

## **Barnsley Adult Social Care Local Account 2018/19**

### **1.0 Introduction**

1.1 The purpose of this report is to present to the Overview & Scrutiny Committee, the eighth Barnsley Adult Social Care Local Account (Item 4b) which looks back on the performance and achievements for 2018/19 and sets out some of the aspirations and challenges for 2019/20.

### **2.0 Background**

2.1 The core purpose of Adult Social Care is to provide care and support to older, disabled and vulnerable people and their carers.

2.2 This is the eighth year that Barnsley Council has published its annual Local Account, which forms part of the agreed adult social care sector led improvement approach. The Local Account is a public facing document that is designed to enable transparency, scrutiny and accountability to adult social care service users and the public in Barnsley, as recipients and funders of public sector services.

2.3 The review of Local Accounts, undertaken in 2014/15 by the Towards Excellence in Adult Social Care (TEASC) Board, concluded that there are three challenges that Local Accounts should try to address, these are:

- To build genuine, widespread and continuous dialogue with local people
- Using feedback from people to drive improvement and reflecting this in the Local Account
- To use the Local Account to explicitly identify weaknesses as well as strengths, and to set out the improvement priorities in a way that allows progress to be assessed
- To view Local Accounts as a public-facing summary - and not as a substitute for a more comprehensive system of performance management and public reporting

2.4 The format of the Barnsley Local Account has been maintained with minor adjustments for the past few years. The feedback from the focus groups has consistently stated the need for the report to be a short summary, in plain English, with illustrative case studies and the design should be easy to read and engaging.

2.5 The chapter headings of the Local Account are felt to be meaningful and accessible to the target audience, which are service users; carers; and members of the public with an interest in adult social care services and performance. Links to other related published council reports and strategies have been included where appropriate.

2.6 The ongoing challenges for the production of the Local Account are:

- To balance the need to adhere to sector led improvement guidance regarding content, against the feedback from service user and carer representatives about accessibility
- For the Local Account to reach a wider and bigger audience in order to justify the officer and service user and carer representatives' time needed for its production
- The Adult Social Care Outcomes Framework (ASCOF) comparator data for 2018/19 is not published until October/ November and Adult Safeguarding comparator data is not published until December which leads to a delay in publishing our Local Account

### **3.0 Performance Headlines for 2018/19**

#### Key Strengths

- 3.1 For service users' overall satisfaction with their care and support, Barnsley's performance at 74.7% is a significant improvement on the 2017/18 performance (66.4%) and is way ahead of the national and statistical neighbour averages of 64%.
- 3.2 Performance at 97.1% is the best nationally and well above the national average of 86.9% for the proportion of service users who say those services have made them feel safe and secure.
- 3.3 As a system, Barnsley is the second best performing nationally and best regionally for delayed transfers of care from hospital (per 1,000 population). Where delays are attributable to adult social care, Barnsley is the thirteenth best performing council nationally and the second best amongst statistical neighbours.
- 3.4 Barnsley is the second highest performing area nationally and the highest performing area among both regional and statistical neighbours by 10% for the proportion of service users who reported they had as much social contact as they would like.
- 3.5 Barnsley's performance for the percentage of service users who receive Direct Payments (20%) and carers who receive Direct Payments (12%) remains well above the national average.
- 3.6 The proportion of people accessing short term support who did not require any further ongoing support is 12% above the national average.
- 3.7 The proportion of people who use services who feel they have control over their daily lives is 7% above the national average.
- 3.8 The proportion of adults with a learning disability who live in their own home or with their family is 9% above the national average.
- 3.9 The proportion of adults in contact with secondary mental health services living independently with or without support is 18% above the national average and our statistical neighbours.
- 3.10 From 2017/18 our performance has improved in 16 out of the 22 performance measures with the rest remaining the same other than one area (Direct Payments) in which a reduction was a predicted outcome of some planned service improvements. Barnsley is above the performance averages of both England and our statistical neighbours in 19 of the 22 performance measures.

