

Foreword

Performance

Services and people working together

Information and advice for all

Listening to, and acting on your views

Early help and support

# Care and Support in Barnsley

Barnsley Council our Local Account 2016-17

Keeping adults safe

Need Web design company to amend date to 2017/18 and also background colours etc

The right services for you at the right time

Helping family & friends care for others



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# 1. Foreword

Welcome to our seventh Local Account, which tells you about how well our adult social care services performed last year. It also sets out how we plan to further improve our services in the future.

In each section, we have given some information about what we think is important for you to know and understand about our priorities, plans and performance.

The Adult Social Care Outcomes Framework (ASCOF) is a national set of performance indicators that all councils must report on. Some of the indicators are things that we record in our information

system and some are from questions we ask service users and carers through surveys. We have started this Local Account with a summary of how we have performed against the ASCOF indicators.

We really want this report to reach more people who are interested in adult social care in Barnsley. We are working with our partners to help as many people as possible to access this report.

We hope you find this Local Account interesting and that it answers any questions you may have about adult social care in Barnsley. If you have any comments or suggestions you would like to feedback, please send them to us via our website, at:

[www.barnsley.gov.uk/about-us/how-we-are-performing/adults-and-communities-performance-and-plans](http://www.barnsley.gov.uk/about-us/how-we-are-performing/adults-and-communities-performance-and-plans)



Rachel Dickinson, Executive Director, People – Barnsley Metropolitan Borough Council



Councillor Margaret Bruff, Cabinet Spokesperson for People (Safeguarding)

## 2. How did we perform in 2017/18?

**Key** - The tables below show our performance for 2017/18, alongside the England average and our Statistical Neighbour (SN) average. Unless stated otherwise, all figures are percentages.

**Green** shading highlights where our performance is 5% (or more) better than the England average

**Red** shading highlights where our performance is 5% (or more) worse than the England average

### Information and advice for all

The proportion of people who use services who find it easy to find information about support	Barnsley	73%
	England	73%
	SN	75%

### Early help and support

The proportion of people who use services who reported that they had as much social contact as they would like	Barnsley	44%
	England	46%
	SN	48%

The proportion of people who use services who have control over their daily life	Barnsley	77%
	England	78%
	SN	78%

The proportion of adults with a learning disability who live in their own home or with their family	Barnsley	86%
	England	77%
	SN	84%

The proportion of adults in contact with secondary mental health services living independently, with or without support	Barnsley	70%
	England	57%
	SN	58%

The proportion of adults with a learning disability in paid employment	Barnsley	2%
	England	6%
	SN	6%

The proportion of adults in contact with secondary mental health services in paid employment	Barnsley	5%
	England	7%
	SN	6%

### The right services for you at the right time

Overall satisfaction of people who use services with their care and support	Barnsley	66%
	England	65%
	SN	66%

The proportion of people who use services who receive self-directed support	Barnsley	93%
	England	90%
	SN	91%

The proportion of people who use services who receive direct payments	Barnsley	50%
	England	28%
	SN	28%

The proportion of carers who receive direct payments	Barnsley	84%
	England	74%
	SN	94%

Social care-related quality of life score	Barnsley	19%
	England	19%
	SN	19%

Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population*	Barnsley	18
	England	14
	SN	13

Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population*	Barnsley	933
	England	586
	SN	641

The proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	Barnsley	81%
	England	83%
	SN	82%

The proportion of older people (aged 65 and over) who received reablement/rehabilitation services after discharge from hospital	Barnsley	2%
	England	3%
	SN	3%

The outcome of short-term services: sequel to service (eg what proportion of people accessing short term support required no further support)	Barnsley	88%
	England	78%
	SN	75%

\* A low figure is better performance

## 2. How did we perform in 2017/18?

### Keeping adults safe

The proportion of people who use services who feel safe	Barnsley	73%
	England	70%
	SN	72%

The proportion of people who use services who say that those services have made them feel safe and secure	Barnsley	95%
	England	86%
	SN	88%

