



London Borough of Lewisham: **Local Account for Adult Social Care 2017/18**



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Foreword



Welcome to this year's Local Account for adult social care services in Lewisham. The purpose of this document is to let people know about the local care and support services for adults and how well they are performing. It also provides information on our challenges and priorities for the coming year.

Demand for our services is increasing at a time when people are living longer and funding for services is reducing. It is therefore important that we make the best use of our resources.

Despite these financial pressures the commitment to deliver good quality services when and where our residents need them by our providers, partners and the professionals working for adult social care is impressive.

Over the past year we have continued to invest in our community resources so we can provide support to people in their own homes. We know we have more to do by developing further the joint working arrangements between health, mental health and social care so that we can improve outcomes for local people in what is an increasingly challenging environment.

In the next few years the focus will be to continue to support people to live at home where possible. In order to achieve this, we will develop further information and advice so that people can find an easy route to sourcing their support in order to be as independent as possible.

We will build on the partnership work with GP's, health, mental health and our provider services to deliver more joined up ways of working in the four Neighbourhood areas across the borough.

For individuals with a learning disability we will continue to maximise independence in housing employment and support to access community resources.

Our role as the lead agency in safeguarding vulnerable people will remain a priority so that we can be confident that people are safe and well cared for.

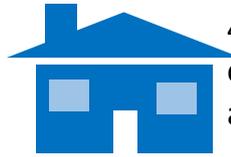
We recognise that our aspirations to continually improve services for the residents of Lewisham is dependent on good partnership working. We are therefore grateful for the commitment of everyone involved in the delivery of care to some of the most vulnerable people within our communities who need our support.

Cllr Chris Best, Cabinet Member for Health, Wellbeing and Older people

Borough overview



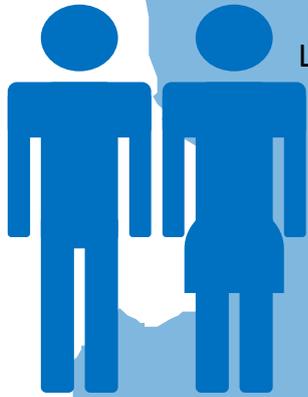
Some **70%** of Lewisham residents are of working age (aged 16-64)



Nationally Lewisham ranks 48th for deprivation out of 326 local authority areas

306,000

Lewisham's population. The 13th largest in London and the 5th largest in Inner London.

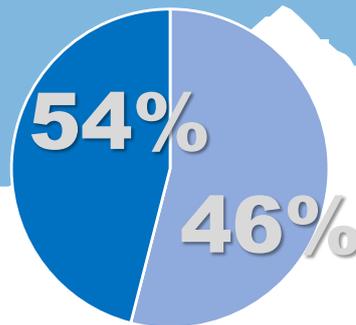


Some **30,000** Lewisham residents are aged (aged 65 and over).

15

Lewisham is the 15th most ethnically diverse local authority in the country and the second most ethnically diverse in London

