

REPORT OF THE EXECUTIVE MEMBER FOR ADULT SOCIAL CARE

ADULT SOCIAL CARE - CARE QUALITY COMMISSION (CQC) ASSESSMENT OF PERFORMANCE REPORT 2009/10

It is pleasing to see that the performance has improved in adult social care within Blackburn with Darwen, building on progress made in previous years. A key achievement is the improvement in the rating for 'maintaining personal dignity and respect' moving up from 'adequate' in 2008/09 to 'performing well' in 2009/10. This is largely due to improvements made by the Council and its partners in the area of safeguarding vulnerable adults. Of the 7 outcome areas assessed by CQC, 3 are now assessed as 'excellent', and 4 as 'performing well'.

The scores in the 7 outcome areas for 2009/10 are set out below:

Delivering outcomes	Grade awarded
1. Improved health and well-being	Well
2. Improved quality of life	Well
3. Making a positive contribution	Excellent
4. Increased choice and control	Well
5. Freedom from discrimination and harassment	Excellent
6. Economic well-being	Excellent
7. Maintaining dignity and respect	Well

Overall, adult social care in Blackburn with Darwen was assessed as 'performing well'.

The Assessment of Performance Report in its detail highlights progress made across a range of services, and notes particular strengths such as:

- There is a good focus on ensuring that the health needs of people who use services and their carers are met
- Extra care sheltered housing is increasingly helping to improve people's quality of life
- The commissioning of an increasingly high level of services from good and excellent providers
- People are protected because organisations in the local partnership are committed to a single safeguarding plan and procedures for the area.

It also notes a number of areas for improvement, including:

- The number of people who have to go into care homes remains high and the Council needs to continue its work to reduce dependence on residential care.

- It is not yet possible to be sure that everyone receives end of life care in accordance with their needs and preferences.
- Work is needed to finalise dementia and Autistic Spectrum Disorder strategies.
- Many of the positive developments in relation to the Council's approach to safeguarding are relatively recent. It is important that this progress is followed through and consolidated.

The above issues are being addressed in partnership with others, in particular Care Trust Plus.

WINTER PRESSURES

The winter period has so far been very busy for the adult social work service, including the initial access, community and hospital teams, with a high volume of hospital discharges and enquiries/referrals for assessment over the Christmas period. Happily there have been no delayed hospital discharges due to inaction on the part of the department, which is a great credit to those involved, given such high levels of demand alongside the reduced staffing which occurs over the festive period.

The department is extending social work cover over the period through to March through the provision of weekend working at the hospital (linking in the main to the medical assessment unit) and a dedicated social worker on weekdays who will be working as part of the health rapid assessment community team. These initiatives are aimed at easing pressure on hospital beds and speeding up discharge. They are being part funded through additional Department of Health monies to help ease winter pressures.

The reablement team are working closely with care management to facilitate safe discharges and to ensure people have an assessment before commissioning a package of care. Reablement has been allocated an Occupational Therapist from Health to help with assessments and to ensure people have the right equipment to help them live in the community. The service is much appreciated and complements the reablement team's work.

The crisis team are working closely with accident and emergency and the emergency duty team (EDT) to ensure people have a safe discharge out of hours.

In-house residential care is being used, where appropriate, to help with assessments before a final package of care is commissioned. This will help to decide whether residential care is the most suitable option for someone, or whether we can support people to continue to live in their community.

PERSONALISATION

New Health and Wellbeing website - We are launching the new Health and Wellbeing website week commencing 17th January. The website will make it easier for citizens to explore what services and support is available in Blackburn with Darwen. It will also realise efficiencies as fewer phone calls come into the Council because people can get the information they need from

the website. People who are taking up a Personal Budget will be able to choose from a much wider range of options on how they wish to spend their budget to meet their support needs. Furthermore, the website will also actively support people to find 'ordinary' solutions within their community without having to rely on social services to meet their needs. You can view the website at www.yoursupportyourchoice.org.uk

Personal budget recipients (NI130) - The number of people who have a Personal Budget arrangement has increased to circa 750. Given the recent incremental increase it means we are now well placed to reach our 30% of the NI130 target by the end of March 2011.

Care management role and function - Under the personalisation agenda the function of care management/social work needs to be reviewed. It is acknowledged that certain functions within the self directed support process are clearly better carried out with support from people or organisations within the person's community, for example support planning. We are developing a Community Based Support Brokerage Network which will be able to provide people with a range of support around information, support planning and making good community connections. The care management role will need to change and adapt to accommodate this.

Telecare - Since April 2010 there has been a fourfold increase in the take up of telecare with 244 installations since then, in addition to the 60 users receiving equipment prior to April 2010. Telecare is the use of communications technology and a wide range of sensing and detecting devices to enable people to live independently in their own homes. A recent evaluation demonstrated that the use of telecare significantly reduces or prevents the need for 'people support' thereby realising substantial savings this year. This included almost 30% of social care users evaluated being kept at home and out of residential care, at least in part or wholly, because of telecare.