### Services and people working together

Delayed transfers of care from hospital that are attributable to adult social care, per 100,000 population*	Barnsley	0
	England	4
	SN	3

Delayed transfers of care from hospital, per 100,000 population*	Barnsley	3
	England	12
	SN	10

\* A low figure is better performance

More information on our performance is available via an online dashboard, which is available via this link: <https://bit.ly/2L017wC>

**Local Account 2017/18 - Data**  
Barnsley Metropolitan Borough Council

This report allows you to view supporting data for our 2017/18 Local Account. The buttons below use the same headings from the Local Account. Clicking a button will take you to data linked to the headings. Each page includes a button to return to this page.

Data in this report is based on the Government's Adult Social Care Outcomes Framework, known as ASCOF. The data is based on the period from April 2017 to March 2018. The report allows you to compare how well Barnsley is performing against the whole of England, the Yorkshire & Humber region, and those areas that are most similar to Barnsley (known as Statistical Neighbours).

Information and Advice for all
➔

Early help and support
➔

The right services for you at the right time
➔

Keep adults safe
➔

Services and people working together
➔

### 3. Information and advice for all



Like every council in the country, we want to provide information and advice in a way that is easy for people to understand. Information and advice is fundamental to enable people, carers and families to take control of, and make well informed choices about their care and support and how they obtain it. Not only does information and advice help promote people's wellbeing by increasing their ability to exercise choice and control, it is also a vital component of preventing or delaying people's need for care and support.

We want to make it easy for people to get information about care and support services, as well as wider information that can help prevent care and support needs. This includes information about finance, health, housing and employment, as well as

what to do if you are worried about the safety of a vulnerable person.

We aim to make sure that the information and advice we provide is accessible to all. We are continuing to improve the information available on our website: [www.barnsley.gov.uk/services/adult-health-and-social-care/](http://www.barnsley.gov.uk/services/adult-health-and-social-care/). In 2017/18, our website was rated as 'excellent' by our regional sector led improvement team.

We follow the Government's Accessible Information Standard. This makes sure we give people with a disability, impairment or sensory loss information they can easily understand, as well as any support they might need to communicate with our services.

We also offer other ways for people to access information and advice, such as: telephoning our social care customer access team (01226 773300), or picking up an older people's guide to social care in a library. We encourage people to use the Live Well Barnsley website: [www.livewellbarnsley.co.uk](http://www.livewellbarnsley.co.uk) which includes a wealth of information about activities that can help people look after themselves, stay independent and get involved in their communities.

Our Adult Social Care customer access team provides a single point of access for people who want information or need support. There is a team of advisors who can quickly work out what information the caller needs, or find out who they need to speak to. In 2017/18, the team answered over 47,000 telephone calls. We monitor call waiting times to make sure people are able to talk to us when they need to without delay. We want to keep providing a good standard of service as the number of people contacting us continues to increase.

We can also help people who need care and support and find it difficult to understand or remember information, by providing them with an independent advocate. This helps to make sure they are fully involved in discussions about their care, whilst also helping to keep them safe. In Barnsley, Rethink Advocacy Service provides support for people with mental health needs, physical or sensory impairment, and older people.

See our website for more details: <https://www.barnsley.gov.uk/news/new-council-contract-for-advocacy-in-barnsley/>

## Our changing needs

People are living longer and the population is growing as a result. The council and NHS are having to support more people and the money available for this is not keeping pace. We have to find ways to make the best use of the money we have, as well as making sure we understand the future needs of the Barnsley population. This diagram demonstrates the population growth we are currently forecasting: [www.barnsley.gov.uk/media/4267/demographics-infographic-barnsley-population-projections-2020.png](http://www.barnsley.gov.uk/media/4267/demographics-infographic-barnsley-population-projections-2020.png). Here is the link to our current Borough Profile:

<https://www.barnsley.gov.uk/services/our-council/research-data-and-statistics/our-borough-profile/>

We work with the NHS and voluntary and community sector to look at the current health and social care needs of Barnsley people, and identify what we can do to help address those needs. We want everyone in Barnsley to be able to be as healthy as possible, and to live in a place that encourages good neighbourliness and offers lots of opportunities for everyone to be part of the community. This will help to delay the need for social care, health care and support services.

