Promoting Independence
The London Borough of Hackney’s Local Account of Adult Social Care Services
2014-15
Foreword

Cllr McShane, Cabinet Member for Health, Social Care and Culture

I am pleased to introduce Hackney’s Local Account for 2014-15 which gives an update on the progress we have made against what we said we would do in Adult Social Care Services last year, and what we plan to do in 2015-16 and beyond.

Our focus in recent years has been on promoting independence and enabling people to remain living in the community with appropriate support if possible. Much has been achieved, but we are facing enormous challenges in the coming years.

As a result of cuts in central government funding, the resources available to us to provide or commission services to our vulnerable residents have reduced. These financial challenges will continue in the years to come, so there will be some difficult choices to make if we are to ensure that we make best use of the funding available to us to provide a good range of local care and support services.

These pressures, make it more important to continue to work with our partners across Hackney Council, in health services and the voluntary and community sector. As chair of the Health and Wellbeing Board I can see these relationships strengthening.

I hope that you find this local account useful and interesting. We are keen to hear the views of people who use our services, carers and local community groups on our current service provision as well as our plans for the future, and I would encourage people with comments or feedback to get in touch.
Kim Wright, Corporate Director for Health and Community Services

This Local Account and the accompanying factsheets give details of how we support Hackney residents with care and support needs.

It includes details on how we prepared for the implementation of the Care Act in April 2015 which has had significant implications for the delivery of Adult Social Care services and those who use them, including carers.

It also provides information on how we have responded to date to the significant financial pressures facing Local Authorities and how we will deal with the unprecedented levels of funding cuts which we will face in the future.

We remain committed to enabling people to have more choice and control over the support they receive to enable them to continue living independently in the community.

We are proud of what we have achieved, but we are not complacent, we know that there is still more that we can do to ensure that we make the best use of the resources available to us to commission and provide support to local people.

One of the ways we will be doing this is developing joint commissioning intentions with City and Hackney in 2016. A strong relationship with health partners will ensure that the much reduced and limited funds across the health and social care economy are used to best effect.
What is a Local Account?

Our local account tells residents how we help adults with care and support needs in Hackney.

This document aims to be balanced and transparent, providing useful information describing what we did in 2014-15 to meet people’s needs.

The local account tells people:

- How much we spent on adult social care
- What and who we spent the money on
- The London Borough of Hackney’s future plans
- What service users and carers tell us about our services
- How the London Borough of Hackney’s services help people stay healthy and well and avoid the need for support from adult social care services

The London Borough of Hackney’s fifth local account

This year we ran two engagement and consultation events to give service users and carers the opportunity to tell us:

- What they wanted to see in the local account
- What the local account should look like
- What sort of format they wanted
- What they thought about services
Online fact sheets

We have produced fact sheets about the services we provide for people with different care and support needs.

Each fact sheet is available online. Visit the local account page at www.hackney.gov.uk/local-account

- Overview
- Older People including those with Dementia
- People with Learning Disabilities
- People with a Physical Disability and those with a Sensory Impairment
- People with Mental Health Needs
- Protecting Adults who may be at Risk
- Carers
- Preparing for Adulthood
- People affected by Substance Misuse
- Public Health
Overview: About Hackney

- Hackney is ethnically diverse, with over 45% of residents from black and minority ethnicities, and 39% born abroad.
- The population of Hackney has grown in recent years, and this is expected to continue.
- Compared to the rest of the country, Hackney has a relatively young population with more working age adults. Only 11% of the population is over 65, compared to 18% in England — though this proportion is expected to rise in coming years.
- The population which is among the most socioeconomically deprived in England, which is often reflected in poor overall health. However the area has experienced economic growth, with higher earners moving to the borough.
- Over 100 languages are spoken in the borough.
- Hackney has the largest expanse of green space in Inner London.
- Car ownership is low in Hackney, and a high proportion of residents cycle.
- There are 1,800 Carers in Hackney.

- 3,755 people used Adult Social Care services in Hackney during 2014-15.
- Though improving, male life expectancy in the borough remains relatively low.
- Female life expectancy has increased to a similar level to the national average.
- Health inequality, measured through the difference in life expectancy between the richest and poorest citizens, is relatively low in Hackney.
- 676 people started to receive ongoing social care services in 2014/15.
About us and the services that we provide

Health and Community Services Directorate

The aims of the directorate are to:

- **Meet the person, not just the need** - make sure the person's needs are recognised so that services are designed around them
- **Promote health and wellbeing** - help people to be safe and live healthily; tackle health inequalities to improve the wellbeing of our communities
- **Provide wider choice** - give people a choice of, and control over, good-quality services
- **Improve access to services** - enable people to access services which meet and respond to their individual and diverse needs; ensure Hackney has a clean, accessible public realm and a sustainable approach to waste
- **Join up and innovate** - working in partnership to develop the capacity to achieve change and deliver our priorities

The Directorate is made up of several divisions including:

1. Public Health and Wellbeing:
   - **Public Health Services** - Includes work to improve the health of the population, through promoting healthy eating and exercise, tobacco control, promoting mental health wellbeing, and reducing substance misuse.

