



Adult Social Care

Local Account Quality Report 2013 - 2014

**The Royal Borough of Windsor and Maidenhead
Strategic Priorities**

Residents First

Value for Money

Delivering Together

Equipping Ourselves for the Future

David Coppinger - Lead Member for Adult Services, Health and Sustainability



Adult social care has put residents first in 2013-14 achieved an improved range and quality of services such as telecare, homeshare and nursing prevention.

This is at the same time as achieving efficiencies to ensure all eligible residents are able to benefit from Adult Social Care services. We have focused on free prevention services to support carers and residents who are not eligible for social care services such as Keep Safe Stay well.

We are in a good position to deliver the agenda for 2014-15 of Care Act and Health integration.

A handwritten signature in black ink, appearing to read 'D. Coppinger'.

Councillor David Coppinger
Lead Councillor for Adult Services, Health and Sustainability

Christabel Shawcross - Strategic Director of Adult & Community Services

We had a successful year developing our transformation projects to provide more personalised services and a wider range of services for Residents. We had a clear focus on preventing needs and helping more people stay independent in their own homes through developing telecare, and working more closely with local health services. We also managed to achieve efficiencies and reduce service costs without impacting on the quality of services.

A handwritten signature in purple ink, appearing to read 'Christabel Shawcross'.



Christabel Shawcross
Christabel Shawcross
Strategic Director of Adult & Community Services

Contents

	Page
1. What is a local account?	5
2. The National and local context	6
3. How much do we spend?	9
4. Outcome 1: Enhancing quality of life for people with care and support needs	10
5. Outcome 2: Promoting independence, delaying and reducing the need for care and support	16
6. Outcome 3: Ensuring that people have a positive experience of care and support	22
9. Outcome 4: Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm	27
10. How to contact us	31

1. What is a Local Account?

The concept of a local account was introduced by the coalition government. It is intended to let residents know how well adult social care has performed, and is an opportunity for Councils to make more information available to their residents on their successes, challenges and priorities.

The Care Quality Commission (CQC) no longer produces an annual inspection of adult social care departments, and there is a national expectation and responsibility to residents that a Local Account is produced and is meaningful. This is our fourth year of producing an account. This is a retrospective review of the service for 2013/14.

This document is structured in the same way as the national Adult Social Care Outcomes Framework (ASCOF). ASCOF sets the performance indicators which measure the performance of Adults Social Care departments, and the four main headings from that framework are;

1. Enhancing quality of life for people with care and support needs
2. Promoting independence, delaying and reducing the need for care and support
3. Ensuring that people have a positive experience of care and support
4. Safeguarding adults who circumstances make them vulnerable, and protecting them from avoidable harm

A series of bullet points under each heading outlines some of our key achievements from 2013/14 and sets out some of our priority areas for 2014/15.

The Local Account should be read alongside the Adult Social Care Performance report 2013/14, the Adult Social Care Safeguarding Report 2013/14 and the results of the Adult Social Care Framework 2013-14.

We aim to keep the Local Account dynamic by asking for feedback throughout the year on the quality of Adult Services and suggestions for how the quality can be improved in the future. Information on how to get in touch can be found on the last page of this report.

2. The National and Local Context

During 2013/14 there have been significant policy changes from central government, which have set a lot of the overall direction for adult services nationally. In RBWM these changes reflected transformational changes that are already underway to prevent residents from the default of institutional care resulting in better outcomes. There have been three big national initiatives, which have influenced the approach taken to help residents achieve their outcomes, these are:

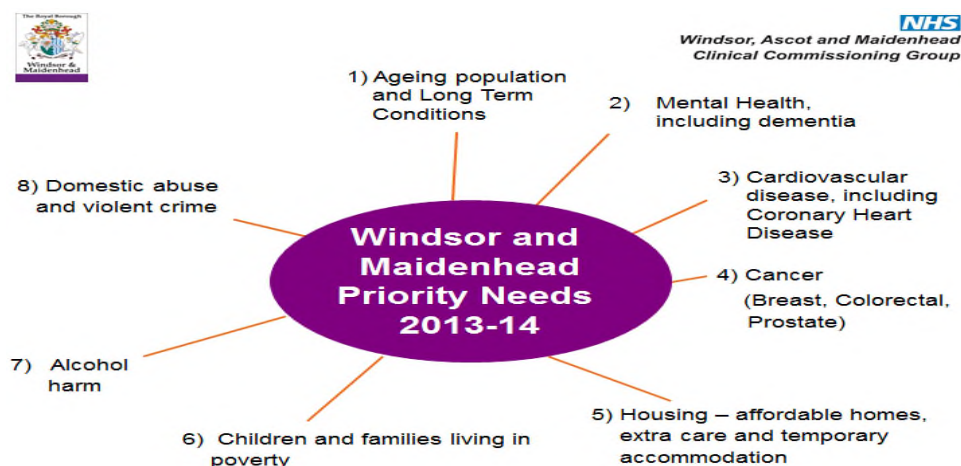
The Health and Social Care Act 2012

Whilst this was formalised in 2012, many of the statutory changes that were in the Act came into effect for April 2013. Planning for these changes had taken place during 2012/13, so that by the time April 2013 arrived, work could begin to plan for greater integration between health and social care.

The creation of the **Health and Wellbeing Board** (HWB), which is a board which brings together Adult and Children Social Care, the NHS and public health, together with Healthwatch (to represent the patients voices) to jointly plan how best to meet the local health and care needs, and how to commission services to address them.

A key change was that full statutory powers were provided to support the HWB role in meeting the needs of local people came into effect from during April 2013 as a full partnership between RBWM, Windsor Ascot and Maidenhead Clinical Commissioning Group (WAM CCG), Bracknell and Ascot Clinical Commissioning Group, Healthwatch Windsor Ascot and Maidenhead and the regional offices of NHS England.