More information on how we plan to achieve this is included in our Health and Wellbeing strategy and the Barnsley Plan:

[www.barnsley.gov.uk/media/4161/barnsleys-health-wellbeing-strategy-pdf-final.pdf](http://www.barnsley.gov.uk/media/4161/barnsleys-health-wellbeing-strategy-pdf-final.pdf).

[www.barnsleyccg.nhs.uk/CCG%20Downloads/strategies%20policies%20and%20plans/Barnsley\\_Plan\\_2016.pdf](http://www.barnsleyccg.nhs.uk/CCG%20Downloads/strategies%20policies%20and%20plans/Barnsley_Plan_2016.pdf)

## The budget for adult social care

In 2017/18 we spent £43.9 million on adult social care which was less than our budget by £0.5 million. This underspend reflects the impact of the measures and actions taken by the council to manage down cost pressures faced by adult social care, due to the increasing demands and rising cost of meeting the needs of those that require support.

Our budget for 2017/18 was increased to take account of additional costs, funded mainly through the social care council tax precept and additional Better Care Fund monies.

However, we need to save a further £1.2 million in 2018/19, due to the ongoing impact of the Government's austerity measures. The service will also need to effectively manage rising cost of care provision in order to remain within budget in 2018/19

The charts below show how we spent our money for adult social care and support in 2017/18.

### How much we spent in 2017-18 split by category of support

	NET (£'000)
Physical Support	13,067
Sensory Support	123
Support for Memory and Cognition	3,736
Learning Disability Support	15,595
Mental Health Support	3,693
Social Support: Support to Carer	898
Assistive Equipment and Technology	350
Social Care Activities	4,651
Information and Early Intervention	233
Commissioning and Service Delivery	1,570
	<b>43,917</b>

### How much we spent split by type of services

	NET (£'000)
Assessment and Care	4,651
Residential and Nursing	8,622
Community-based Care	27,593
Information and Early Intervention	1,481
Commissioning and Service Delivery	1,570
	<b>43,917</b>

### Case Study Live Well Barnsley

Mr and Mrs C have moved to Barnsley to be nearer their family so they can help with Mr C as he has dementia and Mrs C is struggling to care for him. Mrs C was aware of the national organisations like the Alzhiemers Society and Dementia UK and had found a group through them but with help of Live Well Barnsley, she has been able to access a local dementia café near to where they live and also an independent Charity that has sessions for carers and a holiday group where carers and the loved ones they care for go together as a group to have a holiday and can support each other. Mr and Mrs C are now able to access more support and activities closer to home, alleviating the pressure on their family to help and are settling into a more independent life in Barnsley than they had expected.

## 4. Early help and support



Wherever possible, we want to prevent people from needing long term care and support services. This can be through access to information and advice, and to early help and preventative services.

Early help is about giving people the help they need as early as possible and supporting individuals, families and communities to do more for themselves. People may need early help at any point in their life. It can involve interventions early on in life, as well as interventions early in the development of a problem.

Giving people access to information and advice may help them think about their future and plan ahead. We all need to think about our needs in the coming years and how we can help ourselves to stay healthy, fit and well. We know that people live longer and have healthier lives if they have

a good network of family and friends. That isn't the case for everyone unfortunately. When people don't have contact with family, friends, or neighbours, they often lead less healthy lives and can suffer from mental health problems.

Having a job is a great way to becoming independent and contributing to your community. We know that not enough of the adults with learning disabilities that we support, or adults in contact with our mental health services, are in employment. In 2017/18 we have continued to strengthen the Employment and Volunteering Service for people with a learning disability and this has resulted in a significant increase in referrals and more people with a learning disability getting into employment.

