

Contents Page

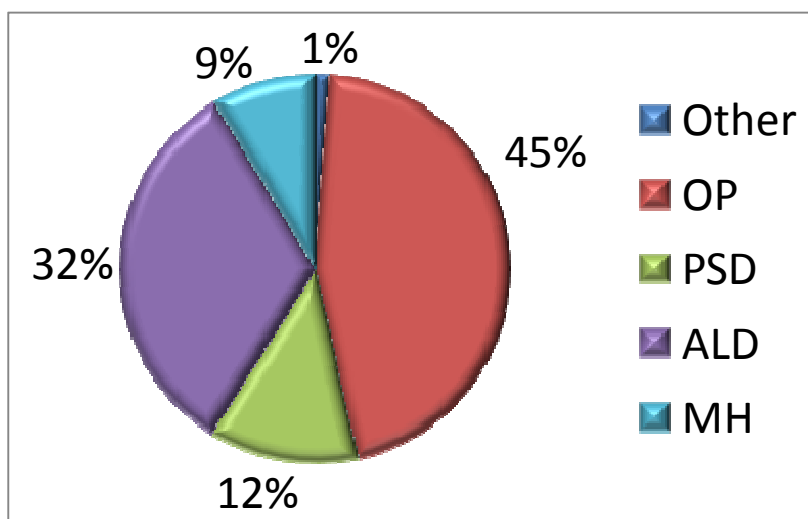
	Page
<b>Foreword</b>	2
<b>Introduction</b>	3 – 4
<b>Enhancing the Quality of Life for People with Care Needs</b>	
• Social Workers	5
• Blue Badge	5
• Homelessness	6
• Extra Care Housing	7
• Transition	8
• Day Services and Employment Services	8
• Roberta’s Story	9
• Equality and Human Rights Commission	10
• Mental Health	10
<b>Reducing the need for Care and Support</b>	
• Sure Start to Later Life	11
• Prevention Agenda	11
• Falls Prevention Team	12
• Halton Community Alarm Service	12
• Independent Living	13
• Intermediate Care	13
• Integrated Hospital Discharge Team	13
• Dementia	13
• Urgent Care	14
<b>Ensuring People have a Positive experience of Care</b>	
• Feedback from users and their carers	15
• Healthwatch	15
• Consultation Case Study	15
• Help Us Help You	15
• Carers	16
• Carers Case Study	16
• Provider Involvement	17
•	
<b>Safeguarding Vulnerable People and Protecting them from avoidable harm</b>	
• Halton’s Safeguarding Adults Board	18
• Integrated Adults Safeguarding Unit	18
• Domestic Violence and Abuse	18
• Halton Domestic Abuse Forum	19
• Dignity in Care	19
• Safeguarding Training	20
<b>Feedback</b>	21

## Foreword

Welcome to the second annual report on Halton's adult social care services. Councils who provide social services must publish an annual "Local Account". Here we let local people know about our services and the progress we have made in delivering quality adult social care and support since the previous report.

In this year the Council budget on adult social care and support is £?????. We want to make sure the money helps to improve people's quality of life, provides value for money and that choice and control for local people is at the heart of all we do.

## % Split of Net Expenditure per Client Group



As with all councils, there are many challenges ahead as we focus upon improving quality we also need to be efficient. In recognising this, the council will:

- Make sure people are able to access safe, efficient and good quality care;
- Make services more efficient to minimise the impact of reduced budgets;
- Empower people who use services to become independent and not dependent on care services; and
- Make sure our services are better integrated with health and that we make the right connections with housing, leisure, transport and skills.

## Vision

At Halton Borough Council, we have a responsibility to support, care for and protect the most vulnerable people in the community, as well as providing information and support to the residents of Halton. Halton's vision for Adult Social Care is: "To promote effective, affordable, quality services that are accessible, equitable, timely and responsive and to enable individuals and groups in Halton to make informed choices."



Councillor Marie Wright  
Health and Adults Portfolio Holder

## Introduction

As in previous years there continues to be increasing challenges facing Adult Social Care due to the limited and reducing resources available, at the same time as changes in the makeup of the local community increase the need in certain areas, for example an aging population.

This year, these challenges have been set against a backdrop of some of the most major changes seen in Local Government and NHS organisation for a number of years.

2012/13 saw the implementation of some new major legislation, the Health and Social Care Act, which will see the transfer of Public Health over to the Local Authority with effect from 1st April 2013 and the establishment of Clinical Commissioning Groups (CCG).

Within Halton, the NHS Halton CCG is clinically-led by GPs and other healthcare professionals which has been formed and built on a membership model, drawn from the 17 general practices located within Halton, with the aim of ensuring high quality and cost-effective services.

From April 2013, Local Authorities have a new duty to promote the health of their population, supported by the local Health and Wellbeing Board to ensure a community-wide approach to promoting and protecting the public's health and well-being. Adult Social Care Services are playing an essential role in supporting the Health and Wellbeing Board achieve the five strategies priorities set out in its first Health and Wellbeing Strategy. The priorities being action on cancer, child development, falls, alcohol and mental health.

For example if we look at falls which is the leading cause of mortality due to injury amongst older people over 65 and are a major contributing factor to the life expectancy gap between Halton and the rest of England, Adult Social Care Services are leading on the work taking place to review the Falls Prevention Pathway and develop an associated Falls Strategy to help reduce the number of people in Halton experiencing falls.