#### Areas for Improvement

- 3.11 Whereas our performance at 814.2 per 100,000 population was a marked improvement on the previous year (932.7 per 100,000 population), it still remains considerably higher than comparators for permanent admissions of over 65 year-olds to residential and nursing care. We are seeking to address this by providing further support options in the community through the development of onsite care within two of the borough's Extra Care housing schemes.
- 3.12 Barnsley's performance remains below the national average and statistical comparators for the proportion of adults with a learning disability who are in paid employment. This measure shows the proportion of adults of working age with a primary support reason of learning disability who are "known to the council" (i.e. who receive long term support from social care during the reporting year), who are recorded as being in paid employment. Our performance has shown a steady improvement over the past few years (2.2% in 2016/17, 2.4% in 2017/18, and 3.6% in 2017/18) and as at November 2019 had increased to 5.6 %, putting us within touching distance of the national average of 5.9%
- 3.13 Our performance remains below the national average and most statistical neighbours for the proportion of older people who received reablement/rehabilitation services after discharge from hospital. Barnsley currently only counts the number of older people who receive the council's in-house Reablement Service and not those older people who receive rehabilitation through Intermediate Care (health service). Work is taking place with our health colleagues to capture this information so that our future performance reporting is more comparable with other local authorities.

## Key Developments in 2018/19

### 3.14 Key developments during 2018/19 include:-

- Further improvements to our carers offer, including awarding a contract for delivery of the new Barnsley Carers' Service
- We established a new Quality Assurance and Service Improvement Team to implement a service wide quality assurance framework and improve our service and processes
- Further promoting 'Live Well Barnsley' website, providing a trusted source of information about community and adult social care services in Barnsley
- Further embedding of 'Making Safeguarding Personal' principles across all partner agencies
- The development of our Reablement service model to increase access for more people to benefit from the service
- The review of Extra Care services to create a more viable alternative to residential care
- Focussed work to improve our performance in supporting adults with learning disability and mental health conditions into paid employment
- We completed much needed improvements to the functioning of our adult social care case management system
- Continued focus on the management of adult social care demand and budget

## **4.0 Priorities for 2019/20**

4.1 The Local Account highlights a need to further improve community based support options to reduce reliance on residential care, support more adults with a learning disability and adults known to secondary mental health services to secure employment and increase the proportion of older people who received reablement/rehabilitation services after discharge from hospital. All these areas are being prioritised by the service.

### 4.2 Priorities and plans for 2019/20 include:

- Continue to manage our overall resources whilst achieving the best possible outcomes
- Develop a greater understanding of the challenges within the external care market with regards to quality and sustainability and start to create a programme of work (Excellence in Care Programme) to improve Barnsley's position
- Service improvements in the key areas identified for improvement, namely permanent admissions to care; adults with a learning disability in paid employment; and reablement/rehabilitation services
- Making further improvements to the functioning of our adult social care case management system
- Implementation of our Quality Assurance Framework
- Refreshing our commissioning plans for all our service user groups to reflect the needs of the local population
- Strengthening of our contracting function to allow the roll out of further systematic contract and quality monitoring
- Working to procure a contract for the provision of onsite care within two of the borough's Extra Care schemes
- Working to procure a new contract for residential and nursing care homes

- Further strengthening the Employment and Volunteering Service for people with a learning disability
- Continuing to work in partnership with Barnsley Clinical Commissioning Group (CCG) to support the delivery of the Barnsley Plan and further contribute to avoiding unnecessary hospital admissions and support timely discharge arrangements
- Supporting social care staff to get maximum benefit from our agile working capabilities

4.3 The Local Account has been published on the council's website, in line with other Yorkshire and Humber authorities. The service has also produced a flyer/poster to advertise the Local Account and how to access it, which has been sent to a range of key partners including: libraries; voluntary sector organisations; and health services, with a request for it to be displayed in public access spaces. The digital team has been asked to monitor the number of hits the document receives; this information will be used to inform the future marketing strategy for the report.