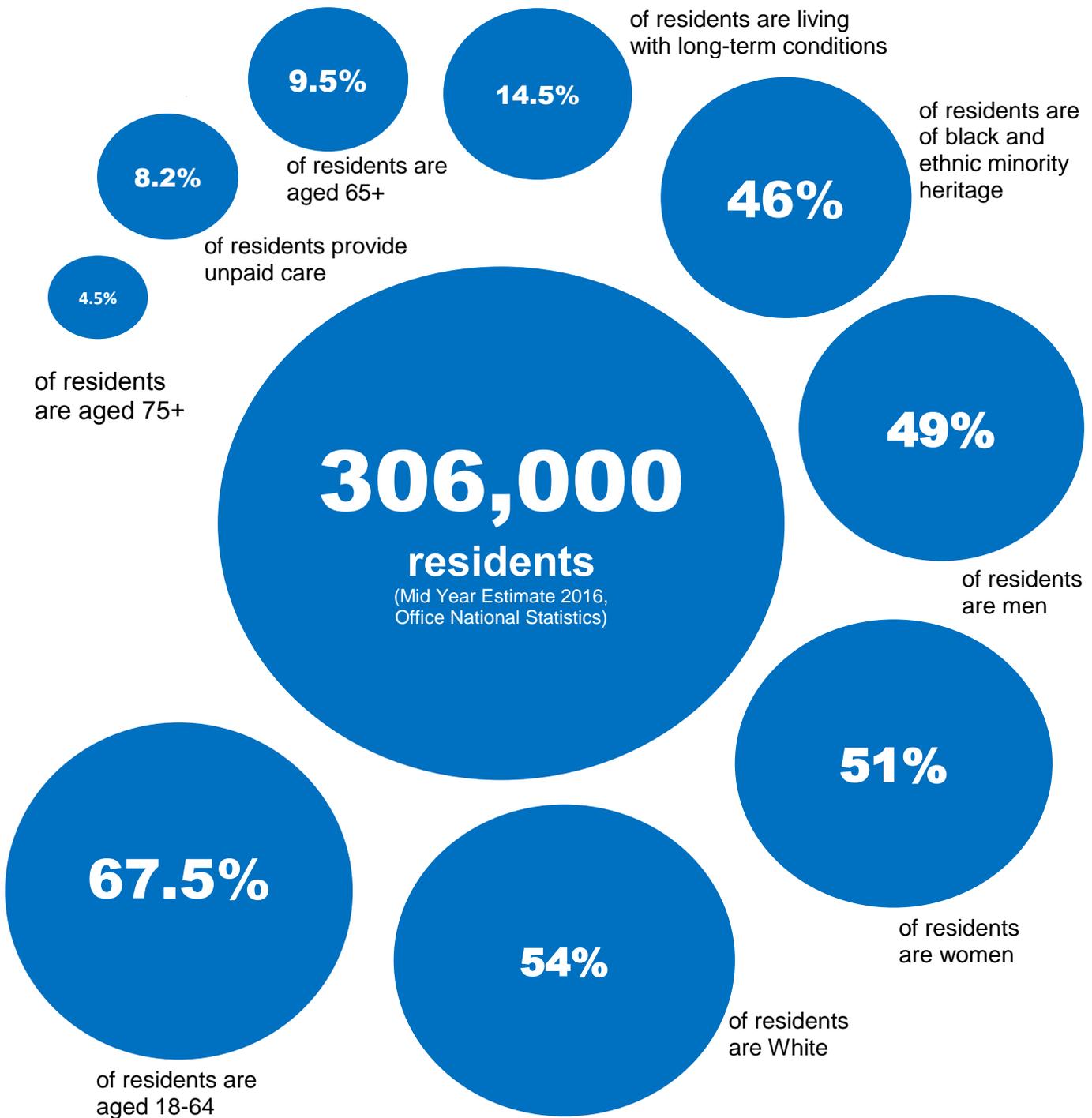
80%
of Lewisham residents are in employment



■ White ■ BME

54% of Lewisham's population is White and 46% are of BME heritage

Our residents



Figures from the 2011 Census and MYE 2016, ONS

Our Priorities

We will focus on our six priorities to support people to live as independently as possible.

Priority 1

Providing early help to support independence, good health and wellbeing.

Priority 2

Working with our partners to develop integrated and personalised care.

Priority 3

Working in communities to widen service choice for people.

Priority 4

Keeping people safe.

Priority 5

Preparing Young People with special educational needs and disabilities for adulthood.

Priority 6

Maintaining and improving the quality of care and support people receive.

The support people received in 2016/17

We received an average of 3491 calls per month asking for information, advice and services.

We undertake an assessment to gain an understanding of peoples' needs. This helps us to identify with the person how their needs will be met and ensure they remain safe. We carried out 4212 assessments and reviews of people needs.

The support people received in 2016/17

People with a Learning Difficulty or Disability

We work with our partners to support people with a Learning Difficulty or Disability to live inclusive, independent and safe lives.

At year end March 2017 we were supporting 731 adults with a learning difficulty or disability.

People in contact with Mental Health Services

There are a wide range of illness's and conditions that can impact on people's mental health and wellbeing. Following diagnosis appropriate treatments are offered which can include counselling, group sessions or/and medication. Support may be provided by specialist teams.

At year end March 2017 1959 Adults with a Mental Health diagnosis were being supported with services.

Carers

Carers are people who provide care and support for their family and friends, by carrying out tasks that help people to stay in their own homes and live an independent life. Carers can be any age, many Carers are under 18.

Carers are entitled to their own needs assessment. If agreed financial support could be provided for example support for transport costs or help with house work.

At year end March 2017 we supported 979 Carers with a service.

Direct Payments and Personal Budgets

A direct payment allows you to choose who you wish to provide your service and pay them directly.