A Factsheet giving details of these services forms part of this Local Account.

The Public Health Directorate are also responsible for our:
2. Public Realm:

In our Public Realm Division we work to ensure that Hackney has a clean, safe, accessible public realm and a sustainable approach to waste. These services affect all residents, businesses and visitors to the borough and have a significant impact on the perception of the London Borough of Hackney and the Borough. These include:

- Environmental Operations
- Environment and Waste Strategy
- Parking and Markets
- Streetscene (responsible for the highways, drainage, footways, bridges, street lighting and street furniture on public roads in addition to managing the tree programme on the public footway and in parks across the borough)

3. Adult Social Care services and Commissioning

We are committed to ensuring that appropriate help is available for people who need adult social care and support in Hackney.

We provide support to:

- Older People
- Adults with Physical Disabilities
- Adults with Sensory Disabilities including dual sensory impairment and Autism
- Adults with Learning Disabilities
- Adults with Mental Health Issues
- Adults moving from Children’s Services to Adult Services
- Carers – that means people who give voluntary care to family members or friends
Types of care and support:

- We provide care and support that helps people to lead a life which is as full and independent as possible
- We make sure people can access advocacy services to help them make informed choices about their care
- We provide funding to a range of organisations that offer support to people needing small amounts of assistance to help them live independently
- If people need a little less help we provide information and advice and signpost them to other organisations that can help them
- We provide Blue Badges for disabled people
- Adult Social Care services are responsible for safeguarding vulnerable adults at risk

A separate factsheet gives more details on our safeguarding work.

What we spent in 2014 - 15

We spent £112.4 million on Adult Social Care in 2014/15 which equates to 21% of all of the total money that the London Borough of Hackney spends.

How many Hackney service users received a service?

3,630 people were eligible to receive ongoing long term service such as home care, residential care and extra social worker support. Many received more than one type of service.
Additional care and support services are provided before eligibility was assessed, such as Preventative and Reablement services and equipment to help with daily living tasks and keep people living as independently as possible.

**How many staff work in Adult Social Care?**

In 2014/15 there were 570 staff working in our Adult Social Care Services including Social Workers, Therapists, Care Managers and support staff.
Our savings/finances

Making the most of your money

Between 2012 and 2015 Hackney’s adult social care services has delivered £12.8 million of savings. We have a target of £7.5m for 2015/16 and are making good progress towards delivering these by the March 2016.

This represents a 13.5% reduction in the 2015 – 2016 budget for Adult Social Care and this is line with the London Borough of Hackney’s overall funding reduction over the same period.

We are making these savings in 2015 – 2016 by:

- focusing services on supporting people to remain independent in the community
- reducing the number of people going into residential or nursing care and instead enabling them to live independently in their homes and within the community
- providing appropriate preventative services to reduce future care needs
- working more closely with health services to integrate our services
- redesigning a number of services for the future including home care and day care, support for carers and community based mental health services
- reducing ‘back office’ administrative costs through streamlining processes and management ‘delayering’

Over the last five years our savings plans for adult social care services have been driven by our Transformation of Adult Social Care (TRASC) programme. TRASC is underpinned by a focus on promoting independence. This is achieved by investing in reablement, enablement, recovery, preventative services, ensuring better access to universal and community services; and an increasing focus on taking a holistic approach to service design by integrating health and social care, where possible.
Up until March 2015 (before 1\textsuperscript{st} April 2015 when the new National Eligibility Criteria introduced) we maintained our eligibility criteria so that all people have the same opportunities to access services. Our focus on promoting independence has seen a reduction in the number of people in residential care settings and an increase in the number of people receiving care and support in their own homes or in the community. This approach has improved outcomes for users of our services and also saved Hackney Council money, thereby ensuring that we can maintain access to services for those who need them.

Through working with our health partners we have integrated health and care management services to provide a more efficient and coordinated service and care pathways to give a better user experience.

Our approach to redesigning services is to gather the views of people who use services and use these to develop and shape local services; this is built into our processes for service redesign. Service users and carers help to design services and provide feedback on services that help them achieve positive outcomes. This gives us improved understanding of users’ needs and is key to informing the design of new services to be delivered to our residents.

The savings plan delivered under the TRASC programme has focused on prevention and supporting people to live independently in their own home which services tend to cost less. The impact of this approach is best assessed by looking at customer satisfaction rates.

Since 2010 satisfaction with our services has increased by nearly 7\% as the graph below shows.
Our aim in delivering this savings programme has been to protect services for those people who need care and support as much as we can (over the last five years).

Using our satisfaction survey results as evidence, it shows that satisfaction has increased indicating that our strategy has delivered its aims.

