Hackney Local Account
of Adult Social Care Services 2015-2016

Easy Read Version
What is the Adult Social Care Local Account?

The Local Account is a report from the London Borough of Hackney

It tells us how Hackney’s services help adults with care and support needs

It gives useful contact information

It tells people the things we did in 2015-16

It tells people what we plan to do next year

It tells how much money we spent in adult social care
What people tell us about our services

They said

Share good ideas

Make the report clear and interesting to read

How to contact the council

Information and Assessment
Hackney Service Centre
1 Hillman Street
E8 1DY

020 8356 6262

access@hackney.gov.uk
Welcome to our Local Account

Councillor Jonathan McShane
Cabinet Member for Health, Social Care and Culture

This report tells you what we said we would do in Adult Social Care Services last year

It tells you what we plan to do in 2016-17

We have done a lot of work
There is more work to do

There have been many cuts in government funding.
We have less money to spend

We must make sure we use the money we have in the best way
We will **work with partners** across Hackney Council. This means we will **work together** with Health services.

The voluntary and community sector.

Tell us what you think about our services and about what we are planning in the future.

**Welcome to our Local Account**

**Kim Wright**
Corporate Director, Health & Community Services

This Local Account gives information about how we support Hackney residents with their **care** and **support needs**.
To help people live **healthy**

**independent lives**  
in their **own home**

The report gives **information about our services**

**We still face financial difficulties because**  
**we have less money to spend**

We will make sure that people have more **choice and control with their support**

Care and support services for adults in Hackney are better this year

and we will **do more to make them even better next year**
Our services will work in partnership. This means they will work together.

Health

Social care

Voluntary services

We would like to get your feedback. Tell us what you think about our work.

Welcome to our Local Account

Jon Williams
Director

Healthwatch Hackney

We did lots of work with the Council. We will do more work next year.
We supported the Hackney Autism Board

We are involved in council user engagement work

This includes working with carers
These people are the heroes of care in the Borough

We are working on well planned transition
Transition means moving from one thing to another

We are working on respite services

We must work together to get these services right
Hackney iCare

Information and advice about

Adult social care

Health services

www.hackneyicare.org.uk

What we are doing well

Reablement and rehabilitation

More people were back at home 91 days after leaving hospital

Top things we did in 2015/2016
The Care Act 2014 was introduced
It changed how we do our work.

The Care Act aims to help people stay independent.

Stay healthy.

In their communities.

It helps the council to make the most out of the money they have.

**Occupational Therapy**
assesses people to check if they need aids and adaptations in their homes.

Our service has low waiting numbers.
Deprivation of Liberty Safeguarding

This service is for people who need extra protection

95% of the assessments are completed on time
There are no waiting lists

Other things we did

There is a new Autism Plan

There are new Telecare Services across Hackney

Swimming for people with Dementia

Our plans for 2016 and 2017
We will start a new Homecare contract

Work with people who use services
Make sure there is enough good **Information** and **advice**

**Signposting**
This means tell people about other places they can find information

Make **changes** to the Hackney iCare website

Do a **Carers** survey
Ask Carers what they need help with

This will help planning services and support for carers

Review the **housing support** offer for Hackney residents

We will work hard with our **health partners**
For good services for Hackney residents
Information about Hackney

There are 269,009 people living in Hackney

They come from countries from all over the world

In 2015-2016 we had 5,720 requests for support

9 people moved into in residential care
6 people moved into nursing care

More people are having social care services in the community through self-directed support

1,057 people did not have a service

Some people said they didn’t want it

Some people pay for the service themselves
Some people moved away from Hackney

**Personal Budgets**
2,275 people have services through a direct payment or personal budget

399 people have a Direct Payment

150 carers have a Direct Payment

3,491 Adults used our services last year

1,857 people who use Adult Social Care are more than 65 years old

1,241 people had home care support

We gave information and advice to 742 carers

Making the most of your money
In 2015 and 2016 we spent £113.976 million pounds
Here is some information about how we spent the money

Mental Health services for people under 65
£4.468 million

Sensory services
£0.307 million

Supporting People Housing Services
£13.028 million

Equipment and Adaptations
£1.595 million

Carers
£0.166 million

Information and Early Intervention
Voluntary Organisations £1.286 million

We saved over £22 million pounds
We did this by not spending as much money
We will keep saving money
Hackney residents who had a service
3,491 people had ongoing long-term service
This means the service is for a long time
Many people had more than one type of service

More people are happy with our services

In 2015-2016 we had 96 complaints about Adult Social Care Services
These have now been resolved and closed

We want to use complaints make our services better

We will give information and advice to support our residents

Older People including those with Dementia

We supported 1,857 people over 65 in Hackney
We supported **439 people who have dementia**