In addition to the above organisational changes, the publication of the 'Caring for our Future' White Paper and associated draft Care and Support Bill will see some fundamental changes in how Adult Social Care Services are commissioned and delivered in the future. Residents of Halton can be assured that the Local Authority in partnership with our colleagues in the CCG etc. are in a strong position to effectively respond to these changes.

Undertaking the challenges ahead and the need to continually improve our services requires the continuing dedication and enthusiasm of staff, together with the Council's commitment to recruit, retain and train staff who are able to meet the challenges of the future and much of our work over the next 12 months will focus on responding to these changes.

The Council recognises that the success of its business is based upon the knowledge, expertise and commitment of its workforce and as such have developed a People Plan looking at four main areas: Attract, Develop and Retain Excellent People; Excellence in Leadership and Management Development; being an Excellent employer; and Promoting Organisational Excellence.

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In Adult Social Care Services all professional staff require to be registered with the appropriate body, for example, all social workers are registered with the Health and Care Professions Council. This ensures that they meet certain standards for their training, professional skills and behaviour.

The implementation of the Social Work Reform Board will also raise standards across the social work workforce and put social workers on a more professional footing, in line with other professions, such as teachers.

Unlike the first Adult Social Care report which mainly focused on a description of services delivered and some related performance information, this report provides details of the areas which we have focused our activity on over the last 12 months and gives some real examples of some of the improvements we have made to our services, which have made a real difference to people lives.

We have divided the information in this report into four themes, which will help you see how we are performing.



A handwritten signature in black ink that reads "Dwayne Johnson". The signature is stylized and includes a horizontal line extending to the right.

Dwayne Johnson

Strategic Director, Communities

CONSULTATION DRAFT

## Enhancing the Quality of Life for People with Care Needs

### Social Workers

We have changed our social work teams to make it easier for people to access services or to be signposted quicker to other services that are more appropriate. This involved creating a team that acts as an Initial Assessment Team (IAT) which is responsible for all referral, screening, signposting and initial assessments. We also have two operational teams dealing with complex work, (one in Widnes and one in Runcorn). The service is also open to those people who self-fund their support.

Once you are in touch with us, Self-Directed Support is a way for people who are eligible for funding from social services to get the support they need, to be part of their community and to stay safe, healthy and independent for longer. Following a social care assessment you will be told how much is available to meet your eligible support needs. You can have a Personal Budget if you have been assessed by a Social Worker as needing support to help you to live independently.

You can tell us in a Support Plan how you wish to spend the money to meet your needs. You can have help to put together your Support Plan if you wish. Once your Support Plan is completed the Social Worker will check that the choices you have made about spending the money will meet your support needs and make sure you will be safe and well. Finally, you spend or ask us, on your behalf, to spend the money in ways that you feel best meets your needs. One of the ways money can be paid to you is via a Direct Payment and the Government are promoting this method. You are in control as long as you spend the money in the ways you have stated in your Support Plan. We'll check with you from time to time to make sure that you are living your life in a way that suits you and is meeting your needs.

**3976** people received self-directed support in 2012/13, an increase of approximately 43% on the previous year.

We are also developing an online 'Care and Support for You' portal. This is a website where you can easily find lots of information about Adult Social Care Support and Services to help you get on with your life and keep your independence. 'Care and Support for You' delivers information and advice, signposting you to the relevant information, and towards enabling self-assessment and self-directed support. The portal has now gone LIVE with information about over 3,000 organisations now available in the public domain. ['Care and Support for You'](#) is also being used by our care management teams to signpost citizens to the relevant information required.

The Resource directory of 'Care and Support Services,' encompasses both care and support in a broader sense. It incorporates a person's environment, housing, family, social and educational opportunities as well as their physical and mental health. As such, it is an attempt to put together a resource that will be regularly updated. The aim is to enable people to see for themselves what services are available in Halton for their specific needs and interests. Armed with such information they can contact the appropriate services directly, having first looked at their website or contacted them for further assistance and guidance.

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## **Blue Badge**

The Blue Badge Scheme provides a National Arrangement of parking concessions for some people with disabilities who travel either as drivers or passengers. The Scheme allows badge holders to park close to their destination without charge or time limit in the on-street parking environment, and for up to three hours on yellow lines, unless a loading ban is in place.

As a result of a National Strategy Review the local Blue Badge Policy has been updated. The main changes are outlined below:

- Personal Independence Payments (PIP) will begin to be introduced for people who are aged 16 to 64 from 8 April 2013;
- From October 2013 onwards PIP will begin to replace Disability Living Allowance (DLA) from existing DLA recipients aged between 16 and 64.

This will affect people who are applying for a Blue Badge without further assessment as those individuals who are currently in receipt of DLA Higher Mobility Component have been automatically eligible for a Blue Badge. It has been decided that when DLA is replaced by PIP there should still be a link, that means that those people who score 8 points or more in the 'moving around' activity of PIP will be automatically eligible for a Blue Badge. This means that future eligibility for a Blue Badge will be as similar to the current eligibility criteria for the scheme as possible.

Local GP's no longer undertake the Mobility Assessments for applications needing medical assessments; this is now undertaken by Halton Borough Council's Initial Assessment Team and Complex Care Teams.

Halton Borough Council now levies a charge of £10 per badge application. This increase was has had to be applied in response to the new costs incurred through the new Blue Badge Improvement Scheme.