It is estimated that 8% of people over the age of 65 are lonely, which is roughly 3,500 people in Barnsley. To help address loneliness and social isolation, our Area Councils, working with local councillors and community members, have made this a priority in many areas. The Central Area Council has a contract with the Royal Voluntary Service to deliver a service that reduces loneliness and isolation in older people. The service identifies older people who would benefit from support from volunteers. In 2017/18 486 older people

from across the central council area were engaged with this service.

In the Dearne, the Area Council funds a social inclusion project delivered by B-Friend, in partnership with Age UK. This project uses a volunteer led community car scheme to help lonely and isolated people to get out and about. which is about pairing local people in order to reduce social isolation.

Ward Alliances also support activities that can make a big difference. With the support of small funding grants, local volunteers are making a big difference to the lives of many people by creating opportunities such as the Darton afternoon club, a place for older people to meet and socialise, or the Snap Tin Café in Goldthorpe, which provides training, work placements and social events for young people with learning difficulties and disabilities as well as luncheon and social groups for older people.

For more information on the work of Area Councils and Ward Alliances, visit:

<https://www.barnsley.gov.uk/services/community-and-volunteering/your-local-area-and-ward/>

Case study – Assisted Living Service

Mrs T has received the careline service for over 7 years since her partner passed away. After she fell and bumped / cut her head open the careline service arranged an ambulance urgently, Mrs T then required an overnight stay in hospital.

Mrs T **“Feels safer because immediate help is at hand, the calls are always answered quickly & efficiently”**



## 5. The right services for you at the right time



### Adult Social Care

People can contact adult social care for support through our customer access team on 01226 773300. The team will find out a bit more about what is needed and then will either give information and advice or put the person through to the right social work team. A social worker may then arrange to do an assessment of the person's needs and to discuss the kind of support that can be offered.

We aim to complete assessments in 28 days or less from the original contact. In 2017/18, we achieved that for 77% of our assessments. We want to complete 80% or more within 28 days this year. We also review the support plans we put in place on an annual basis as a minimum. In 2017/18, 72.2% of people who had a support plan in

place for a year or more had a review . For 2018/19 we have set a target of 80% and are on track to achieve this.

For more information about the types of services and help that can be offered please see:

<https://www.barnsley.gov.uk/services/adult-health-and-social-care/>

For people who do need to access social care services, we need to make sure they understand how social care is charged for (means tested) and that they know what it might cost them to access services.

[www.barnsley.gov.uk/services/adult-health-and-social-care/how-to-get-help/having-a-financial-assessment/](http://www.barnsley.gov.uk/services/adult-health-and-social-care/how-to-get-help/having-a-financial-assessment/)

In 2017/18 we created a new Older People's Care Home Team that is responsible for reviewing residents who live in permanent Residential and Nursing care. When people enter permanent care it is because they are unable to care for themselves at home even with support. In doing so they may have to give up the home they have lived in most of their life. In 2017/18 the team successfully supported 4 residents to leave twenty- four hour residential care and return to live in the community with minimum support.

### Case Study

Mrs X was admitted to Highstone Mews on 13/04/2016 following a fall that resulted in her shoulder being displaced. Prior to this Mrs X was admitted to hospital and then to rehabilitation. Whilst in rehabilitation the therapist felt that she had reached her potential for recovery and was unable to manage in her own home. Therefore a meeting was arranged and it was deemed to be in the Best Interest of Mrs X to be placed in a residential care home.

Mrs X's long term partner lived down south and purchased a small caravan and parked it at a small village in Barnsley which enabled him to spend every day with Mrs X.

Over the last two years Mrs X's health has vastly improved. Mrs X and her partner have been going on three week holidays at least four times a year. They have also visited his home and family in the south. Mrs X wishes to return to living in the community in Barnsley with her partner.

A Local Authority two bedroom bungalow was obtained and following some minor alterations which had to be made they both moved in together. Mrs X requires paid support when she wakes in the morning and the same prior to her retiring. Due to her mobility problems and her troublesome shoulder, and she is unable to attend to all her cares independently. Throughout the day her partner manages all her needs, preparing and cooking the meals, ordering and administering of medication etc.

