Adult social care in Northumberland

What we do and how we do it

Northumberland has a population of around 316,000 people living in rural and urban areas.

Northumberland County Council has responsibility for adult social care services many of which are delivered through a **partnership arrangement** with Northumbria Healthcare NHS Foundation Trust. We also work closely with Northumberland Tyne and Wear NHS Foundation Trust to ensure that community mental health services work well together. We have a budget of around £129 million and there are currently around 10,000 people accessing some form of social care support through adult social care services.

We are responsible for **assessing people's needs** for social care support such as help in people's own homes or getting out during the day, and supporting their carers.

People are assessed against national eligibility criteria to determine if adult social care support can be offered, and have a **financial assessment** to decide how much people they are able to contribute towards the cost of their support. People who do not meet eligibility criteria are still offered help to find support from independent and voluntary services in the community.

We offer people **personal budgets** which we encourage them to consider managing themselves, to maximise their control over how their support is provided, but which we

can also manage on their behalf if they prefer.



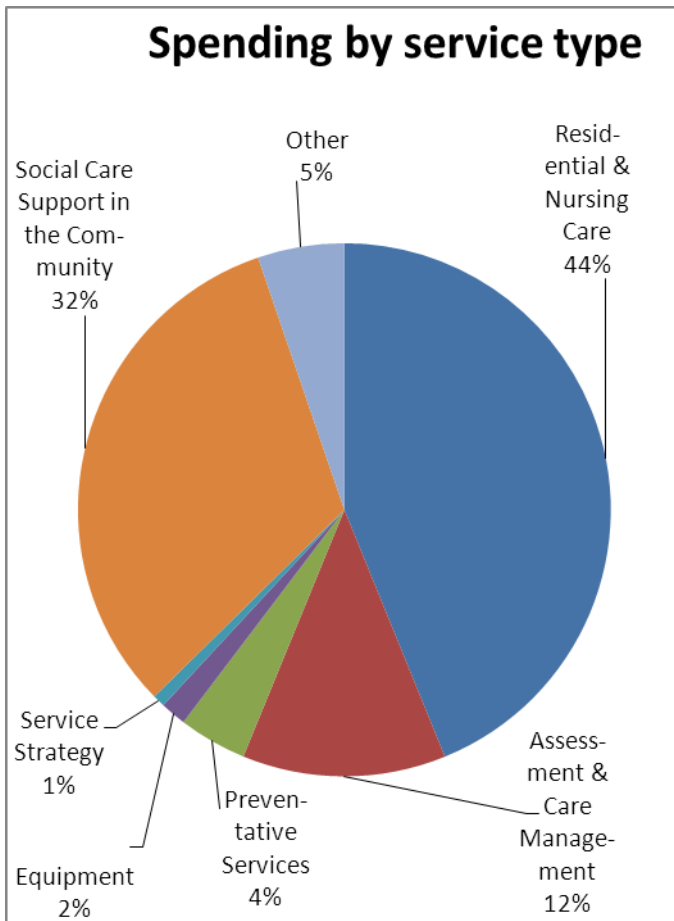
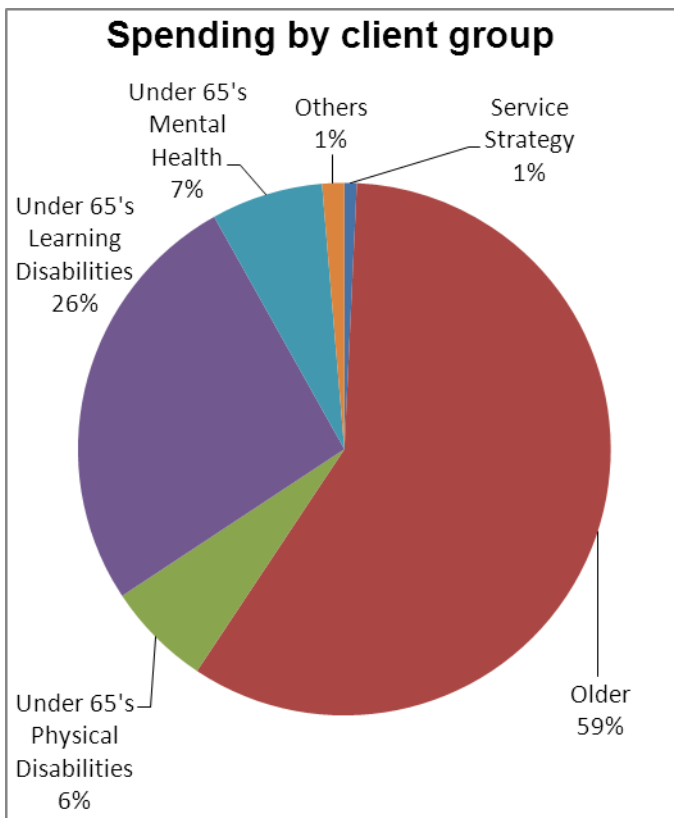
Our Care Management teams assess people (of all ages from 18 upwards) to identify needs relating to physical disability or illness, mental health problems or learning disabilities. We work closely with the Northumberland Tyne and Wear NHS Foundation Trust to support people with mental health needs.