## **Homelessness**

Halton Borough Council has a statutory duty to ensure that advice and information regarding homelessness is readily available to everyone within the borough. Ideally every person at risk of homelessness will be offered a full interview to help them deal with their situation.

The Council is developing the Homelessness Strategy Review and Action Plan 2013 - 2017, looking at ways to reduce and prevent homelessness and improve service delivery. Consultation with all partner agencies is underway and all views and comments will form part of the agreed final Action Plan.

During the past twelve months a number of changes have been made to the service which resulted in the following improvements for people using the service:

- Timely intervention and assistance with rent and mortgage arrears;
  - Timely referral for Debt Management advice;
  - Increased Family Mediation;
-

- Improved referral routes to Specialist Services, including Substance Misuse and Mental Health;
- Increased housing provision within the Private Rented Sector;
- Increased advice in respect to tenancy rights and responsibilities in both social and private housing sectors; and
- Increased advice in respect to illegal eviction and disrepair issues.

Halton has recently seen a gradual increase in homelessness which is in common with other local authorities within the region. The welfare reform and present economic climate is considered contributable towards the gradual increase in homelessness.

**The Mortgage Rescue officer** works closely with homeowners and tenants, offering advice and assistance and direct liaison and negotiation with lenders to agree revised repayment agreements and reduced mortgage payments, which enable clients to remain within their homes.

Mortgage Rescue Support (MRS) has proven successful in a number of cases. However, due to the financial economy and the present housing market there continues to be demand from people under threat of repossession. The following table indicates the level of activity and outcomes of the work undertaken by the Housing Solutions Mortgage Rescue Officer:

<b>ACTION</b>	<b>2011 / 2012</b>	<b>2012 / 2013</b>
Advice for homeowners	73	168
Homeless Prevention	56	82
MRS Successful Cases	11	49
MRS Successful Buy Back Option	0	2
Debt Advice referrals (Shelter National Homelessness Advice Service and Citizens Advice Bureau)	43	56

#### **Homelessness Case Study**

Client A approached the Council for assistance with their homeless situation. Because of deteriorating health, they were unable to work and could not maintain the payments on their mortgage and secured loan. A referral was made to the Mortgage Debt Advice Service provided by the National Homelessness Advice Service who worked with Client A to ensure they were receiving all of the benefits they were entitled to and to determine the family's affordability of the property.

It was determined that the family could afford the mortgage payments, so an agreement was reached with their lender for them to pay their mortgage, plus a monthly contribution towards the arrears. The lender agreed to postpone all eviction action as long as this arrangement continued.

The family was not financially able to keep paying their secured loan, so it was decided that a full and final offer was to be made to the lender from the Mortgage Repossession Fund. This was accepted and their account was cleared in full. The client and family were able to remain in the property and the mortgage is still continuing successfully to date.

#### **Extra Care Housing**

Extra care housing is a type of sheltered housing that can offer care to support independent living whilst providing support and packages of care designed to meet individual needs. It can be ideal for

people who are less able to manage on their own or people who are still active but want the security of knowing there are people there to help if needed.

Extra care housing offers care and support that is flexible and designed around an individual, it can also adapt with a person so as needs change so does the care and support that is offered. Extra care offers an alternative for those people who feel their existing accommodation is no longer meeting their needs or are feeling lonely or isolated.

The numbers of older people are increasing as a percentage of the local population and the Council has prioritised the development of Extra Care schemes to provide a greater choice of housing for people in their retirement. This has culminated in the opening of a brand new scheme in 2012. Naughton Fields on Liverpool Road, Widnes, opened in November 2012 and has 47 rooms, some available to buy and some for rent. This scheme now complements the existing scheme in Runcorn, Dorset Gardens and offers an exciting housing option for older people in the borough.

### **Transition**

Transition is the process of change from being a young person to being an adult. This is a time of great change and opportunity for all young people, but it can also be a difficult time, particularly for young people who have social and health care needs arising from sensory and physical disabilities, long-term conditions, learning disabilities or mental health problems. Within Halton the process begins when children are 14 years of age and continues beyond the young person's 18<sup>th</sup> birthday.

The young person and their carer are central to the transition planning and are kept fully informed and involved in the planning process. The transition process aims to build on the strengths of young people as they become adults, promoting self-esteem, self-confidence, independence and choice, through personalisation and support planning. Young people and their families/carers work with services to identify their needs and plan for their future. They are given information about services and the processes involved to ensure that young people and families/carers have realistic expectations of adult services. A multi-agency approach is taken across adult health and social care teams who work closely with colleagues from children's services (Education, Social and Health Care) including the young person and families/carers to ensure a trouble free transition across services.

On the 28<sup>th</sup> February 2013, Halton Borough Council held a Transition event at the Stobart Stadium with information stalls and guest speakers aimed at providing Young People and their families/carers with relevant information, advice and future planning options.

### **Day Services and Employment Services**

Halton Community Services provides meaningful daytime community opportunities across the borough for adults with disabilities and operates in two areas; Employment and Volunteering and Health and Wellbeing. The aim is to develop ground breaking employment/volunteering initiatives so that people with a disability can learn the ethics of work and gain valuable employment skills in order to compete for jobs with the non-disabled community and to break the cycle of benefit dependency.

