

Local Account 2016 - 2017

Adult Care Services



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Foreword

By: Councillor Colette Wyatt-Lowe, Executive Member for Adult Care and Health and Iain MacBeath, Director for Adult Care Services.



**Councillor Colette
Wyatt-Lowe**



Iain MacBeath

This document is Hertfordshire County Council's sixth Local Account of adult social services. It is intended to report on how adult social care has been run by the County Council in the last financial year 2016/17. We continue to perform well when compared to other councils, despite difficulties recruiting workers into the care sector. Our local councillors have recognised this and have provided more money to social care to pass on to front-line care workers in Hertfordshire.

We're still fully participating in the NHS' transformation plans and ensuring that the interfaces for people between health and social care are continuously improved. For the future, we'll also be focussing on housing and ensuring that Hertfordshire has the right number of care homes and older people's schemes for people who want to plan for their very-old-age. We've provided more care packages than ever in 2016/17 and hope that the Government reforms promised for 2020 will put social care back on a firmer financial footing.

I hope you enjoy reading our Local Account. Do use the feedback form at the end of the document if you have any questions or suggestions.

Introduction

We are delighted to present Hertfordshire's local account for Adult Care Services.

Adult Care Services is committed to delivering the highest quality services to residents who have care and support needs. We are proud of the way we work with our residents, the NHS, the voluntary sector and wider community. By working together we achieve better outcomes for people who use our services.

This local account describes what we achieved between April 2016 and March 2017. We would like to thank everyone who contributed to the production of this report; it is paramount that we hear your voice.



In June 2017, Health and Community Services changed its name to Adult Care Services (ACS). The change, which was approved by Members, reflects feedback from people who use our services, their carers and staff. It is felt that ACS now better describes our core function, making it easier to search for information about adult care and reflects that most people already refer to us as adult care or social services.

What is a Local Account?



In 2011, the Department of Health (DH) recommended that all local authorities' Adult Social Care directorates publish an annual Local Account. The focus of Local Accounts is primarily to help residents see how well local adult social care services are being delivered and what is needed to improve in their area.

The work outlined in this account has been achieved through a collaborative approach. This means working with all our partners to make a difference to the lives of people, through trusted, personalised and universal social care support, so people have choice and control, and can maximise their wellbeing and independence in their local community.




Facts & Figures

Our vision is for...

“People in Hertfordshire feel well informed about what’s available to them so they can lead safe, happy and healthier lives in a way they choose. They feel valued and listened to, have independence and a range of positive things to do.

We offer the best and most responsive services in the country.

These are services our staff feel proud to deliver and would be pleased to receive.”



**An estimated
909,800 adults live
in Hertfordshire....**

**....and we
supported 26,423
of these during
2016/17**

Facts & Figures Continued...

7,257 People aged between 18-64 were supported by Adult Social Care.

We reviewed the support being provided to **17,508** clients.

We provided support and services to **1,409** people to help them with their memory or cognition.

We also provided services, support or advice to **3,402** Carers.

19,166 People over the age of 65 were supported by Adult Social Care.

We assessed the needs of **20,158** clients.

We provided support to **3,354** people who had a learning disability.

We received **23,844** requests for help from new clients throughout 2015/16.

We provided help to **11,890** people because they had a physical support requirement.

Information and Advice

What we have achieved during 2016/17

We have continued to develop our information and advice service in consultation with people who use our services and carers. Our achievements include:

- New and innovative features have been added to the adult social care website, including more ready reckoner tools, improvements to the blue badge application process, information for people who fund their own care and an online carers assessment.
- We have continued to develop and promote HertsHelp independent information and advice services, launching a HertsHelp website to make it easier for people to access the support they need in the community and voluntary sector.
- We are making more use of social media as an alternative source of information for our residents.
- Our social care links in libraries are supporting higher numbers of older and vulnerable residents and carers to access information and advice available in the community; partnering with community organisations to run a programme of anti-falls slipper swap events during the winter.
- We have consulted with disabled people to expand our DisabledGo accessibility guide for Hertfordshire.

157,000 calls were received by Adult Care Services during 2016/17 (including calls regarding Blue Badges)

Our focus for 2017/18

Herts Help, our independent information and advice service, helped 74,624 people to find the services they need locally



- In 2017/18 we will continue to develop more joint information with our partners in health and the community and voluntary sector including a new website for end of life information and advice.
- We are looking at how we promote and develop digital innovations in adult care, including telecare, apps and client portals.
- We are reviewing and improving the Hertfordshire Directory and to ensure the adult care and support section is targeted, up to date and accurate.
- We have commissioned more videos to provide information and advice in an accessible and engaging way.

Money Advice



What we have achieved during 2016/17

- We have worked with two housing associations in particular to establish a project, funded by the European Social Investment Fund, to provide detailed advice to the most vulnerable tenants and other local residents. In addition, we have worked with a broader range of housing providers over the impact of the benefit cap and the forthcoming changes to the funding of supported housing.
- We have promoted advice on welfare reform, and this has been a major part of our training and information strategy. This included a conference in October 2016 that reached over 100 local organisations.
- We established the Hertfordshire Macmillan Benefits Advice Service.
- We were able to restructure the Unit in light of reduced funding, by increasing external funding.

The Money Advice Unit gives advice and information about welfare benefits by:

- **Increasing the take-up of benefits for local residents**
- **Promoting accurate advice and advocacy on benefits and debt by organisations in Hertfordshire**
- **Advising on the likely changes and impact of social security and debt advice for local residents**

Our Advice Line received and worked through 1,458 calls and emails

We assisted 2,722 households, raising £10.1m in additional weekly benefit and obtaining £500,013 in additional one-off payments.

We ran 46 training courses, with 867 participants taking part.

Money Advice Continued...