We supported **29 carers** of older people with dementia

**244 staff** had **training** in **Dementia Awareness**

**In 2016 and 2017 we will**

Make sure that people with dementia can have support from a person who can help them to access services

- this person will be called a **navigator**
- a navigator is a **guide**

**Useful contacts**

**Outward** has three types of support

**Floating support**
This is support with housing
Volunteering and Befriending

Health and wellbeing support

020 7249 9004

hackneytpsreferrals@outward.org.uk

Alzheimer’s Society Hackney & City

Information and advice

Support

Signposting

020 8533 0091

hackney@alzheimers.org.uk
SHINE
Energy advice

Advice on paying fuel bills helps residents keep well and warm all year

0800 281 768

shine@hackney.gov.uk

Support for people with a Learning Disability

There are about 4,613 adults with a learning disability. 451 get support and care from the London Borough of Hackney

95 people with a Learning Disability get direct payments

3.6% of people with a Learning Disability are working

The Learning Disability Service is a joint service between NHS City and Hackney Clinical Commissioning Group

London Borough of Hackney
The service has
One place to access all services

Specialist assessments

Support

An outreach service
This a service that works in the community

Support to learn new skills

Support to communicate better with others

In 2016-2017 we will

Support more adults with learning disabilities into work

Help adults with learning disabilities to live in their own home or with their family
Useful contacts

POhWER Hackney

Information and advice

Support

Advocacy

0300 456 2370

Hackney People First
run by and for adults with a learning disability in Hackney

What they do
raise awareness

campaign for the rights of people with a learning disability

www.hackneypeoplefirst.com
Outward
Targeted Preventative Services
Meeting the needs of adults before they need a full social care package

Floating support
This is support with housing

Health & wellbeing support

Volunteer & befriending

hackneytpsreferrals@outward.org.uk

0207 249 9004

Patient Advice and Liaison Service
PALS

Information
Support for patients and carers

Listens to
- concerns
- suggestions
- questions

020 810 7315

07584 445 400

pals@homerton.nhs.uk

The Hospital Passport

A Hospital Passport is a record of the needs of someone with a Learning Disability on a Hospital Passport

It has information about the persons needs so they have a better experience in hospital

You can get a Hospital Passport from the Patient Advice and Liaison Service
in Homerton Hospital

Support for Carers in Hackney
There are 2,498 Carers registered with the Carers Centre

We assessed and reviewed 1,138 Carers

What we did for carers in 2015 and 2016

We asked Carers about what they need

Now we know more about what Carers need we can plan our services better

Carers want good information and advice services

City & Hackney Carers Centre
Prideaux House
10 Church Crescent
London
E9 7DL

020 8533 0951

CCSAdmin@hackneycarers.org.uk

Hackney Carers Information Pack
One place to find out all you need to know

Are you a Carer?

If you give regular and important care to someone you can have a Carer's assessment to see if you can get support

http://hackney.gov.uk/carers-assessment

Carers Co-ordination Service
For all carers

Information and advice

www.hackneycarers.org.uk

Support for people affected by substance misuse including drugs and alcohol
We worked with **2,152 adults** with **substance misuse problems**

- **1,541 people** with **drug issues**
- **611 people** with **alcohol problems**

Around **half of the people in Hackney** who are dependent on opiates or crack cocaine **are getting treatment**

Over **90%** of people **stayed in treatment for more than 12 weeks**

This is **good news for Hackney**

**The Hackney Recovery Service**
free treatment and activities for people affected by their own drug or alcohol issues or someone else’s

**What they do**

**Assessments**

A person who is responsible for co-ordinating a person’s care

**Group support**
Services at Homerton Hospital

Support with health and wellbeing

Support groups
to talk to other people

Housing and welfare advice

Support with education, training and employment

Drop in centre
110 Mare Street
E8 3SG

0300 303 2611
0808 168 8669

Young Hackney Substance Misuse Service
for young people aged 6 up to their 25th birthday

It offers

Information and advice
Support

One-to-one appointments

Confidential advice by telephone

An advice line for parents and carers
020 8356 7377
Monday - Friday
9am - 5pm

yhsms@hackney.gov.uk

www.younghackney.org

FRANK
A helpline for anyone worried about drug misuse

Information and advice

Freepost PO BOX 4000
Glasgow
G3 8XX

0300 123 6600
Support for people with a Physical or Sensory Impairment

There are 3,700 visually impaired people in Hackney and the City.

We provided care to 373 working aged disabled people.

We want to help people understand that changes to lifestyles can prevent visual impairment.

This means you can stop it happening.