The HWB has a set of statutory requirements that have to be delivered, including ensuring that the Joint Strategic Needs Assessment (JSNA) is created. This is an evidence base that looks at the needs of the population and where there are different types of health inequalities, which can focus service delivery to where there is an identified need. Whilst the JSNA is not a new duty to be prepared, the Act made this the responsibility of the HWB, and for the first time during winter 2013, the JSNA is available on the internet and with data profiles for each of the wards in RBWM. This is the link to the JSNA, <http://www.rbwm.gov.uk/web/jsna.htm> and below are our priority areas to as identified from the JSNA evidence and research:



To identify how to tackle the identified needs that are in the Joint Strategic Needs Assessment, the HWB partners are required to complete a **Joint Health and Wellbeing Strategy**, known as a JHWS. It is not a list of every need in the area, but where we have identified areas of focus with local people, and we are able to improve those outcomes by working in a collaborative way.

Feedback from residents through the extensive public consultation on the JHWS identified three main themes under which actions should be taken, these are:

- Supporting a Healthy Population
- Prevention and Early Intervention
- Enable Residents to Maximise their Capabilities and Life Chances

The Joint Health and Wellbeing Strategy is a plan that aims to improve the health and wellbeing outcomes for residents and those who come into the Borough. It focuses on key areas of local health and wellbeing priorities and also includes measurements for how we perform in improving these priorities. Our JHWS was formally agreed during September 2013 can be found here <http://www.rbwm.gov.uk/web/jhws.htm>

Some of the other achievements that have been completed by the HWB during 2013/14 are:

- Endorsement of the funding allocations for NHS Transfer Monies for new projects such as Outcome Based Commissioning of homecare.
- Overseeing the national requirement for a post-Winterbourne View Action Plan resulting in improvements in commissioning and reviewing placements
- Agreement of the joint Carers Strategy to support Carers in RBWM
- Development of the approach for the Care and Support Bill (see below for more information)
- Agree the national Autism self assessment submission
- Analysis of the NHS Complaints Advocacy Service
- The submission of the Better Care Fund (see below for more information)
- Endorsing the Joint Prevention Strategy and action plan which supports residents to stay safe and well for as long as possible and the associated Falls Prevention Plan and activities.
- Overseeing the joint Quality in Care Homes project which is led by WAM CCG

As a public form, all of the work of the HWB is available on the RBWM website and is available at this link <http://www.rbwm.gov.uk/minsys3.nsf/AMByPanel?ReadForm>

The Better Care Fund

The £3.8bn Better Care Fund (formerly the Integration Transformation Fund) was announced by the Government in the June 2013 spending round, to ensure a transformation in integrated health and social care. The Better Care Fund (BCF) is one of the most ambitious ever programmes across the NHS and Local Government. It creates a local single pooled budget to incentivise the NHS and local government to work more closely together around people, placing their wellbeing as the focus of health and care services.

It was announced that nationally £200 million would be allocated across all local authorities in 2013/14 and a further £3.8bn pooled budget would be made available in 2015/16 to allow health and social care services to work more closely together. RBWM with Windsor, Ascot and Maidenhead CCG agreed how they would spend their share of this allocated budget at their Health and Wellbeing Board, which works together to improve services to meet local needs.

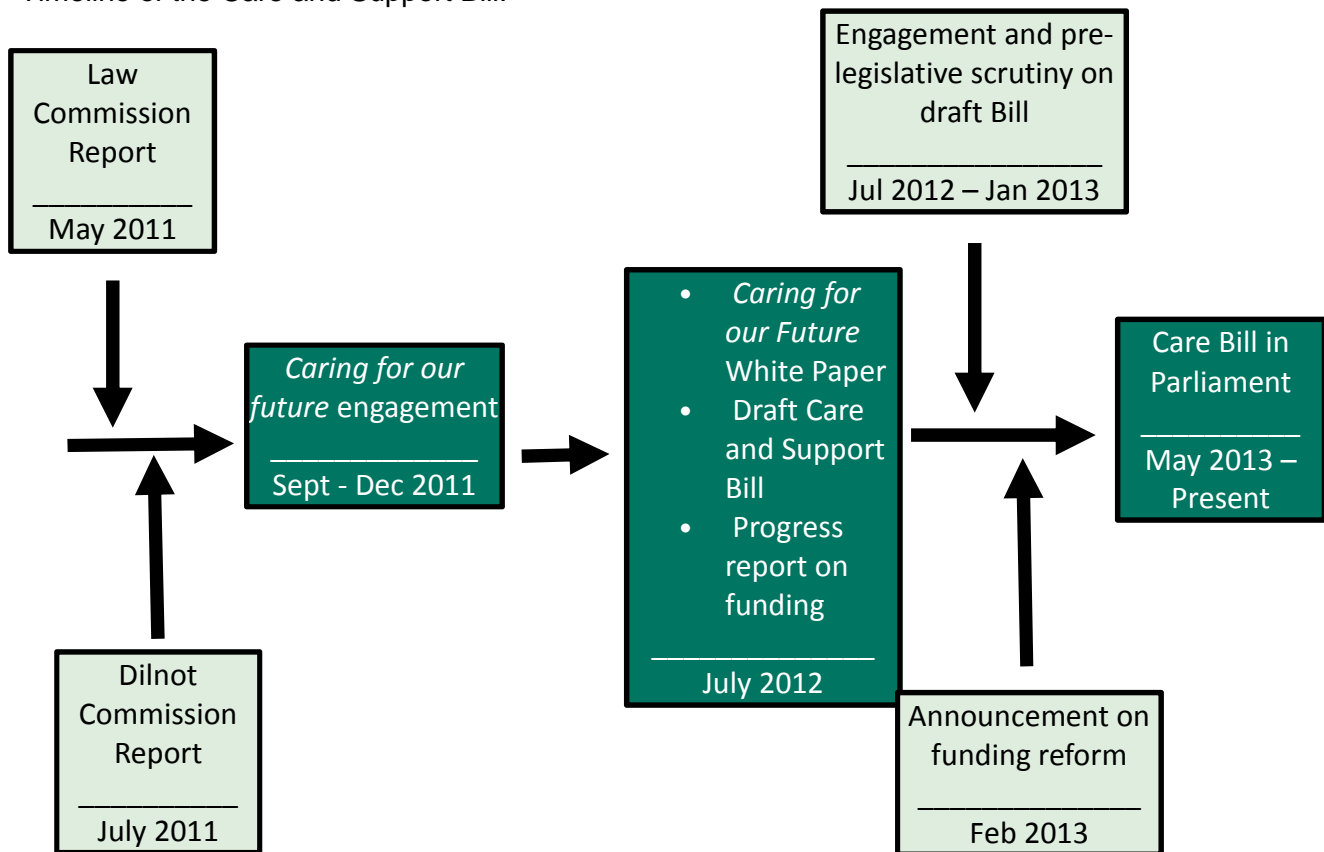
The Better Care Fund submission was created by a project team from the CCG and the Royal Borough with support from Healthwatch and local residents, before being sent to NHS England on 4th April 2014