Simon's Story

Simon has cancer and lives with his wife who has her own health conditions. They are both in their seventies. The Money Advice Unit (MAU) adviser made an application for attendance allowance for Simon under the special rules for terminally ill people. The MAU advisor checked and chased the progress of Simon's claim which resulted in him receiving a higher rate of attendance. The MAU then worked with Simon's wife helping her claim for a personal independence payment. The couple subsequently became eligible for pension credit and council tax report, meaning that through the work of the MAU, Simon and his wife have an additional £250 a week in income.

To find out more about the work of the Money Advice Unit, contact moneyadvice.unit@hertfordshire.gov.uk and you can see their benefit and debt factsheets on www.hertfordshire.gov.uk/benefits



Our focus for 2017/18

- We will maintain the Hertfordshire Macmillan Benefits Advice Service, to reach as many people affected by cancer in Hertfordshire as our resources allow.
- We will continue to provide a casework service in mental health, carers, disabled children, crisis cases and working-age ACS service-users.
- We will concentrate our training and information programme on welfare reform matters, given the imminent roll-out of universal credit to Hertfordshire.

Supporting Carers

What we have achieved during 2016/17

- Twelve new Carer Practitioner posts were introduced to raise the profile of carers and improve practice within operational teams as well as working more closely with partners across the county. These posts were situated in operational teams supporting older people, adults with physical disabilities and adults with learning disabilities.
- We have continued to build on our networks and partnerships and have reviewed and refreshed our multi-agency Carers Strategy and we have made public our Market Position Statement on our website.
- Joint commissioning of the Carer Friendly Hospital leads and GP Carer Champions is continuing.
- HPFT have launched a new Carers Pathway to improve the experience of carers who access support and are signposted to other services.
- We have promoted carer resilience through preventative services in mental health services and partnership agency initiatives. These services are continuing and our focus remains on building carer resilience.

During 2016/17 we undertook 3,113 one-to-one carer assessments and reviews

In 2016/17 274 Recognising Carers Registration forms were completed by carers online

During 2016/17 3,416 adult carers were registered as a new carer with Carers in Herts.



Supporting Carers Continued...

Our focus for 2017/18

- Ongoing investment in partnership working to promote the rights of carers and help build carer resilience.
- Improved partnership working with partners focussing on supporting family carers of those with Young Onset Dementia.
- Reintroduction of the Specialist Dementia Nurse Service to support carers in crisis.

During 2016/17 we gave
1,706 Direct Payments
to carers to help them
with their support
needs

Frances's Story

Frances provides full time care support to her husband. She has no family locally she can depend on.

Frances's husband has suffered from several strokes which affected his mobility and balance causing an increase in falls. Due to these strokes he now has short term memory loss.

Due to his decline in his physical and mental health this then had a significant impact on Frances's daily choices and limited control over her own daily life. She was no longer able to meet with her friends or go out for her walks as she could no longer leave her husband safely on his own.

Frances contacted Adult Care Services where an assessment of her needs were under taken.

A service with Crossroads was offered for a carer to sit with her husband to enable her to meet with her friends and to go out for her walks which she finds very therapeutic and stress relieving.

Frances finds the Crossroads service a life saver and without these regular breaks it would have had a detrimental impact on her own health. Frances feels she is now able to balance her own life with her caring role.

Frances feels the quality of the Crossroads carers and their training gives her full confidence leaving her husband in their care and helps her to relax when she is out.

Frances has had this service for the past 2 years and found it invaluable. This gives Frances a break and enables her to keep in touch with her friends go out for her walks in the country.

Frances also attends the Carers In Herts hub once a month where she meets other carers who are in a similar situation and learns some useful tips.

Frances found having a Contingency plan completed gave her some reassurance that in the event of an emergency and she was unable to care for her husband there was a plan in place and we would then contact the agreed person named on the plan.

Learning Disability Services

What we have achieved during 2016/17

During the year our Learning Disability Service have undertaken a number of specific initiatives such as:

- Piloted a 'Think New' course, which was aimed at improving information technology skills for individuals who use our services.
- We have continued to expand our Citizenship and Community engagement programme across all our service areas, with 5 of our 7 teams now running regular "Think Safe" programmes. Over 100 people have attended the programme so far.
- All of our teams have hosted an annual review meeting attended by service users and families, and their views have been used to shaped objectives set in team plans
- Our Watford & Three Rivers team have also worked closely with the police to raise awareness of people with Learning Disabilities. Over 25 police officers have attended.
- Our Social Skills programme continues to be a success with 14 people completing the course and utilising the skills learnt. The programme has proved popular with more people requesting to attend.
- We have also developed a future planning guide and have tested this with service users. This should help them better plan their future needs and we plan to further enhance the guide to include young people (aged 14 – 18) with Learning Disabilities.

During 2016/17, 711 people with a learning disability received a Direct Payment

During 2016/17 we provided support and services to 3,354 people with a learning disability

Our focus for 2017/18

A major focus of the next year will be implementing our vision for the new Adult Disability Service. This includes focusing on:

- Adults who are 25 years plus (or already settled in adult life) and whose primary support need is because of their learning and/or physical disability.
- Working with adults with Asperger's /Autism in our specialist Asperger's Social Care team.
- Conducting assessments for adults with drug and alcohol related needs.

Learning Disability Services Continued...

We will also be asking our teams to:

- Develop innovative care and support with people using a variety of different services.
- Promote the development of personal skills to facilitate greater independence and access to true citizenship.
- Optimise use of resources by developing the services present within the community and actively take part in community development opportunities.



Steven's Story

Steven has been living in a large residential home for many years. After talking to Steven and his family, it was agreed that Steven would enjoy the greater independence that supported living accommodation offered. With the support of his friends, family and carers, Steven made the transition earlier in the year. Feedback from both Steven and his family is that the move has been extremely beneficial and positive: Steven is more active, has made some new friends and is relaxing in his new environment. Work will continue with everyone involved in Steven's life to ensure that he continues to enjoy living in his own home.