A team of **support planners** offers help to people making their own arrangements with a personal budget or making private care arrangements with their own money.



Baking and decorating traditional fruit cakes for Christmas in Pottergate

What do we spend?



Key facts and figures

- Over 16,000 people received information, advice, support and services through adult social care
- Nearly 60% of our clients are female, and nearly 70% are aged over 65 years old. 96% of our clients' ethnic origin is 'White British', reflecting Northumberland's population.
- We invest over £130 million on adult social care.
- Our care management service meets with over 1,500 people each week
- Around 1,500 people are supported in care homes, though this number is falling.
- Over 3,200 people are getting care in their own homes



The Shindiggers Drumming Group from Northstar, Berwick

Our Vision

In Northumberland our aim is for adult social care and health care services to:

- Promote people's independence and wellbeing
- Provide the support that people need in the community rather than in institutions
- Work "seamlessly" together

To achieve this we will:

- Continue working to join up social care with primary, community and secondary health care
- Work to maximise people's capabilities, avoid unnecessary hospital admissions, and achieve the earliest discharge from hospital as soon as people no longer need that form of care
- Tailor our response to individuals, helping people to manage their own conditions and control their own support
- Make sure our staff have the skills and support they need to manage common long term conditions and acute illnesses in the community
- Work to make the best use of all resources, and to drive up standards and performance, and get the best results and value for all our residents

Council Equality Objectives

In 2012, the County Council set as one of its key corporate equality objectives to "improve access to, and experience of, Council services to help more closely align the lives of disabled people, and in particular older disabled people, to that of other groups in the community". A range of

actions have been identified for different Council Groups to work on over the next year to help make sure this objective is achieved.

Our aim in Northumberland is to develop a system of support with the following elements:

- **Prevention** – supporting people to remain active and engaged in community life and having services which keep people happy and healthy. In particular we will be looking for activities which cater for the whole population, and combine this with an inclusive approach to disabled people and those with disabling long-term health conditions (such as emphysema, dementia etc.).
- **Reablement** - providing people with the immediate support they need to recover their independence after a health crisis or an accident – ranging from advice and guidance through to time-limited periods of care or intensive programmes of rehabilitation.
- **Long term support** - for those people with longer term needs, arrangements which maximise their control over how support is provided, and which make sure that all elements of public sector support are well coordinated and organised.
- **Keeping people safe** - taking action to prevent harm happening in the first place; responding effectively to concerns about alleged and suspected abuse; and putting plans in place to help protect adults at risk.

Prevention

Supporting people to remain active and engaged in community life

We want to reduce the need for separate 'care' services for disabled people and those with long term health conditions and instead make all services fully accessible to everyone so that *all* people can access the same opportunities.

What have we done?

Ageing Well in Northumberland



We have continued working in partnership with older people and other agencies to progress ideas based on the key areas they identified for improving health and wellbeing which included:

- 'Step into Spring' and 'Winter Warmer' events bringing together local information, health advice, opportunities for socialising and help to stay active, safe and well.
- Encouraging older people to take part in a range of options to suit their interests from gardening to the arts, table tennis to target golf, supported walks to exploring the internet. It's all about enjoying life and staying in touch.

- Promoting 'dementia friendly' communities through dementia awareness training for bus drivers, work with local pharmacies, private landlords and housing providers.

We will continue putting ideas into practice to raise the profile and support older people in staying active, healthy and connected.

Information about activities, support and services

We have a single point of contact for all adult social care enquiries to make it easier for people to contact us (☎ 01670 536 400).

We have a team of Support Planners who to signpost people to the solutions which are available in the community, including:

- local support groups which can put them in touch with other people in similar situations
- Activities of interest in their local area
- entitlements they may have to support and how other agencies may be able to help them.



You do not have to be eligible for public support in order to work with support planners.

We have also been working with local voluntary and community groups to promote and publicise their activities via our **Northumberland Life** website (www.NorthumberlandLife.org).

“ I was told about lots of different things that are happening in my local area, and was put in touch with a local group of people who had the same health issues as me. ”

CASE STUDY

A lady with multiple disabilities who has relied on the health service for many years wanted a gardener, but also wanted to give something back to society as she is so grateful for all the support she has had.