Mrs X and her partner have settled into their new home and both are very happy

## **The Joint Commissioning Team**

The Joint (Adult Social Care and Health) Commissioning Team is made up of Commissioners who are responsible for gathering information about the needs of the people of Barnsley and making sure services are available to meet those needs and Contracts Officers who monitor the quality of services being provided.

We regularly review services to make sure they are of high quality and delivering the right outcomes for people. We have a team that works jointly with the local Clinical Commissioning Group to do this. This team looks at the needs of the Barnsley adult population and buys in the services that help to meet those needs, as well as making sure there is a diverse and sustainable market of care and support providers in Barnsley. We are required by the Government to make sure people have a wide range of care and support options to choose from in Barnsley. We can only do this if we fully understand what care is needed and being provided. Where we think that the needs of some people are not being met, we work with our partners to see how things could be done differently.

The team also keep a check on the performance of services we fund to make sure they are delivering what we expect. One example is care homes. There are

approx.. 53 care homes in Barnsley who have a contract with the Council. Since January 2018 we have done a full quality check on 48 homes and carried out 128 responsive visits, these are visits we do when we receive information about a home that we think we need to check.

When we do a full check in a home we look at things like their policies and procedures, we talk to the people that live and work there and we spend time in the home seeing how things get done. Where we think things can be done differently or better we work with the home to make changes.

In some cases we do joint visits with people from the health service or social workers.

In 2018, the CQC rated 58% of care homes in Barnsley either 'Good' or 'outstanding'.

Overall, surveys tell us that most people who access our services are satisfied with their quality of life, as well as the care and support they receive.

In June 2018 the team worked with a range of people including service users and carers, the NHS, social workers and care providers to make sure vulnerable adults have access to an advocate where they need one. An advocate is someone who can make sure vulnerable people have a voice in things like the care and support they get.

We have also developed a Recognised Provider List (RPL). this is a list of providers who offer health or social care services to people in Barnsley who want to buy their own support either as a self funder (someone who wants to buy support with their own money) or using a direct payment (someone who gets a personal budget from the council or health for their care).

Recognised Providers are quality checked by officers in the Council to get the RPL kite mark which should help people feel safe when buying their care from those providers.

In 2019/20 we will be reviewing a number of services including our day services for older people. We want to make sure that we have the right type of services in the right place and that the services help people to maintain their independence by providing meaningful activities. We will be talking to the people who provide the services as well as people who use them to find out what works well and what we could do differently.

## 6. Helping family & friends care for others



Nationally, one in every eight people cares for someone. This is care that is provided by family members or friends. In Barnsley, the Census tells us that there are at least 27,000 people who provide this kind of care for others.

Carers can struggle to stay in full time work due to their caring responsibilities. Their physical and mental health can suffer as well. We know that carers in Barnsley are more likely to say they don't have enough social contact, which could also affect their health.

It is therefore very important that we assess the needs of carers, as well as the needs of the people they care for. This helps to make sure that carers get the help and support they need to carry out their caring role. We want to make sure that we reach more carers in Barnsley to find out what

their needs are. Our carers strategy called Barnsley Cares, is available via this link: <https://barnsley.gov.uk/media/6292/carers-strategy-2017-2020.pdf>

It focuses on the following three aims for carers:

### **Informed and empowered**

- This means carers having the information they need, as well as knowing where to go for help and advice.

### **Individually resilient**

- Making sure the needs of carers are met, and that they can stay well and enjoy a healthy life, whilst being able to care for the person they care for.

### **Providing high-quality care**

- Having the right skills and support to be an effective carer, and being recognised as the main contributor of care and support for the person you care for.

To support this we are looking to procure a contract to provide an integrated carer service which will coordinate support for all adult carers across the Barnsley Borough. (procurement of this service actually went ahead from 1<sup>st</sup> August 2018)

The Service will promote, support and improve the mental, physical, emotional and economic well-being of carers, so they can continue in

their caring role whilst looking after their own health and wellbeing and have a life of their own in terms of opportunities for work, training, education, leisure and social interaction.

This will ensure that carers can be fully supported in the vital role that they provide.