Older People and Physical Disability Service

What we have achieved during 2016/17

- Community Engagement – there has been a focus on exploring specific localities, capturing and recording local universal resources to support and in some cases replace traditional services, enhancing service users lives and reducing social isolation
- We have focused on helping people return to their own homes in a timely manner when being discharged from hospital. This includes exploring new ways of working such as Discharge to Assess (where, when it is safe to do so, people are discharged from hospital so their care and assessment can be continued in a more appropriate setting) or working with specialist Discharge Support Team. Throughout this we have ensured that packages of care are centred around the individual needs of the patient.
- We have reviewed and improved and consolidated safeguarding practice with targeted staff training and improved computer systems which has simplified the process and helped us capture better information.
- Weekend working and extended coverage across all hospital sites and intermediate care teams has also supported effective working and more effective relationships.

During 2016/17 we helped 9,411 people move out of hospital, ensuring they had the social care support in place to support their discharge

During 2016/17 we supported 2,789 with a Direct Payment to help them their physical support needs.

Our focus for 2017/18

- Promoting Community and Home First – informing, advising, enabling and advocating for people and carers, developing opportunities in communities and personalising people's support
- Implement new practice and discharge to assess models in line with practice principles and new assessment frameworks
- Encouraging alternatives to traditional care services using strength based assessments and assistive technology
- Ensuring that safeguarding is personal and proportionate by continuing to work with partners and providers to ensure the best outcomes for people, valuing their rights to self determination
- Continue to integrate our services with health partners and exploring how together we can achieve Place Based Care (where all partners work together to improve the lives of residents in the areas they operate). Also working in partnership across all hospital sites to achieve better integrated working and deliver case co-ordination to support safe and timely transfers and enable people to access emergency care in a timely way.
- Investing in our staff to support Continuous Professional Development

Older People and Physical Disability Service Continued...

- Pilot with Public Health (Hertsmere Area) staff training re Motivational Interviewing
- To continue to work in partnership with care providers to improve the quality and capacity of care, ensuring the needs of service users and carers are met in a personalised way

Jamie's Story

Jamie was admitted to hospital after having a fall at home where he had lived alone since his wife had died. Although his injuries were not serious, Jamie lost his confidence in carrying out ordinary things such as making a cup of tea, getting the daily newspaper and walking. Jamie's social worker was really supportive and kept everyone in the loop as they were all worried that he might have to go into a care home. Jamie's social worker referred him to the Specialist Care at Home Service who helped him regain his independence and restored his belief that he could continue to live in his home with support including having a small direct payment which meant he could travel to see his friends at his local social club.

Iain's Story

Last year Iain's boiler stopped working and he had no money to replace it. Both he and his wife faced the prospect of no heating and hot water as the winter cold spell saw temperatures drop to freezing point. Iain's social worker referred him to Herts Healthy Homes who as a short term measure, provided blankets and electric heaters. In addition to this Iain's social worker approached a charity who kindly provided Iain and his wife with a quarterly grant and, with Herts Help, supported Iain in making an application to the 'Health Through Warmth Scheme' resulting in the boiler being replaced.

During 2015/16 we assessed the care needs of 20,158 people. 78% of these were aged 65 and over

Health Integration and Partnership Working



What we have achieved during 2016/17

During the year we continued our focus on providing joined-up services that allow people to maintain independence in their own homes, prevent ill-health and avoid admission or readmission to hospital:

- Rapid Response services (and some HomeFirst services) were rolled out across Hertfordshire – these integrated teams of health and social care professionals work together to respond crisis situations within 60 minutes allowing people to stay at home rather than go to hospital.
- In West Hertfordshire, health, social care, community and other professionals have been bought together using the multi-speciality team approach to better coordinate care for those with complex or multiple needs.
- The hospital-based Integrated Discharge teams have been expanded to include the voluntary sector helping people to leave hospital faster and not stay in a bed longer than they need to.
- The Community Navigator service in West Hertfordshire continues to help connect vulnerable people to support in their local communities – so far the Navigators have taken over 2000 referrals.
- A greater number of health and social care professionals are now providing seven-day services across hospital and community services.
- Working with district and borough council partners to progress plans to create a new shared service to improve the delivery of home adaptations and better support older and disabled residents to live independently in their own homes. The service will go live during 2017/18.
- The Specialist Care at Home model was launched in April 2016. This brought together a number of existing enablement pathways to deliver over 178,000 hours of homecare giving people the skills and confidence to maintain a positive level of health and wellbeing.

Helen's Story

Helen, a lady in her 70s, was referred to psychology as she had not left her house for several months and was experiencing severe anxiety following a diagnosis of terminal cancer. A holistic assessment of physical, psychological and social needs showed that part of Helen's anxiety was linked to another family member who was also unwell. In a brief intervention lasting three sessions the HomeFirst Clinical Psychologist worked with Helen and her relative to help enhance communication, implement some practical anxiety management and, with support from the broader HomeFirst team, helped them develop confidence and resilience resulting in a significant improvement in quality of life. At the end of our involvement Helen had embraced some of her previous interests and was getting out of the house several times a week.

Health Integration and Partnership Working Continued...



Our focus for 2017/18

The vision for health and social care integration remains ‘*a system that delivers the right care and support at the right time and in the right place*’. This will be outlined in Hertfordshire’s 2017-19 Better Care Fund Plan (to be published October 2017) using seven priorities from an ‘Integration Standard’, developed by NHS England to show what an integrated health and social care system looks like from the point of view of people using the services. Key themes include prevention and making the best possible use of our community partners and networks. Working with East & North Hertfordshire Clinical Commissioning Group, Herts Valleys Clinical Commissioning Group and a variety of other health, social care and community organisations and groups, our priorities are:

- **Electronic record & data sharing**, helping to join up health and social care ICT systems and introducing a shared care plan all professionals can access.
- **Early identification**, expanding our ‘risk stratification’ approach so those most at risk are able to access and receive the support they need to prevent, maintain or reduce unnecessary worsening of conditions.
- **Value for money**, improving efficiency while maintaining quality of services including introduction of the new shared service to improve the delivery of home adaptations
- **Assessment & care planning**, making sure that person-centred outcomes underpin all our services and rolling out integrated personal commissioning allowing greater patient control.
- **Integrated community care**, making sure health and social care community teams are working together and that the community and voluntary sector are fully involved.
- **Timely and safe discharges**, enhancing our ICT systems to better track hospital activity and demand, while also developing a shared enablement approach across health and social care that will maximise individual independence.
- **Integrated Urgent Care**, expanding the use of multidisciplinary teams so that, when it’s needed, a person receives the best possible emergency care and does not need to stay in a bed longer than they need to.