The next phase of the Government’s economic strategy means that the London Borough of Hackney will continue to face funding reductions up to the end of the decade. It will be increasingly difficult over the coming years to deliver savings that will not impact on service delivery. As always, our aim will be to protect front line services but this may not be possible in what will be a very challenging financial environment.
In 2014 – 2015 we received 4690 requests for support

953 people received one-off support (e.g. OT equipment)

1,255 people were directed to other types of help and support including Community Activities

For more information visit www.hackneyicare.org.uk

502 People received Short Term Reablement Services to help them regain independence

1,304 people did not go on to receive a service

People may not get a service for a variety of reasons including:

- They decline it
- They pay for it themselves
- Their needs change
- They move away
- They do not meet the eligibility criteria

676 people started to receive an ongoing service including:

- 651 Community Based services
- 13 in Residential Care
- 12 in nursing care
Headline figures about Hackney Adult Social Care Services

3755 adults in the London Borough of Hackney use our services every year which is higher than the average across the other London Boroughs

1863 users of Adult Social Care are aged over 65

1892 users of Adult Social Care are aged between 18 – 64 years old

Self Directed Support and Personal Budgets

The proportion of people receiving community based social care services through self-directed support increased by 8.4% to 73.6%

A total of 409 carers and 2,235 service users received services through a direct payment or personal budget

389 people decided to take their Personal Budget as a Direct Payment which is an increase of 4.4% from the previous year

Services in the Community

1,169 people received home care support to enable them to stay in their home

502 people received enablement services

183 people who received reablement services were able to return or remain at home

Of these 167 remained independent after 90 days (91.3%)

Residential and Nursing Care:

Approximately 670 people were in permanent residential placements during 2014-2015

This represents 17.8% of the population using our services which is below the national average of 31.2%

94 people were admitted to residential or nursing care in 2014-2015

Carers Identified:

There are 1,800 carers in Hackney

We assessed or reviewed 879 carers during 2014-2015

474 of the carers receiving support were of working age

409 carers 186 benefited 688 received

received from respite information

Direct Payments and advice
Things that we are doing well

Promoting Independence:
Our Adult Social Care Services focus on helping people to remain independent and to stay in their own homes, communities and neighbourhoods where possible.

Reablement services are intended to help people with care and support needs to live as independently as possible. Our reablement services in the London Borough of Hackney are very effective. 91.3% of older people who received reablement in the London Borough of Hackney were still at home 91 days after discharge from hospital. This compares well with our performance over previous years (90.4% last year), as well as with our London comparators who have an average of 86%.

Knowing what help is available: - Hackney iCare

Hackney iCare is a free online resource directory that offers information on adult social care, health and wellbeing services in Hackney provided by the statutory, voluntary and private sectors.

Since its launch in 2013 iCare has grown to hold more than 1,000 service entries and its use has increased steadily so that in 2014-2015 the website recorded 238,742 page views with 101,390 unique visitors.

Individuals are able to make a self-referral which enables them to assess a person’s level of need for Adult Social Care Services, iCare supports the person to develop a Wellbeing Plan which can assist them in making choices about their lifestyle such as diet and exercise or make decisions about their personal care needs including finding their nearest home care providers.
During 2014-15 we reviewed iCare in partnership with local agencies including Hackney CVS to consider how we could improve access to information. A number of issues were identified: including:

- Registering and listing services on iCare
- Promotion and marketing of iCare so that people know where to go for information
- Improving the search facility and results
- Accessibility

To develop iCare further and address the issues that were identified, in 2015 – 2016 the Hackney Council for Voluntary Service (HCVS) will lead a pilot project in partnership with other agencies for 6 months which will be reviewed during the year.

Sports and leisure for health

Fit for Health

Fit for Health is a free rehabilitation programme helping people to achieve increased health and wellbeing after a stroke. By the end of March 2015, 43 people had completed the scheme and reported positive outcomes:

- 80% reported increased energy levels
- 73% reported improved fitness, stamina, flexibility and strength
- 82% said their families had noticed improvements in their mood and confidence levels and they had fewer falls
- 29% reported fewer hospital visits
- 80% reported a greater ability to perform activities of daily life

Three stroke awareness workshops were also delivered in 2014-15 to 36 frontline staff so that they are better able to support people who have had a stroke. The training provided frontline staff with an outline of what a stroke is, the causes and the treatment and community pathways available within the Borough to access support.
New Age Games

The London Borough of Hackney scheme is free and designed to give Hackney residents aged over 50 years of age a chance to socialise, exercise and stay healthy. Participants can try a variety of sports including swimming, cycling, archery and Pilates, tennis, badminton, chair-based activities, yoga and many more. The new age games reported that in 2014/15:

- 10,386 attendances were recorded
- An 84% female attendance
- 20 different sessions delivered across 16 types of exercise/sporting activities
- 75.9% of those who attended reported improved fitness levels
- 72.3% of those who attended reported improved energy levels
- 57.4% of those who attended reported weight loss/control
- 99.6% of those who attended reported the programme has helped to improve their quality of life.

Excursions were also organised to Queen Elizabeth Olympic Park for 40 New Age Games participants, who enjoyed and experienced activities within the Lee Valley Tennis Centre, Aquatics Centre and Velodrome. The trip was well received and only a small minority of attendees had visited the Park previously.