See our website for more details of the support available for carers:

<https://www.barnsley.gov.uk/services/adult-health-and-social-care/support-for-carers/>

## 7. Keeping adults safe

We believe everyone has a right to feel safe and live without fear of abuse, neglect or exploitation. Our priority is to protect vulnerable adults who live in Barnsley, promote their wellbeing, and reduce the risk of harm for those with care and support needs.

We work with our partners on the Safeguarding Adults Board to make Barnsley a safe place to live, and protect adults who may be at risk. We have recently improved our website for adult safeguarding, which is available via this link: [www.barnsley.gov.uk/services/children-families-and-education/safeguarding-families-in-barnsley/safeguarding-adults-in-barnsley/barnsley-safeguarding-adults-board](http://www.barnsley.gov.uk/services/children-families-and-education/safeguarding-families-in-barnsley/safeguarding-adults-in-barnsley/barnsley-safeguarding-adults-board)

The Board produces an annual report. This sets out what the Board has done to prevent abuse and harm and to protect adults who have been hurt or abused. The latest report is available via this link: [www.barnsley.gov.uk/media/6409/safeguarding-adults-annual-report-2016-17.pdf](http://www.barnsley.gov.uk/media/6409/safeguarding-adults-annual-report-2016-17.pdf)

<https://www.barnsley.gov.uk/media/9131/bsab-report-17-18.pdf>

The annual report includes performance information, some of which we also provide to the Board more regularly. It also includes findings from our annual survey with social care users. This highlights that more people who use services feel safe in Barnsley,

when compared to other areas. It also highlights that more people who use services feel those services have helped them to feel safe and secure, when compared to other areas.

One of the Board's main priorities is "Making Safeguarding Personal". This means putting vulnerable adults at the centre of all our work to help keep them safe. We are improving our systems in 2018/19 to help us demonstrate more clearly that we are achieving this.

In 2017/18, we received 1158 safeguarding concerns. All of these concerns were considered by an Adult Social Care Safeguarding Manager. In each case, a decision was made about what action was needed, including:

- No further action because the adult was not harmed, did not want further action or was not a 'vulnerable' adult (vulnerable adult has a specific definition under the Care Act 2014)
- Providing or reviewing a care package or referring on to another service (for example domestic violence support service)
- Starting a formal safeguarding enquiry (Section 42 enquiry)

Of the 1158 adult safeguarding concerns we received, 317 resulted in Section 42 enquiries. This is where we decide that we need to make enquiries if we believe an adult is experiencing, or at risk of, abuse or neglect. We concluded 317 Section 42 enquiries during the year and we either removed or reduced the risk in 95.6% of cases. More information on this is available in the annual report.

We use the Mental Capacity Act to support people who cannot make decisions because of their conditions. More information is available via this link:

[www.barnsley.gov.uk/services/adult-health-and-social-care/looking-after-your-health/mental-health-services/the-mental-capacity-act/](http://www.barnsley.gov.uk/services/adult-health-and-social-care/looking-after-your-health/mental-health-services/the-mental-capacity-act/)

The Mental Capacity Act includes the Deprivation of Liberty Safeguards (DoLS). We need to consider decisions to restrict someone's liberty. An example would be preventing a resident with dementia from wandering outside and getting lost. Any decisions we make need to be the least restrictive, and in the best interest of the person. The number of DoLS applications we received and completed in 2017/18 was in line with other areas similar to Barnsley.

The council's Safer Neighbourhoods Service works alongside the Police and partners in communities to tackle local issues. This helps us to provide better support to vulnerable people and families

Our Safer Neighbourhoods Teams also help us to safeguard vulnerable adults in Barnsley. These teams work with local communities to identify adults and families who may be at risk of harm. They aim to support people as early as possible, to prevent further problems. More information is available via this link:

[www.barnsley.gov.uk/services/community-safety-and-crime/safer-neighbourhood-teams/](http://www.barnsley.gov.uk/services/community-safety-and-crime/safer-neighbourhood-teams/)

Our Assistive Living Service provides community alarms to make it quick and easy for people to get help, if they have an accident or emergency situation in their home. Knowing that help is on hand at the press of a button gives people peace of mind, and helps them feel safer. This enables people to remain independent. In 2017/18 1045 new personal alarms were installed and the service carried out 4300 response visits. More information is available via this link.