During 2016/17 we supported 4,034 people through our Rapid Response and Homefirst Teams

Health Integration and Partnership Working continued...



An update on our Vanguard Programme

Since 2015, East & North Hertfordshire Clinical Commissioning Group, Hertfordshire County Council and Hertfordshire Care Providers Association have been working on an NHS England Care Homes (Vanguard) programme to provide planned, proactive and preventative support to older people and care home residents. A number of projects have been expanded or rolled out this year, including:

Visit our website
www.enhertsvanguard.uk

- Complex Care training, which provides up to 18 days training to care home staff in older resident complex care. Covering areas such as dementia, nutrition, and engagement and wellbeing, 213 staff 'champions' in 44% of care homes have now received training. The first wave of care homes have shown a 45% reduction in A&E attendances, a 7% improvement in local authority monitoring scores compared to non-Complex Care homes and a 6% increase in staff and professionals recommending the home. The initiative also won the 2017 workforce efficiency category of the HSJ Value in Healthcare awards.
- The Impartial Assessor service works on the care home's behalf to assess and increase the speed of discharge of medically-fit people from hospital to care homes. So far over 245 assessments have resulted in 393 fewer hospital bed days.
- Red Bag – piloted in care homes this year, the 'red bag' ensures relevant information, medication and personal effects are transferred with the resident between locations thereby reducing unnecessary delays. This will be fully rolled out in care homes over 2017-18.
- The Early Intervention Vehicle saw a second vehicle launched this year. These dedicated ambulances are staffed by a paramedic or emergency care practitioner and a health and social care professional and provide an immediate response via screened 999 calls to residents aged over 65 with certain health conditions. Providing a holistic assessment and proactive approach to maintaining independent living, since initiation in May 2016 this service has undertaken over 1,398 visits resulting in 72% of residents being able to remain in their own homes.

The Vanguard Programme will continue over 2017-18 with a view to mainstreaming and extending good practice into all East & North Hertfordshire care homes and potentially other care provision services.



What we achieved in 2016/17

- We consulted on a new Hertfordshire Mental Health Strategy to agree the priorities for people with mental ill health across health and social care for the next five years. The strategy is set out over 5 themes:
 - Listening and responding to service users and carers
 - Early and fair access to diagnosis, treatment and support
 - Valuing mental and physical health equally
 - Preventing and responding to crisis
 - From recovery to independence
- We have worked with a number of users and carers to jointly develop a Recovery College. The college is named New Leaf and opened in January 2017. This provides an opportunity for professionals, carers and people with lived experience to learn together about some of the issues facing people with mental ill health and strategies to overcome them. The vision of the college is to expand into training for people with long term conditions too.
- We have worked with partners to deliver the priorities of the Crisis Care Concordat with the aim of improving how people with mental ill health are responded to in a crisis.



We work with Hertfordshire Partnership NHS Foundation Trust (HPFT) who provide social care support for adults with mental health issues on our behalf. During 2016/17 153 people enrolled in courses run by New Leaf

Our focus for 2017/18

- Retender the mental health social care crisis service to increase the number of people who receive support in community locations rather than in A&E or through HPFT.
- Increase the number of people with mental ill health in employment, working with HPFT and the Department for Work and Pensions to develop a number of Employment Advisor roles in the HPFT Wellbeing Service.
- Work with partners to deliver the Year One priorities set out in the Mental Health Strategy Delivery Plan.
- Work with colleagues in Public Health and others to deliver the actions set out in the Hertfordshire Suicide Prevention Strategy, with an overall aim of reducing the number of people who die by suicide by 10%.

Edward's Story

Edward enrolled at New Leaf Wellbeing College having gone through a difficult personal situation where he felt he needed help to improve his mental wellbeing.

“I booked onto a number of courses offered by the college and found that the knowledge and practical skills I gained had a very positive impact on my mental outlook, helped in part by the compassion of the course tutors and their real sense of care.”

“I met some really interesting people that I would never normally meet in my current social circles and found that the fellow students all had a valid opinion and good experiences to share with other students on the course. Their openness and honesty was very refreshing and I felt I also had the flexibility and freedom to express my own opinion.”

“In terms of the courses, the content was simple and manageable rather than complicated and mentally draining; with straightforward, practical skills that everyone can incorporate into their daily routine to improve their wellbeing. I found the pace of the courses ideal, with sufficient time to take on board new ideas and theories without feeling rushed.”

“Having had such a favourable experience of the college – and in a situation where I can devote my own time – I was approached by the college to become involved on its ‘peer pathway’ whereby students are encouraged to be active in the day to day operation of the college. As a people person, I am looking forward to being part of a small team that is doing good things and being able to give something back to the local community.”

What we achieved in 2016/17

The Hertfordshire Safeguarding Adults Board (HSAB) have overall responsibility for ensuring that agencies in Hertfordshire are working together to help protect vulnerable adults in the region. Some of our key achievements this year have been:

- World Elder Abuse Awareness Day (June 15th) highlighted by the Board and partners. The sub-group developed an action plan to ensure that all partner agencies promoted WEAAD throughout their organisations.
- The development of a multi – platform safeguarding adult app.
- Review of our publicity materials including developing a draft version of a leaflet for the victims of abuse detailing what they can expect from the safeguarding adult process.
- Further development of the HSAB website
- Agreeing the funding of an awareness raising campaign in partnership with Herts County Council.
- The launch of a new campaign page developed to provide a focus for digital activity for this campaign.
- A Facebook advertising campaign launched at the end of November targeting six different resident groups:
 - Females aged 18-34
 - Females aged 35-64
 - Females 65+
 - Males aged 18-34
 - Males aged 35 – 64
 - Males aged 65+
- Published the HSAB Annual Report and which received publicity in a number of local papers.