Support Planners gave her the contact numbers of a local horticultural society run by Northumberland County Council. This was particularly useful as it is very local to her.

She now pays them for a gardening service and also feels she is helping people with disabilities have some value and purpose in life by supplying her with a service.

The Wellbeing of our Carers in Northumberland

We work closely with ‘Carers Northumberland’, a charity which is partly funded by the Council to provide a range of information and support to family and friend carers across the county, and which links

with condition specific organisations that also support carers.

We have continued to fund short breaks for carers through Carers Northumberland allowing carers to think about their own needs. These small grants have been used in a person centred way by individual carers.

“ ‘I have used [the fund for] a railcard to have days out with a friend in York and Edinburgh.

The English Heritage card will give me free access to many places of interest and provide much needed recreation.’

“I had a whole weekend free from caring and can't thank you enough for enabling me to access the funding. My family stepped into my carer's role, I didn't take a phone with me and felt fantastic, relaxed, fitter and ready to take on the world.”

Our staff work in partnership with health professionals to develop information tools for Northumbria Healthcare hospital staff to help improve early identification of carers and quicker access to help and support.

We operate a ‘Carers Wellbeing Check’ that can be used by any professional coming into contact with a carer. The aim is to help carers access help with their own wellbeing needs as early as possible.

“ I liked the whole concept of it, to be honest. The fact that you felt valued enough for somebody to come out and actually care about your health. ”

Telecare

Community alarm services, offering a means of calling for help in an emergency, are available from a number of providers in Northumberland. Northumberland Telecare, a County Council service, offers both community alarms and more sophisticated "telecare" sensors, matched to individual needs, which can raise an alert when someone may not be able to use a traditional pendant alarm.

Telecare is connected to a 'lifeline' (a kind of telephone line linked



to a help service). The sensors are an extension of the traditional community alarm service and offer many new options from fall, smoke, gas and flood detectors (e.g. overflowing taps) to sensors that can automatically switch on a light as a person gets out of bed.

Telecare can also support people with things they might find difficult such as remembering to take medication.

The Telecare system ensures that a minor event does not turn into a crisis by making sure that when something significant happens, an alarm is raised and an appropriate response is provided promptly.

“ It is Telecare that actually keeps me here in my house. It prompts me for my medication because when I get busy I just totally forget the meds. Now I get a call at night about 9pm to see if I've taken my medication. That's smashing. ”

There are currently over 4,500 clients who are benefitting from the service. Around 2,500 people have a package of telecare sensors that meet their individual needs.

We can take referrals for anyone living in the county of Northumberland providing they can provide a contact who is willing to attend should they require a visit.

Control room operators ensure calls are taken within the Telecare Services Association recommended response times - 97.5% of calls answered within one minute and 99% within 3 minutes. We currently also receive 35+ referrals each month.

Handyperson Scheme

Support is available to help ill and disabled people make repairs and adaptations to their home from Care and Repair Northumberland working in partnership with the Council. Their handyperson scheme will take on jobs such as replacing light bulbs, mending leaking taps, and making garden paths safe. They may also do minor adaptations to a person's home following recommendations from an Occupational Therapist to make it safer such as fitting grab rails or fitting key safes. There are also other similar schemes in place in Northumberland run by voluntary and community organisations such as Age UK Northumberland.



What are we planning to do?

Key areas we are working on:

- ✓ Expanding the Single Point of Access which covers both community health services and social care.
- ✓ Exploring how to use new technology to increase the ways we engage with people.
- ✓ Rolling out our carers' wellbeing check initiative and monitoring how well it works.
- ✓ In response to concerns about isolation and loneliness at Ageing Well Forums we are exploring with older people the nature of this issue and possible solutions.
- ✓ Putting in place a programme of therapeutic gardening schemes ("Blooming Well") in different parts of the county.
- ✓ Over 500 people benefit from a range of activities supported by the Ageing Well Leisure Fund.
- ✓ Working with the Northumberland Health and Wellbeing Board to improve the health and wellbeing of local people.

Key facts and figures

- The Social Care Single Point of Access handled over 1,000 calls a day
- Over 5,500 clients benefit from our Telecare Service - 97.5% of calls are answered within one minute
- Nearly 3,000 people received information and advice from a Support Planner



Reablement

Providing people with the immediate support they need to recover their independence

Following a health crisis or accident it is important that people get the immediate support they need to help them recover their independence as far as possible.

What have we done?

Short Term Support Service (STSS)



This service provides people with support in the weeks after a health crisis or accident, focusing on helping people to regain their skills and confidence to live independently.