The Sensory Team

Text 82111 to ask FRANK your question

frank@talktofrank.com

www.talktofrank.com
Referrals for assessments for people who have

A hearing impairment

A visual impairment

Dual sensory impairment

Information and advice

We worked with

the Royal National Institute for the Blind

East London Vision

Hackney Council

And we worked with people who use services

Contacts

Hackney Leisure & Physical Activity Team

How to keep fit and healthy in Hackney

www.hackney.gov.uk/sports-and-leisure

020 8356 4897
Fit 4 Health Scheme
physical actives for people who have had a stroke

40 Hyde Road
Hackney
London
N1 5JU

helen.mcginley@hackney.gov.uk

020 8356 4897

darren.english@hackney.gov.uk

020 8356 5285

People with Mental Health Needs
We supported 762 people living with mental illness

City and Hackney Adult Mental Health
Referrals and Assessment Service

3,185 referrals were made to the service

The service is the one place to find out all you need to know
There is a **simple referral process**

People are **seen within 28 days**

**Mental Health services inspection**
Care Quality Commission gave the Mental Health Trust an award of **Outstanding**

**Other services**

- **07393762366**
  - crisis support line
  - open all day and night

- crisis café
  - a place to support service users
  - out of office hours

**Service User Network**

A place where people can create their own crisis care plan

**Useful contacts**

**City and Hackney Mind**
**What they do**
Information and advice

Support

Campaign to improve policy and attitudes

www.cityandhackneymind.org.uk

020 8525 2301

services@cityandhackneymind.org.uk

East London Foundation Trust
ELFT (NHS) mental health and community services

020 7655 4000

webadmin@elft.nhs.uk

City and Hackney Adult Mental Health
Point of Entry
referrals of adults aged 18-65 to mental health services

020 8510 8011

07870 595 732
Emergency phone
Preparing for Adulthood in Hackney

We support around 40 young people every year to transition from Children’s services to Adults Services. Transition means moving from one thing to another.

Adult Social Care works with young people to agree joint plans.

The plan has important information about the person:
- what they like
- what is important to them
- how they like to be supported

There is information about Direct payments.

Aids and adaptations.

The transitions team work with Adult Services to support young people and their families.
through transition

We will work with other partners

To make sure that we work towards better outcomes for young people

Hackney Learning Disabilities Service
information about services available for children and young people from 0 to 25 years old

020 8356 7444

Hackney Disabled Children’s Service

www.hackneylocaloffer.co.uk

Hackney Learning Trust
1 Reading Lane
London
E8 1GQ

020 8820 7000

ACLinfo@learningtrust.co.uk

www.learningtrust.co.uk
Transition Services at Hackney Ark
A centre for disabled children and young people or special educational needs

Services

Health

Education

Social care

Support

020 7014 7000

Protecting Adults who may be at risk

There were 661 safeguarding referrals in 2015-16

The City and Hackney Safeguarding Adults Board is a partnership working together

working in Hackney
And the City of London

It has legal duties

These are written in the Care Act 2014

The Board has a draft five-year strategy
A strategy is a plan

The plan is to help organisations to work together

To prevent and stop abuse

To protect adults in our communities

We will work with Police

Housing services
London Fire Brigade

There are two Senior Social Workers in the Safeguarding Adults Team. They will work with partners to share what they have learned.

Safeguarding Adults Team Hackney

New Referrals
020 8356 6262

Out of hours
020 8356 2300

adultprotection@hackney.gov.uk

City and Hackney Safeguarding Adults Board

http://www.hackney.gov.uk/safeguardingadults-board

chscb@hackney.gov.uk

Public Health

Since 2011 the population in Hackney has grown by over 20%.

There are lots of young people living in Hackney. Almost half the people who live in Hackney are under the age of 30.
Some of the work the Public Health Team do

HIV services

Sexual health services

Stop Smoking Service

1,800 people stopped smoking with support from the Stop Smoking Service

City and Hackney Health and Wellbeing Profile

Joint Strategic Needs Assessment – JSNA
the health and wellbeing needs of the people in Hackney

020 8356 3000

info@hackney.gov.uk

Hackney’s Health and Wellbeing Plan

Our plan tells you what we will do
To improve health outcomes

http://hackney.gov.uk/health-and-wellbeing-board

Healthy Catering Commitment
Now includes all of Hackney

Fast food shops will have less

Salt and sugar

In the food they sell

Making it Real

Making it Real

To make sure that our services are personalised we set up a local Making it Real

For more information contact

makingitreal@hackney.gov.uk
How to make a complaint or tell us something is good

www.hackney.gov.uk/complaints

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

020 8356 3770
0800 073 1317
Homecare complaints

We will always try and work with you
We want to fix it when we get things wrong.