During 2016/17 we received 4,403 safeguarding concerns and undertook 1,991 enquiries

The top 3 forms of abuse reported were Neglect and Acts of Omission (40%), Physical Abuse (22%) and the Financial or Material Abuse (11%)

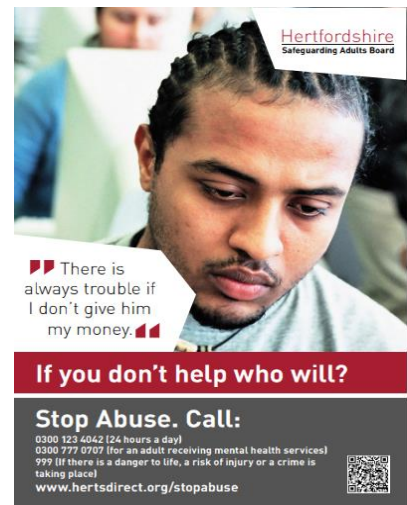
Our focus for 2017/18

In 2017/18 we will:

- Undertake themed based awareness campaigns to develop community awareness and engagement of adult abuse and its impact with a focus on: hoarding, self-neglect, domestic abuse, financial abuse, scamming and unwise decisions.
- Evaluate progress of the campaign and implement any identified learning.
- Complete, launch and implement the safeguarding adult app.
- Develop the HSABs communication plan and continue to review the HSABs publicity materials.
- Promote World Elder Against Abuse Day June 15th.

Linda's Story

Linda, aged 70 with early stages of dementia is being supported to get her own flat and live independently after deciding to leave an abusive marriage. Linda has insight into her diagnosis and was aware that her confusion and forgetfulness agitated her partner and that the situation was deteriorating. Linda was able to make decisions and advocate for herself with support from the allocated worker and achieved her desired outcomes.



If you or someone you know is being abused or neglected:

Call us on **0300 123 4042 (24 Hours a day)**

If there is a danger to life, a risk of injury or a crime is taking place, call the police on **999**

Finance

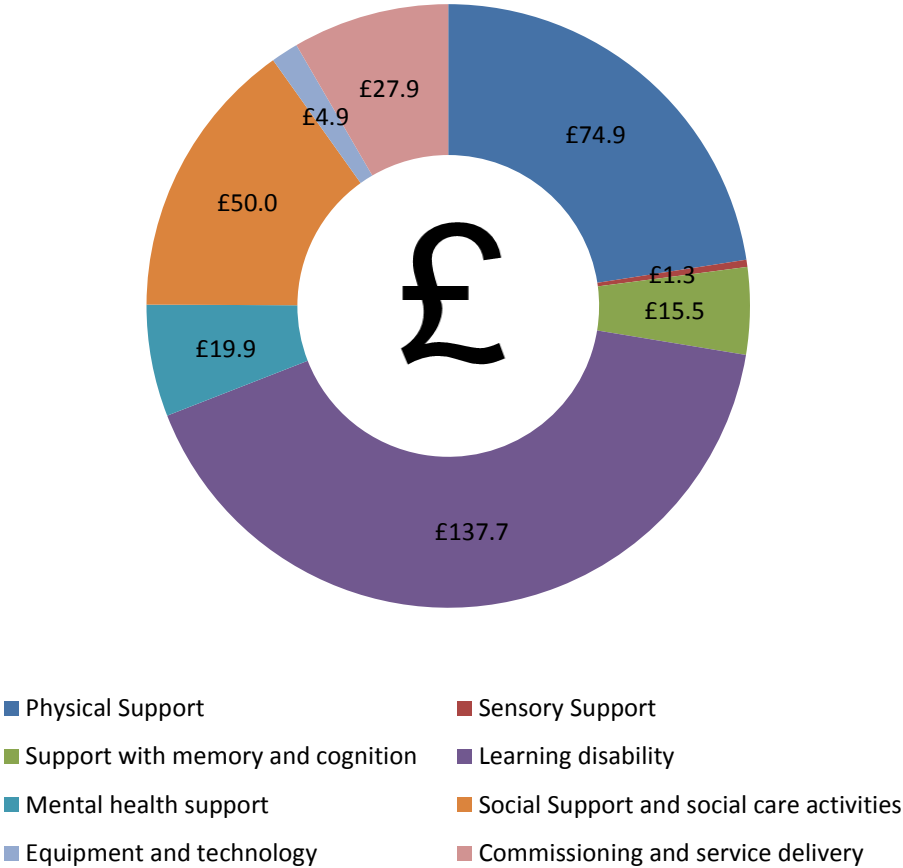


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Expenditure

Hertfordshire County Council spent approximately £1,068 million in 2016/17. £331,990 million was spent on Adult Care Services. The chart below shows how this was spent.