<http://www.windsorascotmaidenheadccg.nhs.uk/better-care-fund/>

The Care and Support Bill

One of the key major national changes that has been worked through during 2013/14 is the new Care and Support Bill and the *Caring for our Future* White Paper. These were introduced during July 2012 and the Bill is currently going through Parliament and is expected to achieve Royal Assent (formal approval) during the spring / summer of 2014. However a lot of the planning for the Bill is taking place now due to the fundamental changes that are contained within it.

Timeline of the Care and Support Bill:



Some of the key changes for the Care and Support Bill are:

- ensures that people's **well-being**, and the outcomes which matter to them, will be at the heart of every decision that is made;
- puts **carers** on the same footing as those they care for;
- creates a new focus on **preventing and delaying needs for care and support**, rather than only intervening at crisis point, and building on the strengths in the community;
- embeds rights to choice, through care plans and **personal budgets**, and ensuring a range of high quality services are available locally.
- extends financial support to those who need it most, and protects everyone from catastrophic care costs through a **cap on the care costs** that people will incur.
- will ensure that people do not have to sell their homes in their lifetime to pay for residential care, by providing for a new **deferred payments** scheme;
- provides for a **single national threshold for eligibility** to care and support;
- supports people with **information, advice and advocacy** to understand their rights and responsibilities, access care when they need it, and plan for their future needs;
- gives new guarantees to ensure **continuity of care** when people move between areas, to remove the fear that people will be left without the care they need;
- includes new protections to ensure that **no one goes without care if their provider fails**, regardless of who pays for their care.

3. How Much do we Spend ?

All Councils are required to categorise their accounts by “Main Service Expenditure”, this provides consistency and enables comparison between Councils. The table below sets out the RBWM 2012/13 Main Service Expenditure. This shows Gross Expenditure, and includes a number of accounting adjustments, such as depreciation.

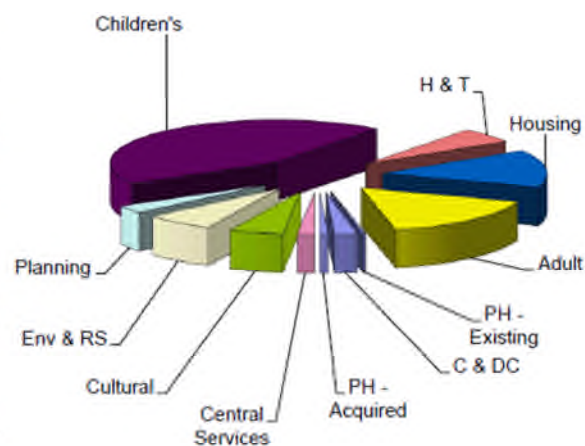
The Council is required to publish full audited accounts each year, the 2013/14 accounts can be found at http://www.rbwm.gov.uk/public/finance_audit_of_accounts_2013-14.pdf

Main Service Expenditure:

This is an extract from the Statement of accounts 13/14. This provides detail of service spend.

Main Services Expenditure

	£'m	
Central Services to the Public	4.9	1.7%
Cultural & Related Services	15.1	5.3%
Environmental & Regulatory Services	19.4	6.8%
Planning Services	8.6	3.0%
Education and Children's Services	125.4	43.7%
Highways and Transport Services	16.2	5.6%
Other Housing Services	40.7	14.2%
Adult Social Care	47.0	16.4%
Public Health - Existing	0.9	0.3%
Corporate & Democratic Core	6.4	2.2%
Public Health - Acquired	2.3	0.8%
	<u>286.9</u>	<u>100.0%</u>



Source: Comprehensive Income and Expenditure Statement

Outcome 1:

Enhancing quality of life for people with care and support needs

How RBWM support people to...

- Live their own lives to the full and achieve the outcomes which matter to them by accessing and receiving high quality support and information.
- Balance their caring roles and maintain their desired quality of life.
- Manage their own support as much as they wish, so they are in control of what, how, and when support is delivered to match their needs.
- Find employment when they want, maintain a family and social life, contribute to community life, and avoid loneliness or isolation.

Ben went to a residential college to learn independent living skills and then returned to RBWM feeling hopeless about the future. **Ways Into Work** began working with him and identified his many strengths and talents. Then matching those skills to a local business he began by undertaking an extended work experience placement and a qualification in book keeping. In August 2014 he started an Apprenticeship in business admin and has been able to come off all of his benefits. Just as importantly to Ben, he is doing a role where he knows his skills are needed, working with an amazing team of people and feels hopeful for the future ahead.