4.4 Adult social care welcomes feedback from service users, carers and the public and would genuinely wish to see the Local Account becoming an important vehicle for dialogue and improvement. Elected members can support awareness raising with the public through the contact they have with people in their constituencies.

## **5.0 Current Position in relation to Adult Social Care and Coronavirus**

5.1 Adult social care and our providers in Barnsley are supporting up to approximately 7,000 vulnerable people in their homes and in care settings every day. We are following and reviewing government guidance to make sure that the latest advice is being responded to and those most at risk and in need of care and support services will continue to be prioritised.

5.2 We continue to see high levels of adult social care staff (85%) working and this has been hugely supportive not only in terms of being able to continue to deliver our statutory functions but also to ensure that we can meet our responsibilities under the Discharge to Assess requirements, supporting people to return back home from hospital as soon as possible.

5.3 We continue to work very closely with all of our providers and partners in tackling the challenges together ensuring that we use all of our assets to ensure that people are as safe as they can be during these difficult times.

5.4 The latest information in relation to Adult Social Care Services and Coronavirus is available on the Council's website:  
<https://www.barnsley.gov.uk/services/health-and-wellbeing/covid-19-coronavirus-advice-and-guidance/adult-social-care-covid-19-coronavirus-update/>

5.5 An update on the impact of Coronavirus on all services, including Adult Social Care will be discussed by the Council's Cabinet on Wednesday 29th April; the papers for which will be available on this link on Tuesday 21st April:  
<https://barnsleymbc.moderngov.co.uk/ieListDocuments.aspx?CId=135&MId=5786&Ver=4>

## **6.0 Key Representatives**

6.1 The following are the key local representatives in relation to this area of work:-

- Wendy Lowder, Executive Director Communities
- Julie Chapman, Service Director, Adult Social Care & Wellbeing
- Julie Moore, Service Manager, Adults & Communities
- Cllr Platts, Cabinet Spokesperson, Adults & Communities

## **6.0 Possible Areas for Consideration**

6.1 Members may wish to consider the following:-

- How would you describe the quality of adult social care in Barnsley?
- What has been instrumental in the successful improvement journey over last 12 months?

- How is information effectively and safely shared between organisations?
- How do you know whether you are delivering the right services at the right time?
- How do you allocate your budget and what is the biggest strain on resources for adult social care?
- What does your quality assurance framework look like?
- What is the key to rapid improvement in residential homes and homecare services?
- What are the barriers between health & social care and how can these be overcome?
- Can you give an example of how key developments have improved outcomes and which has had the greatest impact?
- Do you consider the Local Account to be fit for purpose and value for money?
- How many complaints that have progressed to the Ombudsman have been upheld and what corrective measures have been put in place as a result?
- Can you give an example of when service users have been listened to and how this intelligence has shaped service delivery?
- What can members do to support the Local Account and the work of adult social care?

## 7.0 Background Papers

Item 4b – Adult Social Care Local Account 2018/19

<https://www.barnsley.gov.uk/media/13856/barnsley-local-account-2019.pdf>

Local Government Association - Towards Excellence In Adult Social Care:-

<https://www.local.gov.uk/sites/default/files/documents/statement-purpose-pdf-12--a2d.pdf>

The Adult Social Care Outcomes Framework 2018/19 Handbook of Definitions (Department of Health & Social Care July 2018):

<https://www.gov.uk/government/publications/adult-social-care-outcomes-framework-handbook-of-definitions>

Live Well Barnsley Website:-

<https://www.livewellbarnsley.co.uk/>

Local Government Association – Making Safeguarding Personal:-

<https://www.local.gov.uk/our-support/our-improvement-offer/care-and-health-improvement/making-safeguarding-personal>

BMBC Website – Extra Care Housing:-

<https://www.barnsley.gov.uk/services/housing/housing-schemes-for-older-people/>

Barnsley CCG – The Barnsley Plan 2016:-

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

## 8.0 Glossary

ASCOF	Adult Social Care Outcomes Framework
CCG	Clinical Commissioning Group
OSC	Overview & Scrutiny Committee
TEASC	Towards Excellence in Adult Social Care