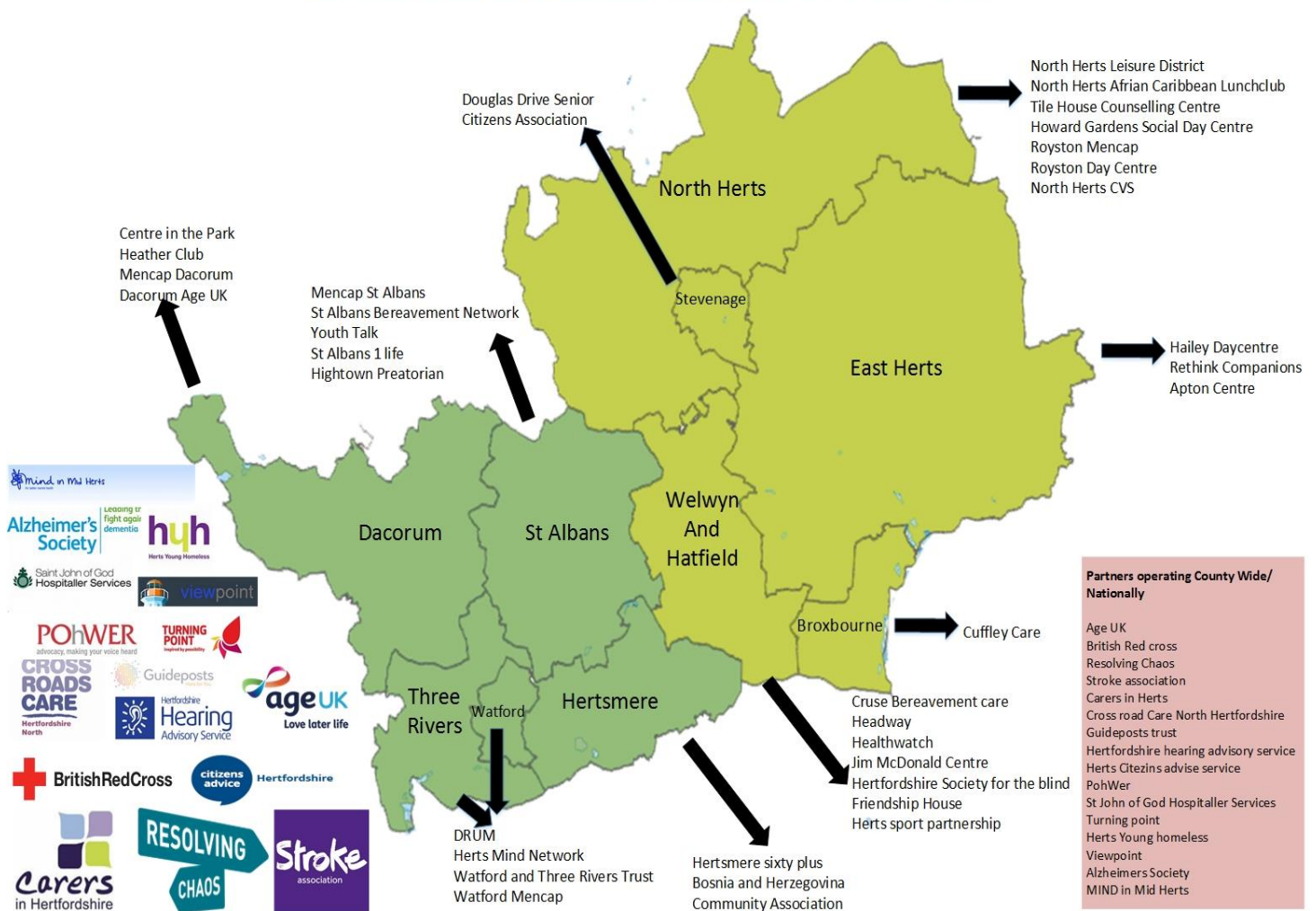
How We Spent Our Funding 2016/17 (£,000)



More About Our Partners

Hertfordshire County Council provides millions of pounds in funding to organisations and groups who provide support, assistance and advice to vulnerable people in within the County. You wanted to know who some of those organisations are which we have illustrated in the following picture.

Hertfordshires Community Wellbeing team contract a number of preventative services across the county. All of these services can be accessed by calling Herts Help on 0300 123 4044.



What you said about our services

The thoughts, opinions and experiences of people using the services we provide and commission is very important to us. We use a number of ways to find out what people think about our services and how we can improve them.

The National User Survey

Every year Hertfordshire County Council is required to undertake a survey of those who have received help and support from us. The questions in the survey are set by NHS Digital. In 2016/17 we sent out questionnaires to 1253 people, receiving 472 responses. Overall satisfaction with care and support decreased slightly from 67.8% the previous year, to 65.96% of those who answered saying that they were either extremely or very satisfied with their care and support they received. The satisfaction of people who use services who say that those services have made them feel safe and secure increased this year compared to the previous year to 88.94% from 84.71% the previous year.

The National Carers Survey

Bi-annually Hertfordshire County Council is required to undertake a survey of those Carers who have received support from us. The questions in the survey are set by NHS Digital. In 2016/17 we sent out questionnaires to 1039 Carers, receiving 546 responses. Overall satisfaction with the support or services the carers and the person they care for have received from Social Services decreased slightly from 39.2% the previous year, to 38.2% of those who answered saying that they were either extremely or very satisfied with the support or services they received.

Analysis of the survey and comments made showed certain themes....

Many carers have no worries about their personal safety

Many carers were very happy with the services provided by the providers

However, there were also some areas where care and support could be improved....

Some people commented that they did not receive contact from social services often enough or quick enough.

Other comments included concerns over how long it took for care to be delivered and carers attending at agreed times.

What you said about our services continued...

Our local 'Your Views' Survey

In addition to the national survey, Adult Care Services also conduct their own local survey throughout the year. Our 'Your Views' survey asks people their thoughts and opinions on whether we have helped them and each survey differs depending on the different ways people come into contact with our services. For example, we survey people who have recently requested information from us, people who have recently had an assessment of their care needs and people who have had those care needs reviewed.

During 2016/17, 650 people responded to our survey questionnaire. Analysis showed us:

When requesting information, most people (90%) found the person they spoke to treated them with dignity and respect

When assessing people's care needs, most people (89%) thought that we understood their needs

When reviewing people's care needs, the majority of people (75%) thought they were offered choices in how their needs could be met

However, by reviewing all the responses we also identified some key areas where we need to make improvements during the next year:

People commented that quite often it was difficult to get to speak to the right person at the Council and a telephone callers were often passed between services

Although general satisfaction with how people's requests for help was high, there were examples when people answering our survey felt that our staff's knowledge could be improved

All responses and comments we receive are analysed and used to improve the services we provide and the "Your View" surveys are a crucial way in which feedback from people we help can directly improve our services.