Depending on a person's needs, the service may provide:

- A rehabilitation programme led by a physiotherapist or occupational therapist

- Support with daily living and personal care tasks such as washing, dressing or meal preparation - the service aims wherever possible to do things with people, rather than doing things for them, to help them recover their independence
- Arranging pieces of equipment or minor adaptations to the persons home to help them live safely and independently.

The team includes care workers, physiotherapists, occupational therapists, rehabilitation workers and healthcare assistants.

“The service filled an important gap when my mother was discharged from hospital. The help and support that she received has enabled her to maintain her independence and fully look after herself once again.”

Hospital to Home teams (“H2H”)

“Hospital to Home” Teams has been put in place to plan for discharge from hospital by identifying people with complex care and support needs in a more timely fashion and in this way reduce the number of people with these needs seen by general social work teams.

Immediate Response team (“IRT”)

The Immediate Response Team Service is a multidisciplinary team (consisting of a social worker, therapist and district nurse)

which works to enable patients to stay at home safely. It is available to all GP practices, and their associated District Nursing teams.

Joint Equipment Loans Service

Providing people with equipment to help them safely carry out daily living tasks is an essential part of rehabilitation and giving people back control and independence following a health crisis or accident.

Our Joint Equipment Loans Service (JELS) delivers over 60,000 pieces of equipment each year, and recycles over 25,400 pieces. Equipment includes bathing and toileting aids, moving and handling equipment, walking aids, and kitchen aids.

More warehouse and delivery staff have enabled us to improve our delivery performance; reduce the lead-time for collections and increase our recycling rates.

Occupational Therapy

The Community Occupational Therapy service helps people to recover or to maintain their daily living and work skills after an illness or accident which has affected them physically or mentally. This can involve adapting their surroundings, improving skills, involving families and carers – and working closely with other services and with the community.

A specialist housing OT:

- Works closely on all new housing developments to support service design and to meet life time homes status.

- helps people moving from long stay hospitals into suitable accommodation in the community.
- helps find suitable accommodation with care and support for people in residential care looking to explore community living.

What are we planning to do?

Key areas we will be working on include:

- ✓ Broadening OT staff's skill mix by merging the teams for physical and learning disability; working with our housing and hospital colleagues to support moving home from hospital and the design of new homes
- ✓ Introducing a new way of gathering feedback about the quality of the STSS service from people who have used it and their carers.
- ✓ Gathering feedback from people who receive equipment about the service they received.

Long term support

Giving choice and control to people with longer term needs

Our aim is to help people live independently and make use of support and opportunities in their local communities, but we also have an important role in supporting people who need help and have longer term needs. We aim to help people stay connected with their communities and networks and be in control of their own care and support.

What have we done?

Personal Budgets

If people need long-term support from us, we offer them a personal budget.

A personal budget includes all of the funding for the care and support that a person has been assessed as needing.

Personal budgets can be used flexibly to meet each person's assessed needs in the way they choose. We encourage people to manage their personal budgets themselves, or with help from family and friends, though we can also make arrangements on people's behalf, if such support is needed.

Over 90% of the people who need long-term support are offered a personal budget. People have a choice over how they use their personal budget. They can either receive it as cash which they manage themselves to pay for care and support, or we can manage it on their behalf.

More people are now choosing to take up the offer of a 'cash' personal budget which means they have much more control over their care and support.

Our team of **support planners** is available to help people plan how their personal budget will be used. When we work with people to plan support, we are increasingly conscious of the need to make sure we do that in a way which does not undermine their independence.

Sometimes in the past when we have been working with severely disabled people social services have tried to address all possible risks by arranging for care workers to be constantly on hand to keep them safe. Sometimes we were too restrictive of personal freedom and development - in effect "taking over people's lives". A key focus for us now is to avoid intrusion but manage risks and enable people to live **their** lives in the way **they** choose.

Supported Living

A supported living scheme for people with a learning disability in Bedlington offers nine bungalows where the occupants have their own tenancies with support on hand, as and when they need it, to meet their individual needs.

Northumberland has an extra care housing scheme for older people in Prudhoe and a combined care and housing scheme in Haltwhistle.



The Manors in Prudhoe, developed in partnership with the Council and Milecastle Housing, has 46 flats where residents can live independently but also

have access to as much care and support as they require with a care team on site 24 hours a day, seven days a week.

This facility continues to operate successfully, playing a key role in the local community, with a restaurant open to the public and an internet café available.

It has now extended to provide support on a nearby site previously used by a local health centre. A link to the Manors provides residents of the bungalows with twenty-four hour support.

This integrated health and social care scheme at Haltwhistle has won two awards and been nominated for two others in recognition of innovative planning and partnership working between health, social housing and social care. Its 12 flats with support for tenants on the ground floor and 15 hospital beds on the first floor have been providing support and care for elderly patients since the summer of 2014.