A personal budget is when the Council directly passes the money for your care to your preferred provider.

At year end March 2017 885 people were receiving a Direct Payment.

Prevention and early help

It is important to develop preventative services which help people to remain independent and in their own home.

Often information or advice and signposting to services is all that is needed, or a small piece of simple equipment makes the difference between independence and needing formal support.

During the year 41,896 contacts were made to our call centre for advice and support. A range of equipment was provided to support people to remain in their home, for example; special mattresses and beds and small items to support personal care such as a bath lift. Changes were also made to homes under the Disabled Facilities Grant.

Short term care and support

Working with our partners, we provide a range of services to prevent the need to stay in hospital or support following a hospital stay. These services could include personal care, physiotherapy and adaptations to the home.

During the year over 4290 people were supported with packages of care at any one point in time on average we have 3200 people received these type of services.

Support with day to day living

Services may be provided in people's homes, including personal care and domestic tasks, but can also be available through specialist centres who provide day care. There are many organisations across the area that provide these services either in conjunction with the local authority or health services.

During the year 1362 people were being supported to regain their independence.

Residential and nursing care

Residential care is provided in a care home where residents live and have trained caring and health staff on site to provide support.

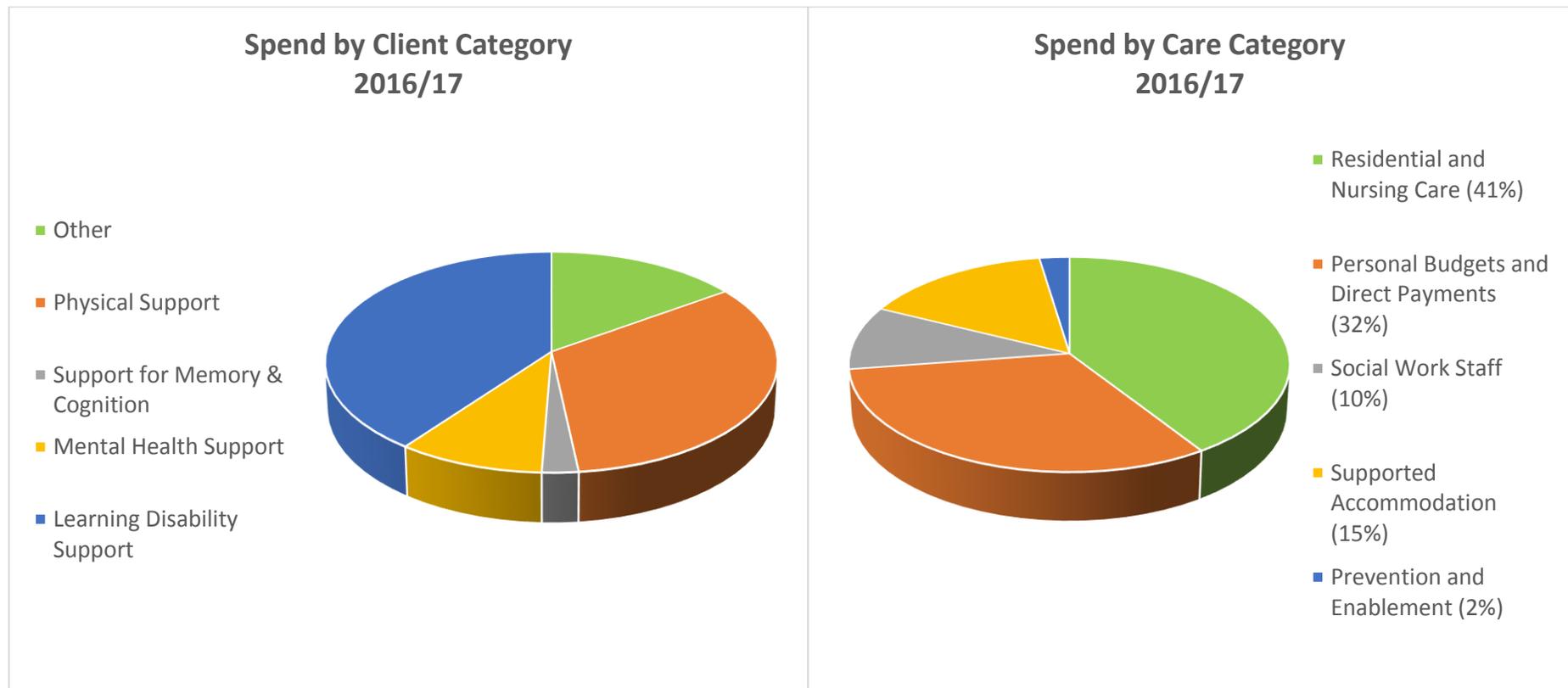
Nursing care is provided in a specialist nursing home setting where residents live. Nurses and other trained professionals provide 24 hour specialist care.