<https://www.barnsley.gov.uk/services/adult-health-and-social-care/help-to-live-at-home/telecare-alarms/>

## 8. Listening to, and acting on your views

It's important to us that we understand what people who use our services think about them. There are lots of ways that people can let us know their views. This includes making a complaint, passing on feedback or a compliment, or taking part in a survey.

In 2017/18, we received 490 compliments for the whole council. 41 of those related to adult social care services. We received a total of 317 complaints last year, 31 of which related to adult social care services. The majority of these 31 complaints were regarding procedural/practice issues. We usually support over 3,000 people at any given time, therefore this is a very small number. We think we should be receiving more feedback, both positive and negative. This would help us to continually improve how we work. There are lots of ways that people can give us feedback, most of which are included on the following page of our website:

[www.barnsley.gov.uk/have-your-say/complaints-compliments-and-suggestions/](http://www.barnsley.gov.uk/have-your-say/complaints-compliments-and-suggestions/)

One of our customers told us: 'I just felt it important to formally convey how impressed I have been by the way the team have responded to the increased ask of them this week....a real can do spirit that is matched by speedy and effective action'

Another customer told us that 'she has been in hospital and when she was discharged she had been under the care of three Social Services carers. She wished to compliment them on the level of care and support they have given her since she left hospital. She was very complimentary and wants to make sure the staff and their managers are aware of how grateful she is'

We contact some of the people we support to ask them to complete annual surveys about their experiences of accessing care and support. This includes people accessing services, as well as the people that care for them. The information we get back from these surveys helps us to identify where we need to improve our services.

We meet with care providers (care homes and home care) at a regular forum to share information and good practice, provide training and highlight and any issues we need to improve.

Another way to find out what people think about our services is by using Mystery Shoppers. These are volunteers who access our services and feed back to us on their experiences.

We took part in a regional Mystery Shopping exercise in December 2017. This

told us that overall people found access to social care advice, information and services was good. Our website was rated as excellent. However it was identified that we needed to make further improvements to our reception facilities to accommodate customers who wish to discuss things in private. We have taken this on board and are looking at ways we can improve this.

## 9. Services and people working together

One of the ways we can improve our services is by working closely with our partners, like the NHS and the Police. If we all work towards the same goals and use our resources jointly, we have a better chance of making a difference. Our Health and Wellbeing strategy provides more information about how we work together with our partners to address local priorities. The strategy is available via this link:

[www.barnsley.gov.uk/media/4161/barnsleys-health-wellbeing-strategy-pdf-final.pdf](http://www.barnsley.gov.uk/media/4161/barnsleys-health-wellbeing-strategy-pdf-final.pdf)

On a daily basis, we work closely with Barnsley Hospital to make sure people who are discharged from hospital receive the most appropriate support. If we get this right, it makes it less likely that people will end up back in hospital or stay longer than they need to. This improves patient experience, by preventing unnecessary admissions and reducing the number of people waiting to be discharged.

Very few patients have their discharge from hospital delayed in Barnsley. In most cases, our services are available when people need them. Barnsley is one of the best performing areas in the country for minimising hospital discharge delays. This includes delays caused by the hospital, as

well as those caused by adult social care services.

Our reablement service helps people discharged from hospital to regain their independence as quickly as possible. Workers from the service visit people every day, for up to six weeks, to support them to get back on their feet. People using this service are less likely to need ongoing support from us, once they've fully recovered.

This service supported 893 people in 2017/18. Of those, 50.4% did not need any more support from us once they had completed their reablement and many others required less ongoing support than they would have otherwise needed. 80.7% of people accessing reablement between October and December 2017 were still at home 91 days later.