An innovative service at Cresswell designed around two people with particularly complex support needs and challenging behaviour has enabled them to live successfully in the community in a shared tenancy.

Shared Lives Northumberland

Shared Lives Northumberland is a scheme where people welcome adults with a disability into their own homes, either to live with them long-term or for short breaks while their families are away.



CASE STUDY

Kirsty and Ian live in a large semi-detached house in a cul de sac not far from Berwick town centre. Experienced carers, they share their home with Susan, Kimberley and David as part of Shared Lives Northumberland on a long term arrangement. As a family they enjoy walking the dogs and looking after their horses.

Kirsty and Ian both previously worked for Home Care which is managed by Northumberland County Council and provides personal care and support to people living in their own homes.

They love animals and have their own chickens, horses and dogs, so a lot of their time is spent outdoors.

"I really didn't think I could do it, look after someone and live with them. But the training is fantastic and the support from the Shared Lives manager really makes all the difference." (Ian)

"We've got great people who live with us and they really join in with and are part of our the family," (Kirsty)

"It's been brilliant. I really enjoy living here, seeing the animals and going out to different places." (Kimberley)

Checking the quality of services we buy

Most of the services our clients use to support them are provided by organisations in the private and voluntary sector. It is therefore important that we check that these services are of a good quality and meeting the needs of our clients.

There are currently 80 care homes for older people in Northumberland run by private or voluntary organisations. To check that they are providing a quality service, a team of contract officers and care managers make an annual visit to each home to assess quality against a wide range of criteria.

This includes looking at things like staff training, care plans, medication and safeguarding. Following this review, each home gets allocated a quality banding. The band a home is in determines the fee level paid by the Council.

This is known as the **Quality Weighted Payments Scheme**. Its aim is to constantly improve quality. As part of this process, members of the public have been recruited and trained to act as **Independent Observers**, and their role is to visit each home and feedback their views of the quality of care provided through talking to residents and families, observing practice, and sampling a meal.

Residential homes, home care and supported living schemes for people with learning disability operate a similar check on quality to that used in older people's homes – the Quality Monitoring Framework. This

uses standards developed with the Learning Disability Partnership Board to focus on users' experience of services. Provider assessments and evidence submissions are verified by monitoring visits to individual services.

As described above, we have improved our focus on service quality through the Quality Monitoring Framework for Domiciliary Services and for providers of residential care and paid carers supporting independent living services for people with learning disabilities.

Modernising Learning Disability Day Services



Following the refurbishment of our Horticultural Skills Unit at Hepscott Park and the opening of the café on the site in 2012 we are continuing to develop our trading activities to

promote what can be achieved by our service users. The user activities produce and sell jewellery, photographic prints, horticulture, baking and cooking sales, artisan bread, handmade soaps and furniture reclamation from our day centres. This year has seen a steady increase in visitors to our sites; growth in sales through the Hepscott Park café; sales continue through tourist information centres; trial sales within town centres; and the partnership with Aln Valley Railway in Alnwick to deliver café facilities on the site.

We are establishing *Made in Northumberland*, a recognisable local brand for all of our activities, including a website and web sales to promote the brand internationally and nationally whilst offering opportunities to people with disabilities in training, voluntary and/or paid employment.

“ I've seen lots of changes over the years and I was involved in developing the new garden area next to the woods, putting in shrubs and climbers. I really enjoy coming here, gardening and meeting new people. ”

Meeting Carers' Needs

Over the last year we have consulted with carers for the annual review of Northumberland's Joint Carers Strategy 2013-16. This gives an overview of carers' issues and recognises the enormous contribution unpaid carers make to the lives of their friends and families and sets out our planned actions over the next three years.

We have continued to work with local carers and 'Carers Northumberland' to better understand the needs of those with caring responsibilities and our care managers have continued to offer carers an assessment of their own needs.

Working with partners we have focussed particularly on ways to improve the identification of young carers and their support needs. Local carers are involved in these service improvements through an active Carers Reference Group.

In April the Care Act 2014 brought new rights for carers and we have worked

together to ensure that carer assessments are fully integrated into implementation of the Act. Carers have influenced the new carer assessment process and informed the guidance information.

We have worked with Carers Northumberland to provide training to carers of people with behaviour difficulties and explored methods of 'keeping carers safe' in line with the safeguarding adults agenda.

This supports our work with our community health services to better identify and target those carers whose caring responsibilities may mean they are at risk of not accessing the care and support they need for themselves. This work has helped help community nurses put the Northumberland Carers Strategy into action by signposting carers to health, social and voluntary organisations.

What are we planning to do?