At year end March 2017, 779 people were receiving their care within a residential or a nursing setting.

How we spent the budget in 2016/17

The total budget for Adult Social Care in 2016/17 was £70.358 million.

The chart below shows how this budget was used to support people across areas of need and services



Our progress in 2016/17 and our priorities for 2017/18

Priority 1 Providing early help to support independence, good health and wellbeing

What we did in 2016/17

We have established one number for ease of access for our Health and Care Services and made it easier for people to tell us about their needs online.

We have developed quick and easy ways for vulnerable older people and their carers to access a range of services to support Safe and Independent Living (known as SAIL) in the form of an easy checklist. We have further developed opportunities for supported living within the community. This includes Extra Care Housing called Shared Lives (which is similar to foster care, but for adults).

We use technology (telecare) to help people remain safe and as independent as possible. We now offer a further range of specialist equipment to support people with dementia to remain living at home for as long as possible.

The offer of up to six weeks Enablement has successfully reduced the need for long term care and support for some people following a period in hospital.

Our 17/18 Promise

We will continue to develop the 'Single Point of Access' and other ways of working to ensure we provide support early to enable people to live independently as possible.

Priority 2 Working with our partners to deliver integrated and personalised care

What we did in 2016/17

We continued to work with our partners including health and care services, including GP practices, to deliver more joined up and personalised care. Many adult social care staff work in one of Lewisham's four neighbourhood care teams, working closely with other health and care professionals and with the voluntary and community sector, to improve the delivery and coordination of care and to maintain people's health, wellbeing and independence.

Our 17/18 Promise

Pilots will be undertaken to test ways to improve multi-disciplinary working in three GP practices. More regular multi-disciplinary meetings involving a wider group of professionals, such as mental health services and home care agencies, will take place over a 3 month period. We will look to roll out the learning across the borough.

Health and care partners across London are exploring how decision-making and resources could be moved closer to local populations. Lewisham is one of five devolution pilots and is specifically testing how freedoms and flexibilities regarding estates and workforce could help us improve health and care for our communities. In January 2018, we will bring together a group of district nurses and care workers to work as one team for 16 weeks. The pilot will test how working more collaboratively can provide more person centred care and support.

Priority 3 Working in communities to widen service choice for people

What we did in 2016/17

We have made arrangements for the domiciliary care providers to be part of our four neighbourhood teams. This allows the carers to develop relationships and a knowledge of the other services that maybe involved with the plan of support and care for the individual.

Our community connection workers, who link people into services and activities within their communities to improve wellbeing and reduce isolation, are now a well-established part of the team to support an individuals.

We have further developed opportunities for supported living within the community. We also now provide a wider range of specialist supported housing facilities, enabling people to live in the community with support. We have further developed the availability of Personal Assistance for people who choose a “Direct payment” to purchase their care.

We have also increased the range of services that reduce isolation and loneliness.

Our 17/18 Promise

We intend to work closely with our domiciliary care providers to further develop their role as part of the Neighbourhood teams.

We will continue to work closely with the Hospital Trusts to ensure that people are discharged from hospital with timely support in place for when they return home.

We will continue to develop opportunities within the community to ensure people have wider choice for their support needs.

Priority 4 Keeping people safe

What we did in 2016/17

We are committed to keeping adults safe from harm, abuse and neglect and have established strong links with our safeguarding partnership to achieve this. During 2017 we had an Independent Review of our safeguarding practices, the outcome was positive and the actions from the review are being taken forward. We appointed a new independent chair of the Lewisham Safeguarding Adults Board (LSAB). During the year we established a team to deliver our statutory responsibility regarding the Deprivation of Liberty Safeguards.

We understand the importance of ensuring our staff are well trained to carry out their safeguarding role, therefore all social care staff and managers received training on Making Safeguarding Personal and the changes introduced in the Care Act. A major conference was arranged by the Lewisham Adult Safeguarding Board on Modern day slavery/ human trafficking in October 17 with the aim of increasing awareness and promoting good practice. Staff from across Adult Social Care and Health were identified to act as a Single point of contact for Modern day slavery. Referrals and have received train the trainers training provided by the Human Trafficking Foundation.