Examples of these innovative approaches include Altered Images hairdressing salon based in the High Street in Runcorn. This initiative is the first of its type in the country and has built up a strong customer base who recognise the value of the salon by giving trainee stylists (adults with a learning disability) a community profile.

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Currently there are 168 adults with a learning disability enjoying multiple work experience opportunities in the business area of the service either as trainee stylists, brewers, catering assistants or customer care assistants.

For people with more complex disabilities, the team have developed a small chicken farm, which provides eggs to the service's catering outlets. Some 6 to 8 people with profound and multiple learning disabilities and those on the autistic spectrum whose behaviour challenges, have benefited from being involved in chicken husbandry it has had a positive effect on their wellbeing as they are engaged in meaningful activities linked to the services businesses.

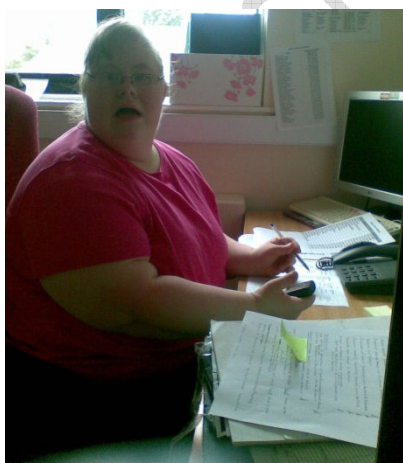
Country Garden Kitchens is supplied with fresh organic fruit and vegetables from the Mylers Meadow Market Garden mini business, which provides ten people with learning disabilities, permitted earnings. Cup Cake Caterers, managed by people with physical disabilities, including those recovering from brain injury and stroke, creates homemade cakes and confections, which are sold at the services catering outlets thus providing another.

Opportunities in Halton Community Services include a catering business, which serves up to 60,000 people annually, three cafes, tea room, ice-cream making parlour, cupcake caterers & market garden, all created and staffed by day care staff and its service users. The diversity of placements is a factor that we feel make our programme special. Our approach to the world of employment has shown that it is possible to start small, choosing businesses appropriate to the local conditions and market. The catering business began as a two day project in which one member of staff took five people with a learning disability and supported them to prepare, cook serve and clean.

**85%** of adults with a learning disability live in the own home or with family.

### Roberta's Story

Hello my name is Roberta and I would like to share with you my Story accessing Halton Community Services.



When I left school I went to Astmoor day centre like most people did in those days nearly all of my activities was centre based, Astmoor closed down in 2006 and we all moved into community venues so we could get more opportunities to be involved in community life.

I liked being in the community venues but I was a bit bored in some places that I went to and would quite often prefer to look through catalogues. I suppose you could say that I was difficult to motivate but then what was on offer at the time was not what I liked to do.

That all changed in 2010 as I got my first work placement one day a week as a clerical assistant based in the office at Bredon, my key tasks are to answer the phone, typing, photo copying, taking the register and passing on information to the duty senior.

I have also got my own email address; I can send messages to the staff.

I work as a team at Bredon with other clerical's who guide me, I like being given responsibilities, makes me feel important plus I was travel trained by the service so that means I make my own way there on public transport, sometimes I pop into the local shop on way there and buy my lunch just like other people do.

### **Equality and Human Rights Commission - Close to Home: An Inquiry into Older People and Human Rights in Home Care**

As a result of wanting to find out whether the human rights of older people wanting or receiving care in their own homes were being fully promoted and protected, the Equality and Human Rights Commission undertook a systematic inquiry into the issue and the results of the inquiry were published in November 2011.

The inquiry concluded that of the 500,000 older people who receive essential care in their own home paid for by their local authority, for far too many, this care, delivered behind closed doors was not supporting the dignity, autonomy and family life which their human rights should guarantee. The inquiry concluded that bare compliance with the Human Rights Act was not enough; public authorities also needed to have 'positive obligations', to promote and protect human rights.

Like many other Local Authorities, Halton Borough Council contributed to the inquiry and were highlighted within the Commission's report as having best practice within the area of promoting and protecting human rights and dignity, for example via use of the 'Dignity Challenge' approach.

However, the Council felt that we could do even more and therefore a number of developments were undertaken which included the:-

- Introduction of the 'Help Us, Help You' approach which helps to make raising concerns or complaints easier;
- Setting up the Integrated Adult Safeguarding Unit; and
- Introduction of a training programme for elected members.

### **Mental Health**

Mental Health has been identified as a key priority for the new Health and Wellbeing Board and a new Public Mental Health Strategy has been developed, with a strong emphasis on prevention and intervention in mental health issues at a much earlier stage in a person's condition, supporting them to regain good mental health as quickly as possible.

A new Mental Health Strategic Commissioning and Partnership Board has been developed with membership from all key partners. The aim of this group is to build on the achievements that came about locally through the delivery of the National Service Framework for Mental Health, and ensure delivery of the new national policy guidance, No Health Without Mental Health.

In Halton, services for people with the most complex mental health needs are provided by the 5Boroughs Partnership NHS Foundation Trust. Social workers are a full part of the services provided from within the 5Boroughs and play a key role in delivering personalised care and support. In the past 12 months, there has been a significant redesign of the way the 5Boroughs provide their services, with a shift in focus to treating more people in the community and a greater emphasis on helping people achieve recovery.