New Life through Sport

The New Life Through Sport project is a wellbeing orientated programme that targets populations who have been identified as being least likely to be active due to a disability or long term limiting illness, age or culturally diverse origins. Participants were encouraged to participate in activities as part of their recovery regimes or are self-referred. Activities included an extensive gym programme, group exercise activities and sports including tennis, cycling and football. New Age Games is an integral part of the programme where other elements include targeting people with mental health and substance misuse conditions.
The programme reported:

- 797 individuals participated in the programme
- 60% of participants have a disability or limiting long-term illness
- 65% of participants come from culturally diverse origins
- 11,790 visits by individuals to activities provided

The project and its activities challenged the methods we previously used to engage with the residents of Hackney and bring activities to service users where they feel more safe and comfortable.

An example of this is the tennis sessions taking place on wards and inside secure units for mental health clients which in some cases lead to them being able to attend sessions in the community in the Olympic Park sports facilities.

What we need to improve

**Speeding up discharges from hospital**

The London Borough of Hackney has high levels of social care delayed transfers of care (DToC) when compared with the rest of England and comparable local authorities.

Having a high number of DToC means that people are in hospital longer than they need to be and those that need hospital beds must wait for others to be discharged. This puts pressure on other parts of the health care system, such as Accident and Emergency and/or other waiting times.

ASCOF is the Adult Social Care Outcomes Framework. These are a set of measures to monitor the London Borough of Hackney’s performance in many areas of Adult Social Care.
ASCOF Measure 2C2 measures the delay in discharging people from hospital care which are due to Adult Social Care. The London Borough of Hackney has not scored well in this area (5.7) when compared to our comparators’ average (2.5).

Our performance in this area has improved from the 2013-14 score of 6.9, but we need to do more to reduce this further. This is seen as a priority for health and social care services, and the London Borough of Hackney is working with City and Hackney Clinical Commissioning Group to fund initiatives that will reduce delays in discharging patients from hospital so no more than 79 people will have a delayed discharge by March 2016. This is a 59% decrease in the number of people who are delayed from leaving hospital once their treatment has finished.

A dedicated project has been set up to lead and co-ordinate this work. It has three key themes, which will ensure that the transfer of care happens:

- **At the right time** – to ensure that processes actively support a timely transfer of care
- **In the right place** - to increase the flexibility and capacity, of services to support people to leave hospital, including residential and interim care and community based services including home care
- **With the right care:** to ensure that services are available to enable them to live independently, or avoid A&E in the first instance.

Having low DToC rates is a critical marker of a joined up health and social care system that improves the quality of the service user’s experience by ensuring that they are discharged as soon as possible when declared medically well.

As a result of this work we should see:

- A significant and substantial reduction in the number of delayed hospital discharges
- Increased service user satisfaction as people will be in receipt of the right care, in the right place and at the right time
- Better patient flow through hospitals and more efficient use of the available hospital capacity
- Reduction in unnecessary re admissions to Accident and Emergency as the discharge process is able to support service users and provide them with the care they need
Employment Support for Vulnerable people

Getting and keeping a job can be difficult for many people and it can be particularly challenging for disabled or vulnerable people. When compared with other authorities, the London Borough of Hackney has a low proportion of adults with Learning Disabilities receiving support from Adult Social Care (ASC) who are in paid employment (2.9% compared to our comparator average of 6.9%). The number of people with Mental Health problems in employment is also lower than average.

In order to improve employment opportunities for vulnerable people we are redesigning our supported employment services to align with the London Borough of Hackney’s Ways into Work programme.

This service will be available to a wider range of ASC service users and will benefit people who may require ongoing support to enable them to gain and sustain voluntary or paid employment. The London Borough of Hackney is fully committed to supporting people with disabilities and mental health problems to secure employment opportunities and in so doing gain new skills, improve confidence, health and wellbeing. The new service aims to be launched in spring 2016.

Complaints about Adult Social Care Services

In 2014-2015, the London Borough of Hackney received 112 complaints about Adult Social Care Services. This was 11.1% fewer than in 2013-2014 and 44% fewer than in 2012-2013.

The number of complaints received by the London Borough of Hackney has decreased considerably over the past 3 years with levels for 2014-2015 lower than those in 2012-2013.
All of the 112 complaints have been closed and were resolved at a local level.

The main issues for 2014-2015 were:

- Complaints regarding specific members of staff around their attitude, behaviour or competence accounted for 33% of the overall complaints received.

- Complaints around the quality of a service or the quality of care received by service users accounted for 16% of the overall complaints.

- Complaints over care packages being reduced and / or not providing adequate care accounted for 15% of the overall complaints received.

In 2014-2015, 51 (45%) of complaints were submitted to the London Borough of Hackney by email followed by the next most popular method which was by letter which accounted for 36 (32%) of the overall complaints received.
In 2014-2015 over 50% of complaints received were dealt with on or before the response deadline.