Performance in 2013/14

Key Indicators	2012/13 Performance	2013/14 Targets	2013/14 Performance	2014/15 Targets
Increase the number of people, including carers, receiving Self-Directed Support across Adult Services	1,134	<i>Indicator has changed and no longer able to compare</i>	1,435	<i>Indicator has changed and no longer able to compare</i>
Maintain the proportion of adults with learning disabilities in paid employment	15%	15%	15.1%	21%
Increase the proportion of adults with mental health needs in paid	17%	17%	To be released	17%

Key Indicators	2012/13 Performance	2013/14 Targets	2013/14 Performance	2014/15 Targets
employment				
Increase the proportion of people who use services who say they have control over their daily life. This is the proportion of people who respond to the user survey saying they have 'as much as control as I want' or 'adequate control' over their daily life.	73.17%	76%	71.6%	76%
Increase total spend on Disabled Facility Grants	£585,158	£570,000	£580,000	£570,000
Number of grants under £15,000	£5,000 or less = 24 Grants £5,001 - £15,000 = 55 Grants	<i>These figures are dependent on the grant applications that are received.</i>	<i>These figures are dependent on the grant applications that are received.</i>	<i>These figures are dependent on the grant applications that are received.</i>

Outcome 1: Other Key Service Developments 2013/14

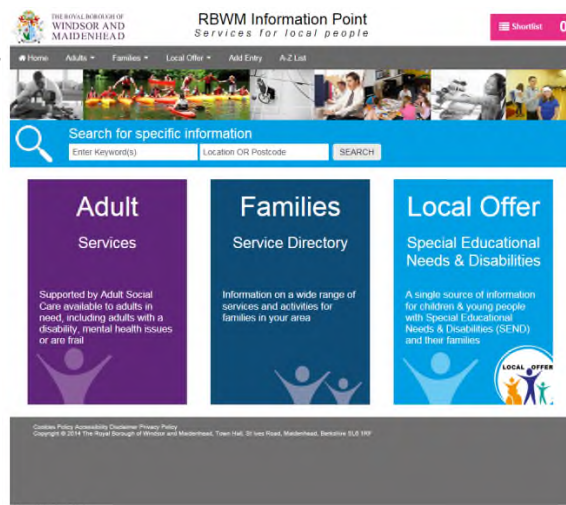
Live their own lives to the full and achieve the outcomes which matter to them by accessing and receiving high quality support and information.

The Web e-Portal

The Care Act sets out requirements for local authorities to establish and maintain a service for providing people in its area with information and advice relating to care and support for adults and support for carers. This advice and information service should be available to all residents with adult social care (ASC) needs, which could include people who fund their own care (self funders) or people who meet eligibility criteria to receive funding for services from the local authority.

The new online directory of local services and resources, via a 'web e-portal' has been established for adult social care, which is available to all Royal Borough of Windsor and Maidenhead residents, irrespective of funding or eligibility. The new web e-portal with its online directory will deliver better outcomes, including;

- Provide a user-friendly online catalogue of local care and support services available to residents of RBWM to facilitate sourcing of care services.
- Provide an accessible online repository for information and advice for all members of the public, including information pertaining to services, self funders, carers, prevention and specific health conditions.
- Give providers of care services access to an additional marketing tool
- Provide residents with the ability to identify service providers and to link to their Care Quality Commission Inspection Report
- Provide Local Authority officers with a way to upload information about care providers, such as fee information, and information about suspensions and contract expiry / renewal dates.



The web e-portal can be accessed at:

directory.rbwm.gov.uk

RBWM has an access and information service that already provides advice to those in need of a service, however, the web e-portal can now be utilised as a tool for supporting more appropriate customer contact options for residents.

It is envisaged that the establishment of a modern web-based solution would provide a sustainable and future-proof approach to achieving these outcomes. It could enable service users and their carers to plan, arrange and manage their own care.

Future plans are that ultimately, the web e-portal will provide an e-market, where these users can view a directory of service providers, purchase services and manage their accounts on-line, and have the opportunity to provide feedback on services that can serve to inform other users. It could also integrate with social care and finance systems to provide a more holistic service to residents.

Balance their caring roles and maintain their desired quality of life.

The Carers Time Out Card

The Carers Time Out Card was developed a few years ago which uses the Advantage Card scheme to offer carers access to free swimming and gym activities during off peak times at local leisure facilities. This enables the carer to take a break from their caring role and at the same time assists them with maintaining their own health and well-being. The card is well received and is now held by over 40 carers in the borough.



Manage their own support as much as they wish, so they are in control of what, how, and when support is delivered to match their needs.

Support with Confidence Scheme & Personal Assistants (PAs)

The borough runs a Support With Confidence scheme, a Trading Standards approved trader scheme offering customers confidence that all businesses within the scheme have been audited by Trading Standards and Social Care professionals.

The Scheme currently provides a list of individuals providing care and support services as Personal Assistants (PAs), who have been successfully approved, demonstrating that they have undergone the appropriate training and met background checks.

A Personal Assistant works for people who need social care, helping with everyday things like shopping, dog walking, or providing more personal care such as washing and getting dressed. A Personal Assistant is someone who supports disabled people or older people to live their lives more independently.

The scheme is currently administered by an external organisation who act as an agent operating on behalf of borough. PAs apply to the local Support with Confidence Scheme, and the agent manages their application, and if successful, their entry onto the schemes register.

The aim of the scheme is to give a degree of protection to individuals when they purchase non regulated care.



Support with
Confidence
ROYAL BOROUGH OF WINDSOR & MAIDENHEAD

From Care Homes to Supported Living

Adult Care commissioned, in late 2013, Affinity Trust to provide the 'initial' provision of registered residential care service for 28 Residents with learning disabilities across 5 local care homes, and to undertake the conversion and de-registration of the properties to supported living arrangements.