## **Reducing the need for Care and Support**

### **Sure Start to Later Life**

Sure Start to Later Life began in July 2007 and consists of Information Officers who can help older residents of Halton access the information they need, when they need it and make referrals to other services if need be. The team delivers a personalised individual approach and can carry out assessments in the person's own home or over the phone if they prefer.

We want to help people to achieve their desired goals, whether that be maintaining or regaining independence, improve health and well-being, making new friends and getting out more, learning new skills, remaining in their own home or preventing the feeling of isolation and loneliness.

We have volunteers who support people in their own homes – befriending or helping a person get out and about. There are also volunteer roles to help people access information technology from first steps to IT, introducing people to the Internet or to supporting the person to an IT course.

In the last 12 months, approximately 1296 hours of volunteer support has been provided to those most in need.

The newest part of *the Sure Start to Later Life Service* is the Day-Trippers. The aim is to reach people in the community who would not normally have the opportunity to go out on trips or for meals to a place that is accessible and suitable to their needs.

Anyone can join the Day-Trippers and all pay the same fee. Transport is provided by Halton community transport and is door to door. There are now nearly 200 residents of Halton, including carers and family, on the Day-Trippers group, and it continues to grow.

Most recently the group has won the Asda "Chosen by you, given by us" which is part of the Community Life Programme Asda run to support community groups. The group were awarded a £200 grant.

### **Prevention Agenda – Windmill Hill (Case Study)**

As part of Halton Borough Council's drive to increase older people's involvement, a project has been set up with the Windmill Hill Drop In club. This is a group of older people who live on the Windmill Hill estate in Runcorn. The estate is one of the most deprived in Halton.

A one day workshop was facilitated by a council officer and was entitled "What would it take to make Windmill Hill a better place to grow older in?" The group looked at what the current reality about the area was. This included what they were proud of about the area, what their concerns were and what opportunities were open to the estate. The group then presented their "dream" for the area. The afternoon was spent putting together an action plan to try and bring the current reality of the estate nearer to their dream for the area. Officers of the council are currently working with the group to try and complete the actions from the plan. Future projects will be facilitated in all areas of the borough. Some of the comments are below:

Proud Of	Fears	Hopes	Action
Living in Windmill Hill	Being trapped indoors	A community centre	Explore "Big Lottery" funding
Friendships made	Path surfacing	More transport	Investigate funding for transport
Environment (woods, canal)	Lack of transport for getting out and about	Gritting boxes	Look into Community Car Scheme
Access to local landmarks	Hills – walking up and down in bad weather	Funding to make improvements	Social enterprise ideas/activity
Safe area	Younger and older people being involved	Improved health centre	Check out podiatry service in area

### Falls Prevention Team

People who are at risk of falling will often benefit from information, advice and services that improve their general health and well-being including reviewing medication, healthy eating, exercise, getting out and about and looking at their home environment. Halton has an established group of professionals within the falls prevention service. These include nurses, physiotherapists, occupational therapists, podiatrist, health trainers and exercise specialists. Working with other community, health and social care teams the service develops individual plans of support, exercise and treatment to help reduce the risk of falling.

During 2013 Halton Borough Council and NHS Halton Clinical Commissioning Group have been reviewing how we commission and provide services within the Borough, with the aim to further reduce the risk of falls. This work has been undertaken with the Royal Society for the Prevention of Accidents and will support the development of a new falls strategy for the Borough and ensure that existing services continue to improve outcomes for people who are at risk of falling.

### Halton Community Alarm Service

The service provides an emergency response system 24/7 365 days of the year. When activated contact is made and if necessary triggers a visit from the Community Wardens.

The service can provide and fit equipment which enables people to summon help, environmental sensors to monitor for fire, flood, fluctuations in temperature and monitoring sensors to pick up falls or failure to go to bed.

Halton Community Alarm Service provides reassurance to family and friends whilst maintaining a person's independence in their own home. Last year the service answered 92,410 calls of which 99.48% of the calls were answered within 60 seconds.

### Case Study

Betty is 96 and lives at home in her bungalow. Betty has limited mobility with a slight impairment. Betty suffered a fall and was admitted to hospital and then moved on to a rehabilitation unit. After a period of rehabilitation Betty wanted to go home but her family were concerned for her safety. Betty has already got a community alarm in place but does not always use her pendant when she requires assistance. Betty returned home and additional automated sensors were installed which would activate if Betty did not press her pendant alarm following a fall. Betty did suffer a fall and did not press her alarm. The automated sensors detected the fall and raised a call to the contact centre. Community Wardens were dispatched and Betty was taken to hospital. With the implementation of

the bed and chair sensors linked to the community alarm system, Betty's family now feel reassured that if another fall occurs, the automated alarms will activate help.

### **Independent Living**

Occupational Therapists are based within Complex Care Management Teams and assess people with more complex needs to establish how their health or disability issues affect their ability to manage everyday tasks. The Occupational Therapists work closely with other services and provide statutory complex assessments for aids and major adaptations. In order to ensure the best outcome for people they also work with other social care and health professionals and refer to various other teams and agencies as appropriate. They prescribe items of equipment to aid daily living and more specialised equipment. They recommend minor adaptations such as grab rails and banister rails, and work with the Home Improvement Service to provide major adaptations such as shower rooms, door widening, ramps and stair lifts.

People are also able to access their own assessment for equipment, for example, raised toilet seats, tap turners using the internet via ['SmartAssist'](#). This is an online assessment system free to anyone living in Halton.