**Response Times and complaint stages**

The London Borough of Hackney has a three-stage complaints procedure for when a complaint is received:

- **Stage 1 Problem solving** – 15 working days
  In the first instance the best person to resolve a problem is the manager providing the service

- **Stage 2 Investigating** – 15 working days
  If the customer isn’t satisfied with the ‘stage 1’ response, a directorate complaints officer will investigate

- **Stage 3 Independent review** – 20 working days
  If the customer is still not satisfied, the London Borough of Hackney’s Corporate Complaints Team will review the complaint

**You can make a complaint**

You can complain to the London Borough of Hackney in a number of ways, these are shown below

- Online at [www.hackney.gov.uk/complaints](http://www.hackney.gov.uk/complaints)

- In writing, Business Analysis and Complaints Team
  Second Floor
  The Hackney Service Centre
  1 Hillman Street
  E8 1DY

- Telephone: 020 8356 3770
Complaints about Home Care:

In addition to the complaints mentioned above, we also received 71 complaints specifically about home care services via our dedicated free phone home care complaints line. This equals 6% of the 1,169 people who receive home care services.

Most Home Care complaints were about:

- Missed care visits (49%)
- Care not adequately delivered (19.7%)
- Behaviour or attitude of care workers (8.4%)

You can make a complaint about home care services by calling:

0800 073 1317

What’s new in 2014 - 2015

One Hackney and City:

One Hackney is a new service for anyone aged 18 plus who is either registered with a Hackney GP or is a resident of Hackney. It acts as a link between health, voluntary, and social care services, helping facilitate communication and working with complex adult cases where current services do not exist, are not working, or are unable to meet the needs of the patient.

This service is made up of care coordinators, social workers, community psychiatric nurses, voluntary sector navigators, therapists and other community sector services.
People helped by the service include those who are:

- Housebound and other service users with complex multiple health and social care needs, or those who may be at high risk of harm
- Frequent users of GP services
- People who have found it difficult to engage with services or complete courses of treatment
- People whose health needs cannot be met by existing services in a timely or comprehensive enough way

Referrals to this service are only accepted from professionals. Most referrals are from GPs but other professionals’ referrals e.g. Social Worker are also welcome.

**Integrated Independence Team**

The Integrated Independence Team is made up of a range of health and social care professionals including: Occupational Therapists, Social Workers, Geriatricians, Psychotherapists, Physiotherapists, Nurses, Co-ordinating officers and Independence assistants.

The purpose of the team is to promote independence in the place where you live, while managing your health, wellbeing and care to support people and to prevent admission to hospital, premature admission to residential care and to facilitate earlier hospital discharge.

The team works with individuals to support them back to greater independence based on an understanding of what is important to that person. This can involve family, friends, support networks and advocates and brings a team of professionals together to support people to be able to live as well as possible in an environment suited to individual needs. Where people have a long-term condition the team will help people to plan their care for the future.
There is a single point of access for the team who will work together across professional boundaries to assess needs and provide support to improve a person’s health, wellbeing and living environment.

The Integrated Independence Team works intensively with people for up to six weeks. For those who need longer term support, the team will liaise with on-going support services and will prepare service users for this longer term care.

**SUPPORT PLANNING AND BROKERAGE PILOT SCHEME**

To help to increase the control people have over their care and support, we set up a pilot Support Planning and Brokerage service. It offers service users the choice of an external Support Broker to help them in completing a person centred support plan.

We worked with Outward (a voluntary and community sector organisation) who developed a network of Support Brokers in a range of local agencies to develop and implement support plans which are tailored to meet the needs of the individual.

We would like to see more people use the scheme this year, but early evidence tells us that this has the ability to improve outcomes for people.

The pilot scheme has been extended into 2015-16 and will be reviewed during the year.
Well-being Network

The Integrated Well-being Network was formed in February 2015. It is a partnership of 10 voluntary sector organisations co-ordinated by City & Hackney MIND. The Integrated Well-being Network provides services for:

• Mental Health Well Being and Prevention
• Recovery, Reablement and Social Inclusion.

The network offers time limited support aimed at improving mental well-being for Hackney residents. Early intervention helps people to have more choice and control over their lives, and aims to reduce social exclusion.

It also helps people to build resilience to prevent the onset of mental health problems and how to cope with issues such as stress, anxiety and low mood.

The network focuses on helping people achieve positive outcomes in four main areas: mental wellbeing, physical health, social networks and daily living skills.

It supports people with severe and enduring mental health conditions to improve their quality of life and avoid unnecessary hospital admissions.

Between February and May 2015, the Network received an average of 242 referrals per month.
Accommodation for people with dementia

The new scheme at St Peter’s House, Bethune Road, Stoke Newington, will provide 39 self-contained flats for people with dementia and is due to open in February 2016. The building works are nearing completion and a scheme manager has been appointed. Family Mosaic who are responsible for the building, and the London Borough of Hackney, will soon begin the process of identifying Hackney residents who would benefit from the facilities provided and offering the accommodation to them.

As intended, the building design and decoration has been informed by the most up-to-date knowledge of how this can be used to enhance the quality of life of people with dementia. People living there will benefit from dementia friendly design features which include a ground floor lounge space, sunroom, an accessible garden and appropriate colour schemes and finishes to walls and floors and soft furnishings.

The commissioning of this service is part of the London Borough of Hackney’s overall commitment to improving both dementia care in the Borough and to providing accommodation that meets people’s identified needs.

Your views count - listening to you

What you told us about our services

We really value the comments and views of local people to help us to improve and develop our services.

We regularly involve and consult people who use our services, carers and other residents to get their views on what we do. We do this in a variety of ways including:

- Routine meetings with local forums
- Specific consultation events
• Telephone and other surveys.