Moving to a supported living model is driven by the desire to put residents first and help generate better life outcomes for individuals and achieving better value for money for residents.

The main principles of supported living are that people with learning disabilities own or rent their home and have control over the support they get, who they live with (if anyone) and how they live their lives. Supported living assumes that all people with learning disabilities, regardless of the level or type of disability, are able to make choices about how to live their lives even if the person does not make choices in conventional ways. The supported living model provides individual residents with greater choice, control, and independence, and a crucial determinant of this is that the individuals hold their own tenancies.

Affinity Trust successfully transferred services from the previous support provider on March 2014, and has since been managing the running of all 5 homes as registered residential care homes. Affinity Trust, working in partnership with all agencies (including RBWM, Housing Solutions - Registered Social Landlord, and the local CCGs), have been progressing work required for the conversion and de-registration of all 5 homes to supported living arrangements, and hope to have completed this work in October 2014.

Find employment when they want, maintain a family and social life, contribute to community life, and avoid loneliness or isolation.

Ways Into Work (WIW)

WIW provides an award winning supported employment service for adults and young people with learning disability, autism, physical disabilities, sensory impairment and people living with HIV in RBWM. The scheme successfully helps people find permanent employment.

The service provides one to one support for individuals who are unemployed or under employed to access the local employment market. The team provides support through the whole job searching process including creative approaches for applications and interview, and provide support in the work place to ensure that it is sustainable.

WIW has supported 15.1% of people with a Learning Disability into paid employment, compared to the national average of 6.8%.

School based Employment Support is also being achieved through an innovative partnership with Manor Green School, where young people (16+) access good quality work experience, Saturday jobs, paid employment and apprenticeships. WIW have assigned a dedicated job coach to the school supporting 16 plus students.

This is raising the aspirations of the young people and their families throughout the school and reducing the dependency on other services for the future. Local young people are getting jobs which provide them with better long-term life outcomes, reduce social isolation and helps promote support networks within the local community.



Pictured from left; service user; Laura Davis WIW Manager.

Boyne Grove Community Resource Centre

An innovative community resource centre was expanded by the council funding a new library as an extension of the Boyn Grove Community Resource Centre. The centre opened its doors to welcome residents on Monday 14 April 2014, offering even more amenities for local residents, as well as specialist support for those with dementia and offering volunteer opportunities.

The three-month building project of the side extension at the popular Maidenhead resource centre also includes a better sensory room 'Sensory Sensation' for people with learning disabilities than currently provided, and much-needed extra parking spaces.

This innovative approach, enables Boyn Grove library users to have coffee and chat with its close proximity to the Bridge That Gap café, staffed by supervised adult service users with disabilities who get valuable experience and training to help them in their work and volunteering placements.

Staffing at the library includes two posts recruited through the council's Ways into Work scheme which helps place people with disabilities into work and training.



Pictured with the mural painted with the help of service users are, from left, Jo Werrett, personal organiser and artist; service user Sarah Mee; Julia Harris, centre manager; Cllr David Coppinger and Cllr Eileen Quick.

Outcome 2:

Promoting independence, delaying and reducing the need for care and support

How RBWM support people to...

- Have the opportunity to have the best health and wellbeing throughout their life, and access support and information to help them manage their care and needs.
- Ensure earlier diagnosis, intervention and reablement, so that people and their carers are less dependent on intensive services.
- Ensure the support they receive takes place in the most appropriate setting, and enable them to regain their independence.

Keep Safe, Stay Well service – a falls prevention service run by Mi Homecare and funded by RBWM and the CCG.

Mr A moved in to the borough in 2010, to live closer to his family who he sees on the weekends. Mr A had a very active social life before moving into the area and had a lot of friends who he went to social groups with.

When Mr A moved to the borough he did not know of any clubs/social activities/exercise classes that he could attend and became socially isolated and withdrawn. Mr A had also been having numerous falls and was anxious about having another fall. Mr A was the first referral to Keep Safe, Stay Well and he was seen 4 days later.

Hazards were identified in Mr A's home that increased his risk of having a fall, so the service arranged provision of a raised toilet seat, liaised with the sheltered housing manager to provide an appropriate shower chair, recommended seated exercises and suggested grab rails to decrease his fall risk. A number of local social activities, exercise classes and lunch clubs were identified and suggested to Mr A to improve his mental wellbeing and address social isolation.

Since the Keep Safe, Stay Well service provided support to Mr A, he states that he has not had any further falls and is more pro-active about seeing his GP regarding health issues. Mr A is also maintaining a social life and is always happy to receive new ideas and suggestions from the service. He appears far happier and confident in his surroundings compared to when he first contacted the service.

Performance Highlights in 2013/14

Key Indicators	2012/13 Targets	2012/13 Performance	2013/14 Targets	2013/14 Performance
Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into re-ablement / rehabilitation services	87.5%	78.6%	85%	87.4%
Older people aged 65+ admitted on a permanent basis to residential / nursing care per 100,000 population	775	579	775	497
Adults aged 18-64 admitted on a permanent basis to residential / nursing care per 100,000 population	90	15	90	16
Number of hospital admissions prevented	520	900	520	985
Maintain low number of delayed transfers of care from hospital	6.3	5.8	6	8.3
Delays attributable to Social Care	3	1.5	3	1.3

Outcome 2: Other Key Service Developments 2013/14

- Have the opportunity to have the best health and wellbeing throughout their life, and access support and information to help them manage their care and needs.

Prevention and enablement strategy

The RBWM Prevention and Enablement strategy details what Windsor, Ascot and Maidenhead Clinical Commissioning Group (WAM CCG) and RBWM Council will do to help local residents stay as well and independent as possible and to lead fulfilled lives. This will, in turn, reduce their need for support from health and social care services.