### Case Study – Reablement

Mrs X is a highly independent 81 year old lady who sustained a fall resulting in a leg fracture requiring surgery. After being discharged from hospital to Re-ablement, she was fully supported, reassured and motivated regaining the confidence to achieve previous levels of independence within 4 weeks. Mrs X is now able to mobilise indoors (for example up and down the stairs) and outdoors independently with no need for supervision. This has really enhanced her quality of life. Mrs X also has a Careline giving her reassurance knowing that help is at hand when needed.

Our Reablement Service has implemented a new technological initiative called 'Just Checking'. This is a lifestyle monitoring system with sensors which record movement and the use of pieces of equipment and is used in addition to visits by support staff.

Observing how a person is using the space in their home throughout a 24 hour period can provide a useful insight and understanding of day and night patterns.

This enables care to be targeted to support the person to achieve their outcomes and independence in the best possible way. It also helps us to see how well the support is working.

# 10. Glossary

## **The Adult Social Care Outcomes Framework (ASCOF)**

This is a national set of performance indicators that all councils must report on. For further information on the indicator definitions please see 'The Adult Social Care Outcomes Framework 2017/18 Handbook of Definitions', which is available at the following link [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/629812/ASCOF\\_handbook\\_definitions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/629812/ASCOF_handbook_definitions.pdf)

## **Area Council**

There are six area councils in Barnsley. Each is made up of locally elected councillors. They use a range of information to help them set the priorities for the area. These priorities make up the area plan, which outlines what needs to happen, how it can be done, who'll do it, and what it might cost.

## **Census**

This is a national survey of the United Kingdom population, which takes place every 10 years.

## **Direct Payments**

This is money that goes to an individual to allow them to arrange their own care and support.

## **Outcome**

The changes, benefits or other results that happen as a result of getting support from social care.

## **Preventative Services**

These are services that aim to address issues at an early stage, before they get to the point where more intensive and more costly services are needed.

## **Primary / Secondary Mental health services**

Primary mental healthcare providers deal with people suffering from mild to moderate mental health problems. Treatment may consist of counselling from a psychologist or psychotherapist, or some form of online mental health support.

People with more serious or complex psychiatric disorders, are referred to secondary mental health care.

## **Proportion of adults with learning disabilities in paid employment**

The measure shows the proportion of adults of working age with a primary support reason of learning disability support who are 'known to the council' (i.e who receive long term support from social care during the year), who are recorded as being in paid employment.

## **Proportion of older people who received reablement / rehabilitation services after discharge from hospital**

The measure includes social care only placements.

## **Reablement**

Short-term, intensive therapy and care in a person's home to help them regain daily living skills such as getting up, getting dressed and preparing meals and having the confidence to manage independent, daily living.

## **Residential or Nursing care**

Care provided in a care home.

## **Safeguarding**

Safeguarding is the term used to explain how partners work together to protect vulnerable adults from abuse, ill-treatment and exploitation.

Abuse can take many forms such as physical, sexual, emotional, neglect or financial, and can take place in many different settings.

## **Sector led improvement**

This is an approach to checking on and improving performance where all the local authorities in the region agree together what is important and put in processes to

check and support improvements in each area.

### **Self-directed support**

Support that a person chooses, organises and controls to meet their needs in a way that suits them, using an individual or personal budget.

### **Social Care Council Tax Precept**

The Government has allowed councils that provide adult social care to increase their Council Tax charges to provide additional funding. This is called the adult social care precept and can only be used to fund adult social care.

### **Social Care related quality of life**

This measure gives an overarching view of the quality of life of users of social care and is an average quality of life score based on responses to the Adult Social Care Survey.

### **Statistical neighbours**

These are other councils that have similar types of characteristics to Barnsley eg: demographic make up and level of deprivation.

### **Voluntary sector**

A term used to describe those organisations that focus on wider public benefit as opposed to statutory service

delivery or profit. They are also known as Third Sector or not-for-profit organisations.

### **Ward Alliance**

These are groups of people who have put themselves forward to help improve the communities they live in. They work with local councillors to determine what the priorities are for the area.