Priorities include:

- ✓ Implementing the actions in the joint Carers Strategy for Northumberland.
- ✓ Working closely with staff and partners to identify barriers to young carer involvement in care planning and discharge and continue to look at how staff and family carers can work together to improve the experience of the whole family.
- ✓ Redesigning carer information to reflect changes in legislation and incorporate the Carers Wellbeing Check to support

carer resilience through quality information and help sustain the caring role.

Key facts and figures

- Over 90% of people eligible for personal budget were offered one
- Over 80% of people who use services and carers find it easy to find information about services (compared to 75% nationally)
- Nearly 95% of people received a review of their care package within 1 year
- Over 1,800 people were receiving home care services
- Nearly 1,000 people were accessing day services
- Nearly 500 people had a short break
- Over 70 people have joined the shared lives initiative

Keeping People Safe

Protecting 'adults at risk' from neglect and abuse

Safeguarding includes two kinds of work:

- helping 'adults at risk' keep themselves safe, to prevent harm happening in the first place
- responding to concerns about alleged and suspected harm and putting in place plans to help protect those adults who cannot protect themselves.

An adult at risk (or vulnerable adult) is someone who is:

- aged 18 years or over
- more likely to be harmed or abused because they rely on others for some kind of social care or health support, and this can make them vulnerable.

They can be old and frail and have poor physical health – or younger adults who have a physical disability and need assistance with everyday tasks. People who have poor mental health or a learning disability are at particular risk.

What have we done?

A stronger Northumberland Safeguarding Adults Board

The Northumberland Safeguarding Adults Board (NSAB) is made up of nominated leads from key organisations within Northumberland, and includes those organisations that have statutory responsibilities in promoting the welfare of



adults and protecting adults whose independence is placed at risk by abuse and neglect. Its role is to maintain and develop inter-agency frameworks to

safeguard adults within Northumberland and to coordinate what is done by each person or body represented on the Board in relation to the safeguarding of adults. An independent Chair has been appointed for the Board.

Regular updates on safeguarding issues are also provided to the Council's Overview and Scrutiny Committee.

Training

Over 1500 people are trained on safeguarding issues – making sure our own staff and those who work in the independent sector know how to spot the signs of abuse and how to report it.

We have developed in-depth training for people who deal more specifically with safeguarding cases. We have also reviewed our processes to make sure they are much more focussed on the individual and understanding their expectations at the beginning of the process and their feelings about it at the end.

Working together

We have been working more closely with the Council's community safety team on

tackling issues such as hate crime and domestic violence, and providing victim support, and are members on the multi-agency committees relating to these issues.

We have also worked closely with our partner NHS Trusts who have been put through a rigorous self-assessment of their arrangements leading to improvements and increased resources around safeguarding.

What are we planning to do?

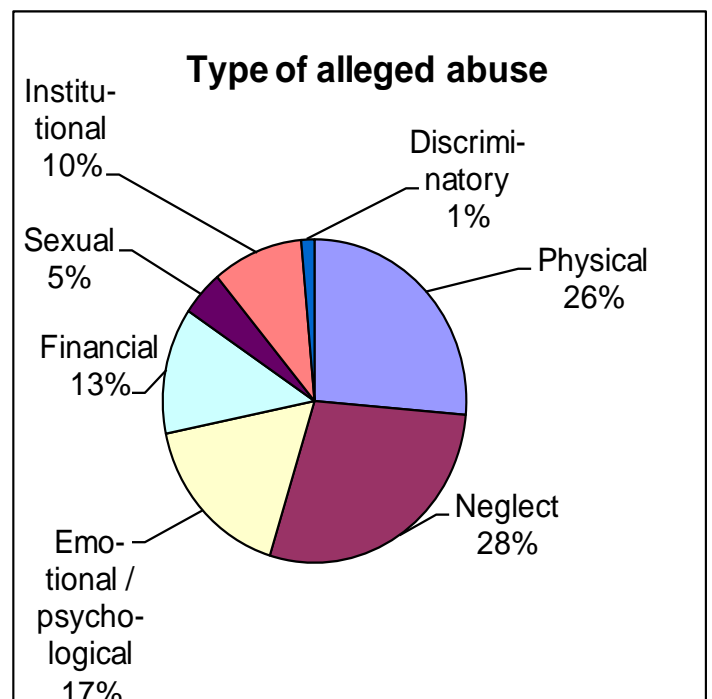
Priorities include:

- ✓ Continuing to raise awareness of safeguarding across Northumberland working with local partners and other organisations to do this.
- ✓ Supporting service users and carers through the safeguarding procedures when the situation requires it in a flexible way that matches their personal circumstances and preferences.
- ✓ Improving the way we check how referrals are managed to see how we compare with other areas in the North East.
- ✓ Continuing to improve the way we work together and making sure everyone is clear about their roles and responsibilities.
- ✓ Improving our reporting arrangements to include the Children's Board and the new Health and Well Being Board.
- ✓ Working with the Council and key partners to raise awareness of hate

crime, how to report it and how to respond to it.