The strategy focuses on 12 key areas, and is built on a commitment to working with individuals, families and local citizens to enhance their strengths, build resilience and create more inclusive, mutually-supportive communities in RBWM. Our strategy is to:

- Offer *early support* to people
- Deliver Public Health activities that have been proven to help people stay healthy and well, and that are targeted to people who most need that help
- Make enablement and prevention 'everyone's business'
- Ensure that prevention and enablement activities reach *all* adults
- Enable people to live in accommodation and access aids to daily living that support their independence, health and wellbeing
- Give people information, advice and support so they can help themselves to stay as healthy and well as possible
- Enable family carers to continue caring and stay well
- Ensure that networks of community support are built around people who are isolated
- Develop partnerships with community organisations and groups to deliver early intervention and prevention activities across the borough
- Have a comprehensive network of community-based intermediate care services that prevent people going into hospital, and support early discharge and recovery
- Make sure people get more 'joined up' health and care support, and staff work in a more unified way around individuals with significant health and care needs
- Ensure that people can access a full and diverse range of therapies

Keep Safe, Stay Well

Keep Safe, Stay Well is new and unique service which has been introduced in the Royal Borough of Windsor and Maidenhead. The partnership between RBWM council, Windsor, Ascot and Maidenhead CCG and care provider, MiHomecare focuses on supporting people to maintain their health and wellbeing and prevent loneliness. The service provides early help so that people stay as well and independent as possible, with a particular focus on falls prevention and helping people avoid injury and loneliness. The service will actively help people to get what they need to keep safe and stay well. The Keep Safe Stay Well service has been developed to help local residents remain independent for as long as possible. It provides people with early help to maintain their health and wellbeing, and has a particular focus on falls prevention and social inclusion, helping people avoid injury and loneliness.

The service is aimed at people over the age of 18 who:

- have had a recent fall, either in the home or while out and about
- feel that they may be at risk of falling, and/or
- feel isolated or are struggling to manage independently.

The service will:

- Undertake falls prevention work with people at risk of falling, or who have recently had a fall, as well as raising awareness of falls prevention in care homes, day centres, sheltered housing and voluntary sector groups.
- Provide individuals and groups with advice and help to stay mobile and keep safe and well at home
- Help people access specific services, clubs, aids / equipment, projects or resources that may help them
- Encourage a network of organisations with an interest in falls prevention
- Build natural community supports (circles of support) around people, particularly those who live alone and/or are isolated.
- Advise carers and others supporting people who are at risk of falling

The service is free to RBWM residents and patients registered with GPs within the WAM CCG area.

Short Term Support and Re-ablement Team (STS&R)

This RBWM in house service provides a 24 hours a day, 7 days a week response for individuals who require short term intensive therapy and rehabilitation service and / or a social care crisis response. It is jointly commissioned by RBWM and the CCG as an integrated team. The Service also supports newly referred home care users for the first four weeks of needing a service to support a transition to a longer term service provider of domiciliary care. The STS&R is a multi-agency response which is jointly funded by the NHS and RBWM. It is flexible to individual needs of each person who encounters the service.

The need for the service has grown with referrals increasing over the last 4 years which have been managed within existing resources.

TOTAL REFERRALS TO TEAM FOR THE YEAR 2009/10	794
TOTAL REFERRALS TO TEAM FOR THE YEAR 2010/11	908
TOTAL REFERRALS TO TEAM FOR THE YEAR 2011/12	1171
TOTAL REFERRALS TO TEAM FOR THE YEAR 2012/13	1597
TOTAL REFERRALS TO TEAM FOR THE YEAR 2013/14	1802

The degree to which people who have used the service's independence outcomes have been met have been tracked and reflects the change of the service remit of supporting those who are going into longer term care; therefore the STS&R team are encountering people who are coming into the service with higher levels of needs to start from.

	Total 2013/14	Total 2012/13	Totals for previous Year 2011/ 12
Independent <i>(Percentage of total completed packages that were independent at the end of service)</i>	889 (54%)	609 (69%)	528 (56%)
Admitted to Hospital	221	200	161
Admitted to Respite	8	10	12
Admitted to Community Hospital	17	3	7
Referred to Day Hospital	6	9	5
Referred to other community rehab e.g. physio. falls clinic / community	33	15	22
Return to previous Domiciliary Care package	109	61	45
Allocated for new Long Term Care package	127	131	145
Admitted to Long Term Residential placement	17	6	10
Other (family took over care / moved out of area/ cancelled service)	60	43	14
TOTALS	1660	1087	949

Telecare

RBWM has successfully delivered a large-scale telecare programme giving additional support to residents and their family carers helping them to remain living independently at home. A new scheme launched in 2012, the service provides telecare packages to a range of service users, including those with learning and physical disabilities, as well as older people and those experiencing mental ill-health.

Telecare refers to personal and environmental devices in the home or other care settings such as supported housing or residential care homes that enable people to remain safe and independent. Telecare equipment can vary from a simple stand alone alert to a complex combination of sensors connected through a community alarm lifeline unit.

There has been an increase in the numbers of residents supported with Telecare in 2013/14 with **217** new Telecare users accessing this provision. This has exceeded of the target which was for 160 new installations. The associated savings are £92k. This performance follows successful promotional events in the last quarter including Carers events which have promoted the benefits of Telecare. To help embed telecare into its care services, RBWM has introduced a fully equipped 'House' as a training aid for staff, service users and carers. The property comprises of live telecare sensors and detectors, which enable staff to re-enact live demonstrations of the system to help with learning and orientation. This also helps carers to be able to have a break safe in the knowledge that their cared for is safe. One RBWM carer was enabled to go on a weekend break for the first time in 10 years as a result of the telecare installed.