**3740** people Helped to Live at Home.

### **Intermediate Care**

In Halton we are committed to helping people stay living safely and independently in their homes for longer, with a better quality of life. We offer a wide range of Home Care, Intermediate Care and Reablement Services seven days a week that may include support from nurses, care assistants and occupational therapists. Help is also available to people recovering from a hospital stay and needing temporary help to maintain their independence and quality of life at home.

### **Integrated Hospital Discharge Team**

Most people spend a very short period of their lives in hospital; their discharge follows a fairly predictable pattern and they usually return home. However for those people already in the care system, or for those who will need on-going support when they leave hospital, discharge processes should ensure continuity of the right care in the right place. The Warrington and Halton Integrated Discharge (ID) and the Whiston ID teams operate as a single point of referral for all patients within the hospitals, irrespective of which borough they are resident in. The person's discharge is planned irrespective of whether it is a health or social care discharge.

Benefits of this approach to discharge include earlier engagement with patients and families to better manage need and expectations, therefore reducing delays and reduction in admissions to long term care.

### **Dementia**

In Halton services for people with dementia begin at the diagnosis stage with access to Dementia Care Advisors and Dementia Cafés run by The Alzheimer's Society and Age UK offering support and information for both the person diagnosed with dementia and the carer. This support remains in place for as long as it is needed and is designed to help someone through any difficult transitions if they need hospital care or access to other clinical services. Specialist services are delivered through

the 5 Boroughs Partnership and include memory clinics, specialist assessments access to counselling and any specific clinical services.

### **Urgent Care**

Urgent Care is the range of responses that health and care services provide to people who require - or who perceive the need for - urgent advice, care, treatment or diagnosis. The vision for urgent care services in Halton is 'A streamlined urgent and emergency care system which is simple for patients and professionals to access, which delivers high quality and productive care meeting national best practice standards, and supports patients return to health and independence'.

In November 2012, the Borough Council and NHS Halton Clinical Commissioning Group published its Urgent Care Partnership Response Plan. This Plan outlines a 2 year vision for the delivery of urgent care services in Halton. The plan aims to ensure the successful delivery of clinically led integrated services to deliver improved, higher quality care in terms of safety, patient experience and clinical outcomes.

In addition to the Response Plan, an Urgent Care Strategy was also developed which outlines the strategic direction for the delivery of urgent care in Halton over the next five years. The Strategy and associated Response Plan outline a common approach to the provision of Urgent Care Services and creates a framework within which care providers and commissioners can work to ensure seamless, high quality and appropriate care.

Halton funded a pilot scheme during the winter of 2012/13 at Warrington hospital, through which the hospital attempted to telephone all Halton people discharged from the Trust within 24 hours of them being discharged. The scheme has been invaluable in understanding the quality aspects of discharge arrangements. Halton and Warrington Clinical Commissioning Groups have agreed the extension of this scheme into 2013/14 through the Trust contract.

**???**% of 65+ people still independent and at home after discharge from hospital.

## Ensuring People have a Positive experience of Care

### Feedback from users and their carers

Feedback from our users and their carers is very important to us in all aspects of our work. We have different ways to consult with our users and this includes: surveys such as the Carers survey, Adult Social Care survey and Residents survey and user involvement groups and forums.

### Healthwatch

Healthwatch is the new consumer champion for both health and social care. It will exist in two distinct forms – local healthwatch that supports local people in Halton and Healthwatch England that supports at a national level. At a local level healthwatch will be an independent organisation, able to employ its own staff and involve volunteers, so it can become the influential and effective voice of the public. The aim of the local healthwatch will be to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within Halton.

In addition to this Healthwatch Halton will provide people with information about their choices and what to do when things go wrong. It will also build on the good work that has already been carried out by Local Involvement Networks (LINKs) over the past four years. Healthwatch will offer local people a unique opportunity to really make a difference with the services currently provided as well as influencing the services for the future.

### Case Study – Consultation

In February 2012 over 100 older people met to discuss local transport provision for older people in the borough. A number of issues were raised and as a result of the event the following actions took place;

- Funding agreed to for Halton Community Transport
- New vehicles purchased to aid vulnerable people in bad weather.
- Newly formed joint Health, Social Care and Transport group working together to solve issues that vulnerable and older people face in the borough.



**Help Us Help You**

“**Help Us, Help You**” enables you to speak to us about any concerns that you have about services provided or arranged by the Council, for you or someone you know. We will help you to get your concerns sorted out as informally or formally as you want, ranging from a ‘quiet word’ to a formal complaint. ‘Help Us Help You’ is also about us learning; and finding out what works well is just as important, so please do tell us what works well for you. That way we can help develop services to reflect what people want and need.

For matters concerning Adult Social Care, you can contact the Social Care Customer Care Team direct on: Tel: 01928 704411 Text 07775 765489 e-mail: [ssdcomplaints@halton.gov.uk](mailto:ssdcomplaints@halton.gov.uk)

**85** compliments about Adult Social Care were received throughout 2012/13 and

**52** complaints about Adult Social Care were received throughout 2012/13.

## **Carers**

A Carer is someone who spends a significant proportion of their life providing unpaid support to family or friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

Caring is increasingly part of all our lives. For many carers, looking after their own health, combining caring with work, or simply having time to take a break and go away for a weekend can be a major challenge. It often means that Carers end up juggling the support they give with their other responsibilities, in a difficult balancing act. People who provide a lot of care tend to have lower incomes, poorer health, and are less likely to be in work than their counterparts.