Key facts and figures

- There were over 450 referrals to Safeguarding that lead to an investigation
- Nearly two thirds of the safeguarding referrals were about possible abuse of women and just over one third concerned men. 70% were aged 65 and over.
- In over four in ten of the referrals evidence of abuse was found following a full investigation. In the rest of the cases, there was either no evidence of abuse, or it was not possible to tell if there had been any abuse.
- The most common reasons for referral were for physical abuse and neglect as shown in the chart below:



Involvement

Involving and engaging with people to improve our services

We believe that the best way to find out how good our services are is to ask the people who use them. Over the years we have developed a number of different ways to gather views from people who use our services and involve them in decision-making.

What have we done?

Healthwatch Northumberland

Local involvement is an essential part of the way Northumberland Healthwatch has been established to work with and represent local people in relation to improving their health and wellbeing and the services that support them. By sharing views and experiences we can identify any trends and shape responses to health and care issues. We have established a Health & Social Care Liaison Group to share learning support the work in partnership with Healthwatch.

Forums



Our network of forums has evolved to link with other groups to give a wider voice for older people, people living with a long term condition, people living with dementia,

people with learning disabilities or autism and their families. These provide an important way of finding out what health and social care issues people are facing, and to exchange information. There are also local Ageing Well affiliated groups in a number of areas including Ashington, Blyth, Stobhill, Ponteland and Hexham.



Strategic Groups

Older people, people with disabilities or long term conditions and carers are members of many of our strategic planning groups. This includes our Safeguarding Adults Board, Ageing Well Partnership Board, Learning Disability Partnership Board and Carers Strategy and Reference Groups.

Winterbourne View: As part of a national programme to move away from the use of institutional services like Winterbourne View for people with a learning disability or autism whose behaviour challenges services, we have established action plans and regular progress reports to our Learning Disability Partnership Board and Adult Safeguarding Board.

Carers

We have continued working together with 'Carers Northumberland' to support carers and hold events during carers week. We have brought together carers and organisations to review our action plans linked to our joint Carers Strategy and identify priorities.

Mystery Shopping

Working in partnership with Healthwatch we have recruited mystery shoppers to look at the accessibility of adult care services and the experience of sexual health services. Findings show good overall experiences in most cases and learning has informed service development plans.

Adult Social Care Survey 2013-14



Our last survey of adult social care service users in 2014, found that nearly 95% of people were satisfied with the

care and support services they receive, which was up 2% on the previous year. The number of people who said they find it easy to find information about services increased from 76% in 2013 to 85% in 2014 (the highest result in the North East).

You Said, We Did

Listening to the views and experiences of the people who use our services and their carers is extremely important, but what is more important is how we respond to this. Below are some examples of what we have done:

- **You said:** Loneliness in later life was a significant issue for many people. **We did:** we planned 'Step into spring' and 'Winter Warmer' workshops to connect people to local information, activities and support to stay active, safe and well.
- **You said:** People with dementia and their carers told us they would like to be able to participate in enjoyable activities that support their needs. **We did:** we worked with partners to continue the Blooming Well gardening programme, develop a programme of supported walks and other social activities.
- **You said:** People with dementia and their families worried about giving up driving and relying on public transport or others for lifts. **We did:** we worked with transport companies to provide dementia awareness training for bus drivers.
- **You said:** That older people wanted local people who could support them in staying active and well. **We did:** As part of the Ageing Well programme, we organised Older People's Health Champion training and support to voluntary sector partners.
- **You said:** People with learning disabilities told us they wanted more help with understanding changes in their bodies, checking their own health, enjoying relationships and coping with bereavement. **We did:** We now have Jack and Josephine, our life size anatomical figures, have trained facilitators and can offer 1:1 and group workshops on a range of health and wellbeing topics. This project has been recognised in the National Learning Disability and Patient Experience Awards.
- **You said:** Carers and people with dementia or other long term conditions were concerned about managing changes in medication. **We did:** We Invited a hospital pharmacist to discuss

with them issues about changes, the trial self-administration scheme at Wansbeck and getting medication reviewed.