In 2014/15 the focus is on an integrated Telecare/Telehealth care project which will include health and voluntary sector staff promoting the services will deliver an enhanced and more integrated service through integrated commissioning by the local authority and health. Staff training for Health and Social Care staff is underway. Telehealth uses technology to enable GPs to monitor service users conditions and to e.g. email to manage conditions and provide prescriptions for a more responsive and preventative service.

In addition the Assistive Technology User Group is now established and will begin work on its action plan. Major work includes 'Communication through Technology project' and a market place event in October 2014 to promote awareness of the technological developments available such as sensor alerts through mobile phones.

Research work through the Care Homes quality project is currently underway to support residential and nursing homes to use telecare equipment with the view of reducing hospital admissions, developing less intrusive care, and improving services in care homes.

Outcome 3:

Ensuring that people have a positive experience of care and support

How RBWM ensures that...

- People who use social care, and their carers, are satisfied with their experience of care and support services.
- Carers feel that they are respected as equal partners throughout the care process.
- People know what choices are available to them locally, what they are entitled to, and who to contact when they need help.
- People, including those involved in making decisions on social care, respect the dignity of the individual and ensure support is sensitive to the circumstances of each individual.

Performance Highlights in 2013/14

Key Indicators	2012/13 Performance	2013/14 Targets	2013/14 Performance	2014/15 Targets
Overall satisfaction of people who use services with their care and support. This is the proportion of people who respond to the user survey saying they are 'extremely' or 'very satisfied' with the services they receive.	60.21%	65%	56%	65%
The proportion of people who use services who find it easy to find information about services. This is the proportion of people who respond to the user survey saying it was 'very easy' or 'fairly easy' to find information.	77.08%	74%	73%	75%

Outcome 3: Other Key Service Developments 2012/13

Dementia Environment Bid

The Royal Borough was successful in a bid to the Department of Health to secure £847,000 to 'Improve Care Home Environments in the Royal Borough of Windsor & Maidenhead'. This bid covers seventeen care homes and two day centres that provide dementia care.

The aim of the project is to enable all 17 of our dementia homes to reach the same standard of excellence, allowing every person with dementia within the Royal Borough who is in a care home to have the same high level of care environment.

The grant will fund:

- Colour coded bathrooms and toilets – with different and contrasting colours for fixtures and fittings so people can more easily locate what they need and increase their independence and dignity. Improvements to lighting i.e. the use of sensors. Enhanced accessibility to toilets for wheelchair users and adaptations to prevent slips, trips and falls.
- Reminiscence resources that will enable people to connect with their past, including reminiscence art work in all common areas, personal memory boxes outside each person's room so they can more easily recognise which one is theirs, and themed 'pods' that recreate scenes from the past, such as a 1950s living room, pub or cinema
- For some of the homes, the gardens have been redesigned to give more sensory stimulation
- IT equipment that enables people to 'capture their lives', take part in inter-active games and communicate more effectively. This will also record residents wellbeing.



- Special large colourful and pictorial signs to help residents better find their way around and recognise their bedrooms, toilets and living areas
- Large clocks and calendars to help orientation

Left: murals that have been created through one of the participating homes in the successful Dementia Environments bid.

Dementia Directories

The Royal Borough successfully applied to the Prime Ministers Dementia Challenge Fund to secure £39,000 to provide three Dementia Directories across East Berkshire for Slough, Bracknell and Windsor and Maidenhead. Our vision was to provide a single point of service information for people with dementia and their carers. This will enable people to access services that suit them and their changing needs through their illness, reducing isolation and improving quality of life.

The directories are divided into voluntary sector services, statutory services and additional useful information such as benefits, legal information, telecare, care home and home care provision. Each service in the directory has provided an overview of their ethos, geographical area covered, list of activities, how to access and contact information. These directories will be available through the local Dementia Care Advisors, Memory Clinics, voluntary sector organizations and statutory services. More than 1,000 have been distributed all across the Borough and further copies are being produced to meet demand.

Dementia Awareness Training in the Community

The Royal Borough was awarded a grant of £26,000 to deliver Dementia Awareness Training in the community through the Prime Ministers Dementia Challenge Fund. The training provides a variety of training methods to service providers and community groups in order to raise their awareness and understanding of dementia in all its forms.

After the training session those who have attended should be able to recognise the possible symptoms and offer practical help in communication and support of the person with dementia. Each attendee receives an information pack which includes further support and information. The two hour training

sessions run by Alzheimers Dementia Support, is targeted at those people who have frequent interaction with the public, aiming to deliver to over 1,000 people across the Borough over 18 months. The target audience for the training sessions will be people with roles that interface with the public. For example retail outlets, leisure providers, bus drivers, community groups and non clinical staff in GP surgeries.

Mental Health Promotion

Recognising that support for mental health is a key area of concern in RBWM, a range of primary prevention events have taken place across the Borough. These are events where there is a range of information for all residents to find a first level of support and they can be helped to receive more support if they need / wish to. Most of these events are hosted in partnership with Berkshire Healthcare Foundation Trust (service provider), RBWM, Windsor, Ascot and Maidenhead CCG and with support from other organisations in the voluntary and community sector. We would like to take this opportunity to express our appreciation to those organisations that have been instrumental in supporting residents.

April 2013 – Depression Awareness event

117 people approached the stand in the Nicholson Shopping Centre and over 80% were signposted to Talking Therapies and Books on Prescription and given information to take away.

April 2013 – Health Road Show

This was an event for young people organised by children's services with lots of stands on maintaining wellbeing. Health promotion provided a stress awareness stand and gave information and support to 50 young people particularly around teenage depression and managing exam stress.