For Carers in the borough to have the same opportunities as everyone else, the Council, the NHS Halton Clinical Commissioning Group and Halton Carers Centre have pooled their resources to ensure that Carers receive advice and information with which they can make informed choices about the things that effect their caring role, that they have access to emotional support or a break away from caring which helps them to look after their own health, and that they can talk to the people who are providing support services to the person they are caring for so that they both receive the best, possible care.

Today there are over 4,000 people registered as Carers in Halton. The 2011 Census states that there are 15,000 carers in Halton which means there are many “hidden” carers that we don’t know about and are not accessing the services that we offer. If you would like advice, help or support with your caring situation, contact Halton Carers Centre on 01928 580 182.

**77%** of carers who used social services found it easy to find information about those services.

### **Carers Case Study**

Paddy and Maggie are husband and wife and came to Ashley House over twelve months ago. This was to ask for help as they didn’t know what to do regarding their son’s substance misuse.

Both Maggie and Paddy were emotional and upset when they first came to speak to us at Ashley House. As Maggie says it broke her heart to see her son abuse himself. They were concerned that he was going to die and had serious mental health issues. Every week Paddy and Maggie attended the carers support group. Sharing and taking part in discussions to help support each other.

They both have participated in mental health training and are shortly due to take part in Geese theatre drama workshop. Maggie says that she “always comes away from the group feeling in a better frame of mind, and just wants to get her son back”.

Both Paddy and Maggie volunteered to take part in a DVD film promotion about carers of someone else’s drug and alcohol addiction for Ashley House. The film promotion shows hope and real life experiences of families trying to deal with life and gaining strength from groups such as the carer’s group at Ashley House. This can be seen on the internet on YOUTUBE carers of some-one else's drug and alcohol addiction.

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Paddy and Maggie continue to attend Ashley House and say that they “don’t feel so alone anymore”. They have good and bad days but say that they are managing the situation better than they have done in the past.

### **Provider Involvement – Domiciliary Care and Residential Care Survey**

Halton Borough Council’s Quality Assurance Team (QAT) monitors a range of services across Residential, Domiciliary, Supporting People, Carers and the Voluntary Sector.

During 2012-13 there were 149 monitoring visits, 51 contract performance meetings and a number of consultation visits carried out. In 2013 the QAT are moving towards more unannounced monitoring visits, including evening and weekend visits to reflect on some issues that have been raised during the past year.

In November 2012 to January 2013 the Quality Assurance Team undertook its annual survey to measure the views of the care delivered across Residential and Domiciliary Care. A summary of the findings is as follows:

**Residential Care** – 249 family members sent back responses to the questionnaire forms.

- 99% said the care staff are polite and respectful to their family member all or most of the time;
- 95% said they were very or fairly satisfied with the care their family member received;
- 91% said their family member is provided with a good variety of food and drink.

**Area Highlighted** – 76% said their family member is always treated with dignity and respect.

**Action taken** – Halton Borough Council have raised this at the provider’s forum in March 2013 and individually where people have raised concerns.

**Domiciliary Care** – 210 people who use domiciliary home care services responded to the questionnaire.

- 99% said the support made them feel safe and secure;
- 99% said they are treated with dignity and respect; and
- 96% said the services enable them to be as independent as possible.

**Area highlighted** – 75% said the care agency involves them in the discussions with their care.

**Action taken** – Providers have been asked to provide an Action Plan on how they plan to improve the identified areas.

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CONSULTATION DRAFT

## **Safeguarding Vulnerable People and Protecting them from avoidable harm**

### **Halton's Safeguarding Adults Board**

The Safeguarding Adults Board's overarching priority is to safeguard and promote the welfare and dignity of vulnerable adults, both in terms of prevention and as a robust response to concerns. The importance of including dignity emphasises that vulnerable adults' experience should reflect the right to be treated at all times with dignity as well as to be safeguarded.

The Board's four priorities are:-

*Priority 1:* To promote awareness of abuse and of all individuals' right to be safe and be afforded dignity, particularly amongst people who are 'vulnerable' or at risk and others, including the wider community, staff and volunteers.

*Priority 2:* To increase the contribution from service users and carers, including individuals who use services and wider communities, by seeking to ensure that their views and experience inform the Board's work and service developments, and by ensuring that individualised services are available in a way that keeps people safe but enables them to make informed decisions about risk.

*Priority 3:* To ensure there is a strong multi-agency approach to assuring the safety, wellbeing and dignity of vulnerable adults.

*Priority 4:* To equip employees with the necessary tools to both safeguard vulnerable adults and ensure their dignity is respected.

**???**% of people who use services who feel safe.

### **Safeguarding Training**

Halton's Safeguarding Adults Board has identified and commissioned a range of Learning and Development to ensure that staff, elected members and volunteers in all agencies, groups and sectors have the appropriate knowledge, skills and attitude to be able to act appropriately regarding safeguarding adults in Halton.

An e-learning package has also been developed that covers the basic awareness elements of safeguarding vulnerable adults and is widely available to providers and partner agencies free of charge. The different types of training reflect the level of responsibility, complexity and specialist knowledge required in relation to safeguarding Adults.