- **You said:** People with a learning disability want to have their achievements recognised. **We did:** week we produced a newsletter celebrating the many sporting successes and other achievements people had.
- **You said:** It was sometimes hard to know who to contact to get the right help or information. **We did:** Set up a single point of access number for adult care at Foundry House and recruited Mystery Shoppers to check it.
- **We did:** People with learning disabilities took part in arts activities, performances, exhibitions and fund raising as part of commemorative events.
- **You said:** People with dementia wanted support to be able to continue living in their own homes. **We did:** We are working with private landlords and housing providers to promote dementia awareness and help create more dementia friendly home environments.
- **You said:** You wanted more links to local groups to make it easier for people to get involved and have a say if they want to. **We did:** We revised the way some of the local forums work to improve links with other groups and set up a wider network of involvement, empowering more people to have a say and share information.
- **You said:** Carers and people with dementia wanted to know more about what had happened as a result of what they told us they were experiencing and what impact their views had. **We did:** We created an annual bulletin designed to feedback the results of discussions and inform others about the work of the forums.

- **You said:** Some members of the forums would like to try out new activities before they committed themselves or to build confidence to try something new. **We did:** Arranged indoor target golf sessions and taster going for Gold table tennis sessions as new options for enjoyable activities in their community.

What are we planning to do?

- ✓ We will continue to look at ways of using existing community resources to help people stay connected to their local community.
- ✓ Continue partnership working to support access to new and existing activities which people enjoy.
- ✓ Continue to support the development of local communities as good places to grow older.
- ✓ Revise and promote the network of user and strategic forums to inform the planning and development of services, information and support.
- ✓ We will try to improve feedback to individuals and groups involved on what has happened as a result of consultation.
- ✓ Revise our surveys and other ways of learning to find out people's views and experiences of adult social care and work to ensure people are satisfied with our services.
- ✓ Identify any common themes and develop more structured ways of learning from feedback.
- ✓ We will continue to try to handle enquiries promptly in order to prevent unnecessary escalation and dissatisfaction.
- ✓ We will provide further training for staff in handling complaints proportionately and writing response letters.

- ✓ We will continue to address complaints in an appropriate, proportionate and timely manner, focussing on outcomes and learning

Key facts and figures

- 70 complaints were received about adult social care and all were acknowledged in 3 working days
- Over 250 compliments were received
- Nearly 95% of people said they were satisfied with the care and support they receive.

Jargon Buster

A guide to some of the words and terms often used in adult social care

Equipment and adaptations	The term used to describe things that can be used in your home to make everyday tasks easier and include things like grab rails and ramps
Care pathway	A term used to describe how services for people with a particular condition should be organised and how things should happen and in what order
Champion	Someone who takes on responsibility for raising awareness and understanding about a key issue or topic
Community Services	Community Services provides health care out of hospital – either in a health centre or in your own home. It includes services such as district nursing, specialist nursing and chiropody
Day Services	Services that provide people with the support they need to get out of the house, providing stimulation through social contact and taking part in activities they enjoy. Day services can also help to give carers a break. Traditional separate day services for disabled people have become less important in recent years, with an increasing emphasis on providing support to enable people to continue to use normal community services
Home Care	Care provided in someone’s home to help with things like getting washed and dressed, and eating properly
Independent Sector	Services that are provided by private or voluntary or community organisations – rather than by the Council or the NHS
Northumberland LINK	The Local Involvement Network – a network of local people, community groups and organisations which aimed to ensure that health and social care services learn from the experience of patients and service users (replaced in April 2013 by Northumberland Healthwatch)
Palliative Care	Care that focuses on the relief of pain and other symptoms and problems experienced in serious illness. The goal of palliative care is to improve quality of life, by increasing comfort, promoting dignity and providing a support system to the person who is ill and those close to them
Personal Budget	The funding available to someone to pay for the care and support that they have been assessed as needing. Depending on their financial circumstances, people may have to contribute to the personal budget themselves
Primary Care	Services provided by GP practices, dental practices, community pharmacies and high street optometrists
Reablement	Providing people with the immediate support they need to recover their independence, confidence and daily living skills after an illness or accident

Safeguarding	Protection from abuse or neglect
Secondary Care	Secondary (or “acute”) care is the healthcare that people receive in hospital. It may be unplanned emergency care or surgery, or planned specialist medical care or surgery
Self Directed Support	Arrangements which enable someone to control their care and support themselves
Social Care	Adult social care is about providing personal and practical support to help people live their lives. It's about supporting individuals to maintain their independence and dignity, and to make sure they have choice and control
Telecare	Equipment and sensors installed in someone’s house which can raise an alert if someone may be in danger (varying from alarm buttons on a pendant to, sensors that detect if someone has fallen)

In Northumberland we want local people who use our services to have a strong voice in helping us monitor, develop and improve the way we work.

- If you think you might like to get involved
- if you would like to give us feedback on this Local Account
- if you would like to find out more about adult social care services or
- if you feel you need help

please contact us at:

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📞: 01670 536 400

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