What you said about our services continued...

Complaints

The Council also review and analyse the complaints and compliments we receive and the Council produces an annual report on our website: <http://www.hertfordshire.gov.uk/your-community/havesay/commentcomplain/standhcccomp/standhcccompproc?page=3>

For 2016/17 we received 442 complaints relating to Adult Social Care of which 40% were up held or partially upheld. The main themes were:

- Communication issues/delays and/ or behaviour staff
- Dissatisfaction with care plans, assessments or reviews
- Disputed charging/cost of service

84% of all complaint responses were completed within agrees timeframes.

Compliments

A total of 268 compliments were received in 2016/17, the vast majority of compliments were praising individual workers and services and how their actions had improved outcomes and prospects for service users.

More information on how to make a complaint or compliment to Hertfordshire County Council can be found at:

<https://www.hertfordshire.gov.uk/about-the-council/complain-or-comment/make-a-complaint.aspx>

How does Hertfordshire Compare?

Every year Hertfordshire submits data regarding social care activity to the Health and Social Care Information Centre. This data is used to calculate a number of indicators which form the Adult Social Care Outcome Framework. The Adult Social Care Outcome indicators help Council's identify what they do well and where they need to improve. The table below shows how well we have performed in 2015/16 and compares this with 2015/16 East of England averages. (2016/17 finalised figures were not available at time of going to print).

Indicator	Hertfordshire 2015/16	East of England 2015/16 average
Social care-related quality of life score	19.0	19.0
The proportion of people who use services who have control over their daily life	77.8%	77.4%
The proportion of people who use services who receive self-directed support	96.1%	85.1%
The proportion of carers who receive self-directed support	98.6%	89.2%
The proportion of people who use services who receive direct payments	27.4%	29.3%
The proportion of carers who receive direct payments	84.3%	83.1%
The proportion of adults with a learning disability in paid employment	4.7%	7.1%
The proportion of adults in contact with secondary mental health services in paid employment	2.1%	5.1%
The proportion of adults with a learning disability who live in their own home or with their family	73.1%	74.0%
The proportion of adults in contact with secondary mental health services living independently, with or without support	37.3%	44.1%
The proportion of people who use services who reported that they had as much social contact as they would like	46.2%	44.8%
Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population	15.0	15.8
Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population	608.2	570.3
The proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	93.2%	82.6%

How does Hertfordshire Compare? Continued...

Indicator	Hertfordshire 2015/16	East of England 2015/16 average
The proportion of older people (aged 65 and over) who received reablement/rehabilitation services after discharge from hospital	1.4%	2.6%
Delayed transfers of care from hospital, per 100,000	15.8	11.6
Delayed transfers of care from hospital that are attributable to adult social care, per 100,000 population	5.1	3.5
Overall satisfaction of people who use services with their care and support	63.3%	64.5%
The proportion of people who use services who find it easy to find information about support	74.9%	72.7%
The proportion of people who use services who feel safe	71.2%	68.7%
The proportion of people who use services who say that those services have made them feel safe and secure	82.3%	82.4%



Glossary



Care Act 2014 - The Care Act replaces most current law regarding carers and people being cared for. It outlines the way in which local authorities should carry out carer's assessments and needs assessments; how local authorities should determine who is eligible for support; the new obligations on local authorities; and how local authorities should charge for both residential care and community care. The Care Act 2014 was implemented on 1st April 2015.

Carers - A carer is someone who, without payment, provides support to another person or people. (The term carer must not be confused with a care worker who receives payment for looking after someone).

Carers in Herts – is a non-profit making organisation that provide information, problem solving and support. Carers in Herts also arrange a variety of ways for **carers** to have a voice and influence service improvements. They work closely and collaboratively with professional staff in a wide range of voluntary and statutory organisations to link the services they provide and assist the organisations to develop a carer friendly focus.

Carer friendly hospitals – Hospitals where specific projects or initiatives are being undertaken in order to support carers

Case Management – involves someone who, on behalf of a patient, co-ordinates and speaks to all the different agencies and carers who are involved in providing support to that individual

CCG – Clinical Commissioning Groups were created following the Health and Social Care Act in 2012, and replaced Primary Care Trusts on 1 April 2013. CCGs are clinically-led statutory NHS bodies responsible for the planning and commissioning of health care services for their local area.

Crossroads Care - Provide support for unpaid family carers and the people they care for in Hertfordshire. The service is available **in the towns and villages of North Herts, Stevenage, Welwyn, Hatfield, Dacorum, St Albans, East Herts and Broxbourne. They provide flexible packages of help and support to carers and their families in the home and in the Community.**

Enablement - Enablement is a way of looking at daily activities we take for granted, understanding how someone can be affected by illness, accident or loss of confidence and how a person can be supported to be as independent as possible. Enablement is available in your own home, in a residential setting or in supported housing called Flexicare.

Short term Enablement in a residential setting can be a positive way to support safe discharge home from Hospital. The environment is similar to a person's own home where activities like washing and dressing or use of a kitchen provide an opportunity to practice daily routine safely with support and advice on hand.

Glossary

Continued...



Health Integration and Partnership Working - In Hertfordshire we are lucky to have one of the largest Better Care Funds in the country which is testament to the excellent relationship we have with our health partners. Better Care Funds means providing integrated care, with health and social care professionals working together to co-ordinate the care and support local people need to live healthy, fulfilling and independent lives.

Hertfordshire Directory – provides information and contact details of agencies, organisations and activities in Hertfordshire

Hertfordshire Partnership Foundation Trust (HPFT) - Provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services. The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community.

Information and Advice - Information and advice helps people to take control of, and make well-informed choices about, their care and support and how they fund it. It is also a vital part of promoting wellbeing and preventing or delaying people's need for care and support.

Integrated Discharge Team – a team made up of professionals from different agencies (e.g. hospital staff, occupational therapists and social workers) who work closely together to help people who have complex needs.