Surveys
We carry out statutory surveys that measure satisfaction and quality of life of our service users and carers. All surveys are anonymous. We are required by Government to survey service users each year, and carers every other year.

Service Users
In December 2014 we sent a survey to a sample of 1,062 people who use our services. We received responses from 348 (32.8%) people.

Among the key results were:

• The score for service users’ quality of life improved by 0.9%. This is 1.25% below that for our comparator councils but significantly higher than in previous years.

• 61.5% of our service users reported they were satisfied with their care and support. This is an increase from 57.9% the previous year, and is higher than our comparators in London who have an average score of 59.3% for this measure.

• 88.4% of people said that our services have helped them feel better. This is up from 73.1% in the previous year, and is also above our comparators average of 78%.

Carers
Last year we also carried out a survey of Carers where we sent out 900 survey forms and of these 324 (36%) were returned.

• 34.5% of carers reported that they had as much social contact as they need. This is an increase of 7.1% from when we last carried out the survey in 2012-13.
• 63.4% of Carers felt they had been included or consulted in discussions about the person they care for. This was an increase of 7.4% when compared with 2012-2013.

• 20.7% Of Carers reported ‘I'm able to spend my time as I want, doing things I value or enjoy’ which was a 2.0% increase when compared with 2012-2013

• 28.3% of carers stated ‘I have as much control over my daily life as I want’ which was an 8.7% increase when compared with 2012-2013

• 44% of carers said ‘I look after myself’ a 4.0% increase on figures for 2012-2013

• When asked about personal safety 70.3% carers reported ‘I have no worries about my personal safety’ which is the same as the figures for 2012-2013

• 35.4% of carers felt they had encouragement and support which was a 8.2% increase on figures seen in 2012-2013

• Overall satisfaction of carers with social services has decreased by 3.5% to 26.4% when compared with 2012-2013. This is significantly below the London comparator score of 33.5%.

• The proportion of carers who found it easy to find information about services decreased by 3.3% to 58.1% when compared with 2012-2013

We are developing action plans based on the survey results to further develop and improve our services, and to ensure that more service users and carers are satisfied with the services they receive in the future.
Consultation on the Local Account

In preparation for writing the Local Account for Adult Social Care Services 2014 – 2015 two consultation and engagement events for carers, service users and organisations were held in May 2015 and June 2015. Invitations to the meeting and a postal questionnaire were sent to a sample of 218 people, with a total of 52 (23.9%) questionnaires returned.

We asked people what issues they would like to see covered in the Local Account, and how they wanted it to be presented. Of the responses we received:

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<th>You Said:</th>
<th>What we did:</th>
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<tr>
<td>19% said they wanted more information on ‘carers assessments’</td>
<td>✓ Information has been covered in the carers factsheet</td>
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<tr>
<td>17% asked for more information on the ‘Care Act’</td>
<td>✓ Included this as a section in the overview document</td>
</tr>
<tr>
<td>17% said that they wanted the Local Account to include ‘how we will improve next year’</td>
<td>✓ Included this in the ‘you said, we did’ section of each factsheet</td>
</tr>
<tr>
<td>16% wanted to read about ‘dementia services’ in more depth</td>
<td>✓ Included a section on dementia specific services in the Older People’s factsheet</td>
</tr>
<tr>
<td>15% told us that they wanted to see ‘facts and figures on how we meet people’s needs’</td>
<td>✓ Included this in the breakdown of spend and services for each of the factsheets</td>
</tr>
<tr>
<td>14% wanted to see the results from the ‘satisfaction surveys’</td>
<td>✓ Included this information in the overview document</td>
</tr>
</tbody>
</table>

People also told us that they want the Local Account to be honest and report on things that need improvement as well as our successes. In particular people wanted information on the budget pressures facing the London Borough of Hackney including details of how these have been managed to date, and what the implications of further budget restrictions may be on the London Borough of Hackney and the services provided.
We have also been asked to include more information on Sensory Impairments – specifically visual impairment and deafness to raise awareness.

All of the suggestions you made have been included in the Local Account overview and factsheets.

When asked about how they would like the Local Account to look, the current format of an ‘overview’ document with separate factsheets for specific areas was considered the most appropriate. People wanted a magazine style summary and an easy read booklet, with over 50% of people felt that printed copies should be made available.

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**Care Act 2014**

In April 2015 the new Care Act came into place. Last year we gave an outline of the main points and during the last year we have planned for its introduction.