Our 17/18 Promise

The LSAB has set out its plans to take forward how we will continue to safeguard people. This will include the actions from the Independent Review. Both the LSAB and the Lewisham Safeguarding Children's Board are working with partners including the Safer Lewisham Partnership Board and Housing to develop A Human Trafficking and Modern Day Slavery protocol. The LSAB are also developing a Self-Neglect and Hoarding policy to enable our partnership to identify and support people at risk. We will continue to focus on raising awareness of safeguarding issues within the community and our partnership.

Priority 5 Preparing Young People with special educational needs and disabilities for adulthood

What we did in 2016/17

We improved the joint working arrangements between children and adult services as well as education to ensure that young people have a smooth transition into adulthood. We are now working with young people who have a disability or learning disability and their families from when they reach age 17 years to plan for their future needs as they approach adulthood. We are working with local providers to develop specialist supportive living opportunities within the borough for young people and are using Direct Payments to purchase personalised support plans.

Our 17/18 Promise

Going forward we intend to continue to further develop our joint planning arrangements, working with young people at an earlier age. We plan to develop a wider range of services, including accessible further education, employment and training opportunities so that young people can be supported closer to home and their families wherever possible.

Priority 6 Maintaining and improving the quality of care and support people receive

What we did in 2016/17

We are committed to a high standard of practice for the assessments we undertake as well as for the care and support that may be provided as part of a person's Support Plan. Systems have been developed to monitor the quality of services provided to residents within care homes as well as from care providers commissioned to work with people in their own homes. We used the feedback from the Care Quality Commission inspections and individual resident's views to build a picture of how well the care home or care provider is supporting people. We used this information to work with care providers to continually improve standards of care.

Our 17/18 Promise

Quality assurance monitoring will remain a priority in 17/18 to ensure standards of care are of high quality and people are kept safe in line with the Principles of respect, dignity and fairness.

Key performance indicators 2016/17

These indicators are the national set of Adult Social Care outcome framework (ASCOF) indicators that measures how well care and support services achieve the outcomes that matter most to people.

The framework:

- supports councils to improve the quality of care and support services they provide
- gives a national overview of adult social care outcomes in 2016 to 2017

National Adult Social Care Outcomes Framework (ASCOF) Performance Indicators	Lewisham	Regional (London) Average	National (England)
ASCOF 4A: Feeling safe	68.9%	65.9%	69.2%
ASCOF 4B: Services helping people feel safe	88%	81.7%	85.4%
ASCOF 1A: Social care-related quality of life (QoL)	18.70%	18.6%	19.1%
ASCOF 1C(1): % in receipt of SDS/direct payments	85%	85.3%	84.9%
ASCOF 1C(2): % in receipt of direct payments	32.80%	35.4%	36.4%
ASCOF 2A(2): Permanent admissions of older people per 100,000 population	687.4	570.3	628.2
ASCOF 2A(1): Permanent admissions of adults aged <65 per 100,000 population	13.1%	10.2	13.3
ASCOF 2C(2): Delayed transfers of care that are attributable to social care per 100, 000 population	2.9%	3.3	4.7
ASCOF 2B(1): Proportion of OP still at home 91 days after discharge into reablement/rehabilitation	92.9%	85.4%	82.7%
ASCOF 3A: Overall satisfaction of people who use services	62.50%	60.3%	64.4%

Adult social care contact details

If someone is in immediate danger dial 999.

If you're worried about someone's safety or welfare, contact us using the details below.

If you think you or someone you know may need a community care service, you can follow the links on our the Lewisham council web site to find further information.

<https://www.lewisham.gov.uk/contact-us/Pages/contact>.

Or contact The Social Care Adult information Team

Email: SCAIT@lewisham.gov.uk

Address:

London Borough Of Lewisham Second Floor

Laurence House

1 Catford Road

SE6 4RU

Tel: 020 8314 7777 (single phone number for adult social care,
district nurses and Carers Lewisham)

020 8314 6000 (out of hours)

Opening hours:

Monday–Friday 9am–5pm

Accessibility information:

Contact details people who are deaf or hard of hearing:

Minicom: 020 8314 3309

Text: 07730 637194

Glide: LEWISHAM Adult Social Care / 07730 637194