Learning Disability Service - Work with adults aged 18 and over who have a learning disability and are not able to manage without the right kind of support. They offer help, support and advice on health, benefits, rights, housing, financial, family, education, legal and social issues and problems. The learning disability service also assesses the needs of family carers and helps them support the person they care for. From April 2017 the Learning Disability Service was renamed to the Adult Disability Service.

Money Advice Unit - The Money Advice Unit (MAU) deliver advice on benefits and debt and run projects to increase benefits received by particular low-income groups or individuals; helping with benefit checks, form filling, advising on claiming or helping represent people.

NHS Digital – The new name for the Health and Social Care Information Centre. They provide national information, data and IT services for patients, clinicians, commissioners and researchers

Personal Budget - This is an amount of money that is allocated to you by your local council to pay for care or support to meet your assessed needs. It includes the amount both you and the local authority must pay towards that cost. You might choose to take your personal budget as a direct payment or leave the money with the local authority to commission services on your behalf. If you chose for the local authority to manage your personal budget you should still have a say on how the money is spent. You may use your personal budget in a combination of both ways.

Glossary

Continued...



Rapid Response and HomeFirst –

Rapid Response teams respond to people in crisis within 60 minutes and provide integrated health and social care within a patient's home for up to seven days, enabling people to remain independent. HomeFirst adds case management (identifying people at risk of hospital admission) and supported discharge (helping people regain independence following hospital admission) to Rapid Response and is fully operational in Lower Lea Valley and North Hertfordshire localities.

Safeguarding - Adult safeguarding is the term used for protecting adults from abuse or neglect.

Safeguarding relates to the need to protect people over the age of eighteen who may be in vulnerable circumstances. These are adults in need of care and support who may be at risk of abuse or neglect, due to the actions (or lack of action) of another person.

We work together to identify people at risk, put measures in place to help prevent abuse or neglect, and to protect people.

Safeguarding Concern - Is a concern that an adult at risk is or may be a victim of abuse or neglect. An alert may be a result of a disclosure, an incident, or other signs or indicators.

Safeguarding Enquiry- Action taken by an organisation in response to a safeguarding concern. This may range from a simple conversation with an individual to a multi-agency action plan.

Self-Assessment Tool – a way in which an individual can find out whether they are potentially entitled to services or assistance.

Self-Directed Support – **Self-directed support** is about you being in control of the **support** you need to live the life you choose. This approach puts you at the centre of the support you require, so that you can make choices about the services you receive.

'Think Net' Pilot - A programme exploring the ability to increase knowledge and skills with IT and in collaboration with the local library

'Think Safe' Programme - A focused course exploring 'staying safe in the community strategies' which involves police and the local fire service.

TLAP "I" Statements – "Think Local, Act Personal" I Statements are number of statements that represent and express what people want to see and experience in social care. They are used to measure how effectively a Council is providing personalised support.

Universal Services – services available to everyone without the need for an assessment

Please note: The names in the case studies have been changed to ensure individual identities are protected. The photographs of individuals used in this Account are not those described within the case studies.

Feedback

Your views are important to us. This is a great opportunity for you to have your say about the content of this local account, your feedback will help us make next year's account more customer focused and ensure that the content is relevant to you.

1. I am: (please tick)

- A Service User
- A Carer
- A relative of a Service User / Carer
- Hertfordshire Local Citizen
- Other (please state) _____

2. Which sections did you find most helpful and informative?

3. Which sections did you find least helpful and informative?

4. Are there any aspects of the Local Account you do not understand?

5. Are there any issues that you felt were not addressed?

Feedback Continued...

6. What would you like to see in your Local Account?

7. If you have any other comments please include them here:

8. If you would like to help us produce the next Local Account please provide your contact details below:

Name:

Address:

Telephone:

Email:

Best time to contact:

Thank you for taking part in this questionnaire

Please send completed questionnaires to:

Local Account Feedback
Freepost Plus RRUY-RBZH-ZSTY
ACS Surveys SFAR200
Partnership and Quality Unit
Adult Care Services
2nd Floor, Farnham House
Six Hills Way
Stevenage, Hertfordshire
SG1 2FQ

Useful Links

Our website

Information about adult social care – apply online for meals on wheels or a Blue Badge and make a referral for care services

www.hertfordshire.gov.uk

Hertfordshire Directory

Find national and local community groups, charities, services and activities

<https://directory.hertfordshire.gov.uk>

Hertfordshire Partnership Foundation Trust

If you need to talk about an urgent mental health problem

Call us on 0300 777 0707

Website: <http://www.hpft.nhs.uk/>

If you are worried that you or someone you know is at risk of abuse or neglect

Call us on 0300 123 4042

(24 hours a day)

Contact us

For information and advice on how to get care and support

Telephone: 0300 123 4042

Text message: 07797 870591

(Calls to 0300 cost no more than a national rate call to a 01 or 02 number)

Carers in Hertfordshire

Information and advice for Carers and how to get support

Website:

www.carersinherts.org.uk

Telephone: 01992 586969

Email:

contact@carersinherts.org.uk

HertsHelp

Independent information and advice on local community services and care funding

Telephone: 0300 123 4044

Minicom: 0300 456 2364

Email: info@hertshelp.net

This information is issued by:

Adult Care Services, Business Improvement and Modernisation Team

You can contact us in the following ways:

By Email:

Helen Mirams on:

Email: helen.mirams@hertfordshire.gov.uk

Visit our Website:

www.hertfordshire.gov.uk

By Telephone:

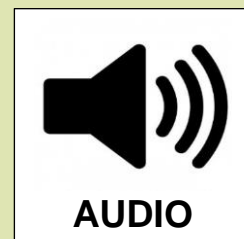
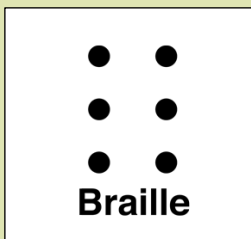
Helen Mirams on:

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By Post:

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**If you would like this account in another language or format
and to request further copies**



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