The Care Act introduced new responsibilities for local authorities. From 1 April 2015 all Councils have used the same national eligibility criteria when they assess what help, care and support they can provide for people.
The main changes for the London Borough of Hackney, for adult care and support providers, people who use services, carers and advocates are:

<table>
<thead>
<tr>
<th>What Changed:</th>
<th>What we did:</th>
</tr>
</thead>
</table>
| **Eligibility for Care and Support** | ✓ Trained all of our staff in the Care Act requirements, including new eligibility criteria  
✓ Produced information for the public on eligibility and other changes as a result of the Care Act |
| ✓ Under the new National Eligibility Criteria people will be assessed against 10 outcomes; eligibility is based on there being a “significant impact on wellbeing” | |
| **Support for Carers** | ✓ A new carers assessment has been developed, which focuses on the needs of the carer and the impact the caring role has on their wellbeing  
✓ We have also created a new role to reflect the new requirement - a specialist advisor to support with carers assessments |
| ✓ Under the Care Act, Carer’s will have an equal footing to those being cared for (even if the person they care for is not eligible for care and support) | |
| **Information and advice** | ✓ All front-line staff were trained in the new duties relating to information and advice  
✓ Partner agencies have been trained in Care Act changes  
✓ iCare has been reviewed to facilitate access to a range of services available locally |
| ✓ There is a new statutory duty for Local Authorities to establish and maintain Information and Advice services relating to care and support for all people in the area, not just those with care and support needs or in some way already known to the system | |
| **Independent advocacy** | ✓ We have introduced a new advocacy service to help those service users or carers who are not able to understand the assessment or review process |
| ✓ There is a duty to provide an independent advocate where someone has substantial difficulty being involved in the | |
process and there is no one to act on their behalf and who do not have anybody else to act on their behalf

| Safeguarding | We have updated all our policies and procedures to make sure that they reflect the requirements of the new Care Act. All Safeguarding training programmes have also been revised. We continue to work with our partners to improve services and offer better protection to adults at risk of abuse or neglect. |
| Deferred Payments | We have introduced a deferred payments scheme which means people will not have to sell their homes to pay for their care if they are admitted to residential or nursing care |
| Cap on Care costs | The Government have announced that this has now been postponed until 2020 |

During 2015-16 we will monitor the impact of these changes on our services and the demand for services and will report any significant issues in next year’s Local Account.
Personalisation

Adult Social Care Services across the country have changed in recent years. In the London Borough of Hackney the changes we have made reflect national policy that aims to ensure that people have more choice and control over the care and support they receive.

‘Personalisation’ recognises that people are best placed to understand their own needs and how best to meet them. In Hackney we want people to achieve or maintain independence, whenever this is appropriate and safe, and to live fulfilling lives in the community.

For a number of years, people who use services in Hackney and their carers have been able to exercise more choice and control over the care they receive and how it is delivered through self-directed support.

Self-Directed Support – is a system that gives people the opportunity to take control of the care and support they receive. It recognises that they are best placed to understand their own needs and how to meet them. Most people benefiting from self-directed support will have a personalised support plan and a personal budget. This personal budget is different to direct payments where the person is given the value of their personal budget and may spend it on the services that will meet their care needs.

The diagram below explains how the system of Self Directed Support works in Hackney to support people to have choice over their care.
During 2014 - 2015

<table>
<thead>
<tr>
<th>Description</th>
<th>Number of people</th>
<th>Percentage of the total receiving community based services</th>
</tr>
</thead>
<tbody>
<tr>
<td>The number of people receiving adult social care services in the community through self-directed support increased</td>
<td>2,235</td>
<td>69.4%</td>
</tr>
<tr>
<td>The number of people choosing to manage their own care through direct payments increased</td>
<td>389</td>
<td>13%</td>
</tr>
</tbody>
</table>
Most people with direct payments used them to pay personal assistants or agency staff to provide their care although some used them to pay for transport or social activities.

In last year’s Local Account we said – ‘During 2014-15 we will continue to promote personalised approaches to care provision’ including:

<table>
<thead>
<tr>
<th>We said we would:</th>
<th>What we did:</th>
<th>What we will do:</th>
</tr>
</thead>
<tbody>
<tr>
<td>✗ Change our day care provision so we have a wider range of community based support options in line with people’s interests</td>
<td>✗ We have developed an independent support planning and brokerage service which has been targeted to support people with learning disabilities initially who have been assessed as needing day opportunities to plan their support on a personalised basis</td>
<td>✗ We plan to extend the community based options for older people by working with Lunch Clubs and Voluntary Care Service organisations to support people to access support closer to home</td>
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<td>✗ We have commissioned a support service to identify and maintain friendship groups amongst service users transitioning to community based day opportunities</td>
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</tr>
<tr>
<td>----------------------------------------------------------------------------------</td>
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<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>➢ Commission new home care services to focus on achieving outcomes identified by people who use services who will be more involved in developing their own support plans</td>
<td>✓ We have reviewed our service model, consultation with service users and carers on what is important to them about the support provided by care workers</td>
<td>✓ We plan to tender for Homecare services in January 2016 enabling us to implement new contracting arrangements from July 2016</td>
</tr>
<tr>
<td></td>
<td>✓ We have redesigned the specification for services</td>
<td></td>
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<tr>
<td></td>
<td>✓ The new eligibility criteria for adult social care services, as set out by the Care Act, has been embedded into the London Borough of Hackney’s Social Work practice, including support planning</td>
<td></td>
</tr>
<tr>
<td></td>
<td>✓ London Living Wage, payment for training and travel time has been embedded in current contracting arrangements</td>
<td></td>
</tr>
<tr>
<td>We said we would:</td>
<td>What we did:</td>
<td>What we will do:</td>
</tr>
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<td>✗ We have commissioned a support service to identify and maintain friendship groups amongst service users transitioning to community based day opportunities</td>
<td>✗ We plan to review our provision of preventative services in order to ensure that we are providing for a comprehensive range of needs across services</td>
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**We said we would:**

- Fully implement the Mental Health Network of services that promote positive mental health, prevent crisis and tackle factors that can lead to poor mental health

**What we did:**

- The Well-Being Network went live in February 2015 and continues to develop its support offer and has attracted a range of voluntary sector organisations in order to offer the broad range of...
support to those who may need it.