### **Integrated Adults Safeguarding Unit**

Safeguarding is everybody's business, keeping people safe and ensuring that they are treated with dignity and respect continues to be a high priority for the Council and its partners. In recognition of this commitment the Council have set up a joint Integrated Adults Safeguarding Unit with the NHS Halton Clinical Commissioning Group. The unit undertakes the most complex of cases which include multi-agency police investigations and multiple abuse allegations within nursing and residential homes. The establishment of the Unit has strengthened the support provided to Halton's Safeguarding Adult Board, the Local Authority and other agencies operating within Halton.

### **Case Study**

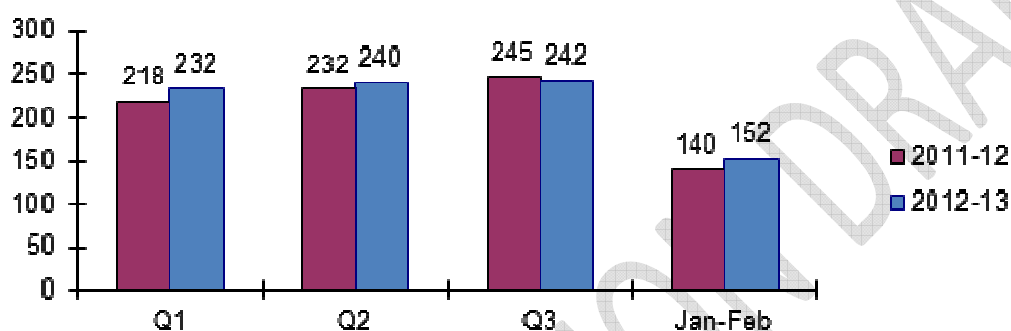
A female who was known to Social Services and had mental health issues, was experiencing harassment from her neighbours. Following the initiation of the Vulnerable Adult Safeguarding investigation, extra support and strategies, (including the use of the Community Support Officer) to

reduce the risks to the female were put in place. Following ongoing review of the situation, involving a range of professionals and partners, the package of support has been adjusted to ensure that it continues to meet the needs of the female and enables her to live safely and independently in the community.

### **Domestic violence and abuse**

Domestic abuse isn't just physical; it can be psychological, sexual, emotional or even financial. Domestic abuse occurs in all groups and sections of society, affecting people across all social, economic and geographic backgrounds regardless of age, income, ethnicity or sexual orientation. Domestic violence is a serious and high-volume crime. It is a pattern of controlling and abusive behaviour, held together by the threat and use of violence. Domestic abuse is widespread: approximately every minute in England and Wales the Police receive a call for assistance. One in four women has experience domestic abuse and one in six men.

### **Domestic Abuse Incidents**



**Halton Domestic Abuse Forum (HDAF)** is a multi-agency partnership that focuses on domestic abuse and sexual violence issues within Halton. The purpose of HDAF is to:

- Prevent violence and abusive behaviour within the domestic abuse and sexual violence context;
- Support victims of domestic abuse and sexual violence;
- Reduce incidents of these crimes;
- Improve the understanding and response to domestic abuse and sexual violence;
- Create and implement a strategic response to these issues; and
- Develop and sustain an effective multi-agency response to domestic abuse and sexual violence

There were 70 repeat high risk Domestic Abuse cases reported in Halton in 2011/12. There are a number of domestic abuse support services available in Halton for those who have been affected or experienced domestic abuse in any of its forms.

### **Dignity in Care**

Dignity in care is about creating a care system where there is zero tolerance of abuse and disrespect of people in care – this includes hospitals and care homes where being treated with dignity and respect is not an optional extra, but a basic human right.

Halton Borough Council's Dignity in Care Co-ordinator role is to work with all health and social partners to:

- Influence them to have higher standards of care by driving forward the dignity campaign in Halton;
- Raise awareness and understanding about Dignity in Care; and
- Help challenge beliefs and attitudes that can contribute to lack of dignity for older people.

**Halton's Key Achievements:**

- Dignity Charter developed to embed dignity in care – supported by dignity champions in each organisation;
- Awareness sessions provided to improve understanding;
- Dignity training to support the local workforce in understanding the issues related to dignity/respect;
- Dignity in Care Action Plan introduced to promote higher standards of care across all organisations;
- Practitioners Network developed to improve practice/peer support; and
- All council contracts including care services include dignity in care.

CONSULTATION DRAFT

## Feedback page

We welcome your comments on the 2012/13 Adult Social Care Annual Report. Please take a few moments to complete this questionnaire to let us know your views and suggestions on the report.

### 1. How much of the Annual Report did you read? (Please tick all that apply)

I have read all of the Annual Report

I have read the chapters most relevant to me

I have only read the facts and figures

I have only read the case studies

I have skimmed over the Annual Report

I have not read any of the Annual Report

### How easy or difficult was the Annual Report to:

	Very Easy	Easy	Neither easy nor Difficult	Difficult	Very Difficult
Read	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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**2. How satisfied or dissatisfied are you that this report provides a meaningful overview of the differences made to people's lives in Halton by Adult Social Care? (please tick one option)**

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

**3. Please use this space if you have any other comments about this Annual Report?**

Thank you for giving us your views.

Please return your completed feedback form to:

Communities Policy Team

Halton Borough Council

Runcorn Town Hall

Heath Road

Runcorn

WA7 5TD

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