- The network aims to help people to build resilience to prevent the onset of mental health problems and to alleviate issues such as stress, anxiety and low mood.

- The network also supports people with severe and enduring mental health conditions to substantially improve their quality of life and avoid unnecessary hospital admissions.

Making it Real

To further our focus on personalisation and on improving our services and processes, in November 2014 the London Borough of Hackney committed to setting up a local 'Making it Real' initiative.

Making it Real is a project led by people who use Social Care Services and their carers to measure how personalised The London Borough of Hackney is and to jointly, with professionals, develop a plan for improvement.
Making it Real is an opportunity for Adult Social Care users and their carers;

• to **improve** things
• to work **in partnership with** Hackney Council to make real changes
• to agree **priority areas** for improvement
• to make sure things **get done**
• to promote **independence**

In December 2014 we carried out a survey of 100 users and carers, and in January 2015 we held our first ‘Making it Real’ event. This gave us a lot of information about what people thought were the priority issues.

People felt the most important things were:

1. **Flexible and integrated care and support** (choosing my support): being able to choose the support I want, having a range of support that works well together and being able to easily change my support if it isn’t working well.

2. **Information and advice** (knowing what is available locally): having information about what is happening in the local area and how to access it, being provided with information to remain as independent as possible and knowing where to go for information.

3. **Personal budgets and direct payments** (money): having a good idea about the money available for my support and having the right information to buy the support I need.

**In 2015-16 we will** work with the ‘Making it Real’ members to:

• Set up the governance structures for the programme
• Elect a service user representative as co-chair of the Making it Real project group
• Set up a working group for each priority to identify and review issues
• Develop an improvement action plan
Health partnership and integration

Partnerships in health and social care

We have been working closely with our partners over the last three years to develop more integrated ways of working that will improve the way services are delivered and experienced locally. Our partners include City and Hackney Clinical Commissioning Group (CCG), Homerton University Hospital (HUH) and the East London Foundation Trust (ELFT).

Examples of these partnerships include:

- The Integrated Learning Disabilities Team (LBH/HUH/ELFT)
- Mental Health services (LBH/ELFT)
- The Integrated Independence Team (LBH/HUH)

Better Care Fund

Every CCG and local authority across England and Wales has a Better Care Fund (BCF). The BCF fund brings together the funding of services and contracting arrangements, which will contribute to avoiding hospital admissions and reducing hospital delays. The BCF is managed by the Integrated Care Partnership Board, which is co-chaired by the Corporate Director of Health and Community Services (LBH), and the Chair of the local Clinical Commissioning Group (CCG). The Board is made up of representatives from across the health and social care economy and includes representatives from HealthWatch and the voluntary sector.

The overall aim of the BCF is to reduce admissions to hospitals, nursing and residential care as well as promoting independence in the community.
Integrated Independence Team

The Integrated Independence Team (IIT) was formerly referred to as RICS (Reablement and Intermediate Care Service) is a partnership between the London Borough of Hackney and Homerton University Hospital. It focuses on promoting independence in the community and in their homes.

The funding for the team is from the London Borough of Hackney and City and Hackney Clinical Commissioning Group and is part of the BCF.

More details on the IIT can be found in the ‘what we are doing well’ section of this booklet.

One Hackney and City

One Hackney and City is an innovative and inclusive new service that brings together Hackney Council, and a full range of health services as well as local voluntary and community sector agencies. It is funded by the CCG and is part of the Better Care Fund.

More details on the service can be found in the ‘what’s new’ section of this booklet.
Future Collaborations

The London Borough of Hackney and CCG are exploring other opportunities for collaboration by developing a single commissioning plan for areas where we think there are more opportunities for joint working.

The plan looks more widely than traditional health and social care services. For example, it also looks at supported housing in terms of the benefits to health and wellbeing that come from getting and maintain a home. The plan will also focus on groups that find this more challenging than others, such as people with mental health problems.

Contact us

To contact Adult Social Care to get help or find out more about the services available:

Visit: [www.hackney.gov.uk/adultsOLDER-People](http://www.hackney.gov.uk/adultsOLDER-People)

Write to:
Information and Assessment
Hackney Service Centre
1 Hillman Street
E8 1DY

Tel: 020 8356 6262
Email: access@hackney.gov.uk
Other useful links

Hackney iCare – A resource that provides information and advice about the existing adult social care, health and cultural and wellbeing services across the borough that are provided by statutory, voluntary and private sector providers.

www.hackneyicare.org

If you would like to receive a printed copy of a fact sheet or one in another language or alternative format, please call 020 8356 6982.