May 2013 - Dementia Awareness event

A week of events organised with stakeholders from the Older Peoples Mental Health Subgroup, including a stand in Maidenhead High Street in the town centre which supported over 60 people with Dementia and their carers with over 200 leaflets given to residents who approached the stand. Information was also available throughout the week at a stand in Maidenhead Library.

June 2013 - Carers week

Events took place throughout the Borough to support and inform carers. This included information stalls at local hospitals and Nicholson's Shopping Centre, a Carers Coffee morning put on by Boyn Grove Community & Resource Centre. Over 70 carers were supported at the main event with extensive information given to all attendees from Telecare to maintaining mental wellbeing.

July 2013 – Books on Prescription launch

Supported the libraries by having a mental health stand at the launch of this service. Gave information and in depth support to attendees.



August 2013 - Retirement Fair – provided a mental health promotion stand at this annual event at Ascot racecourse with over 1,000 attendees. Over 170 people came up to the stand for support and information on coping with their mental health and that of family members.

Left: members of the team on the stand at the Retirement Fair

September 2013 - Diamond Plus event organised by Housing Solutions –

Older people supported and signposted to services for social opportunities.

October 8th -15th 2013 – World Mental Health Day

We had stands round the Borough, such as at Maidenhead Library from which over 2,000 leaflets were taken and the opportunity for over 4,000 people to be informed by the message about looking after their mental wellbeing. 70 people approached the main stand in the Nicholson's Shopping centre and were signposted to services including Books on Prescription. Many of those who needed in-depth support from the team on the day followed up after the event.

November 2013 – Stress Awareness Day

Stands in Maidenhead and Windsor library for a whole week – stands providing leaflets and books including 'Books on Prescription' on mental health and coping with illnesses such as depression, anxiety, eating disorders, anger management, obsessive compulsive disorders etc. The day that the stand was manned staff spoke to over 30 members of the public who approached staff for support.

November 2013 – Carers Rights Day

The focus for Carers Rights Day in RBWM was on getting information out to more hidden carers living in the community. Supported a Carers Drop in at the Royal Voluntary Service which was well attended.

Feb 2014 – Mental Health Awareness Day

This is a day that we have instigated in the Borough to support people at a time of year when we know people's mental health is low. 114 people were supported and signposted with 271 leaflets taken on the day. 40 people were interested and given the details for Stress Control sessions.

Mental Health First Aid (MHFA) – Mental Health Awareness Training

Mental Health First Aid (MHFA) Training is an educational course which teaches people how to identify, understand and help a person who may be developing a mental health problem. In the same way as we learn physical first aid, mental health first aid teaches how to recognise those crucial warning signs of mental ill health.

The Royal Borough's new Public Health team has organized for four members of staff at the borough to undergo this extensive training to deliver this internationally recognized training program.

Two members of staff have been trained to deliver the Youth MHFA and will deliver this to staff who work with children, from teachers to youth workers. A further two members of staff will deliver the adult MHFA to ideally customer facing staff from housing to libraries. The training will be available to access from August 2014. All the training is available to anyone in the borough including those from the private, voluntary and independent sectors.

Other Key Developments Include:

- **Carebank** is a volunteer scheme which was piloted in RBWM during 2012/13 developed as part of the Big Society initiative. It was also sponsored by the Government Cabinet Office and the number of people participating in volunteering was 402 with 3,000 hours being donated to support others in the community
- Reduced number of **New Admissions into Care Homes**, during 2013/14 the number of people newly admitted into a residential / nursing home was 120, a reduction from 132 in 2012/13. This reduction is partially due to the investment in prevention services over this year.
- **Prevention of potential Homelessness** ensuring that people have a positive outcome when there is a concern about their home is a key way of ensuring that experiences are good when it comes to care and support. During 2013/14 the Housing Options Team of RBWM prevented 869 incidents where someone was at serious risk of becoming homeless, this included activities such as helping with interest free loans, negotiating with landlords / tenants, mortgage rescue and specific case work, this is over and above the calls for information and advice received by the Team

Key Developments for 2014/15

- In January 2014 a new service has been piloted which is for outcome based homecare, rather than time-and-task care delivery or 15 minute calls.. This will be expanded during 2014/15 so that residents are able to receive care that is even more outcome focussed as we tender for a new service.
- Public Health promotion activities – further ways to support the population through early intervention and prevention of ill health and to improve people’s health status such as reducing falls.
- Working with Healthwatch, the independent champion for health and social care, to develop services in line with residents wishes and areas of concern such as online complaints feedback

Outcome 4: Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm

How RBWM ensures that...

- Everyone enjoys physical safety and feels secure.
- People are free from physical and emotional abuse, harassment, neglect and self-harm.
- People are protected as far as possible from avoidable harm, disease and injuries.
- People are supported to plan ahead and have the freedom to manage risks the way they wish.

Performance highlights of 2013/14

Key Indicators	2012/13 Performance	2013/14 Targets	2013/14 Performance	2014/15 Targets
Sustain an average number of safeguarding alerts received each month	684 received Average of 57 per month	Average of 60 per month	747 received Average of 61.9 per month	Average of 60 per month
Sustain an average number of safeguarding referrals received each month	Average of 25 per month	Average of 21 per month	284 received Average of 23.6 per month	Average of 21 per month

Outcome 4: Other Key Service Developments 2013/14

Keeping people safe

“Safeguarding Adults” means that there is a responsibility at all levels to ensure that those adults who are most vulnerable, and who are living in the Borough, are kept safe for avoidable abuse or mistreatment. This means reducing the likelihood of harm to those adults and where an incident has happened, we support the individual through the experience and work with all parties to try to ensure that this does not happen again.

Safeguarding Annual Report 2014/15

Safeguarding data is contained in the Annual Report that scrutiny will receive in January 2015. While people report that they feel safe in RBWM, safeguarding is everybody’s business, and we are aware of the need to contractually promote awareness..

Safeguarding Alerts.

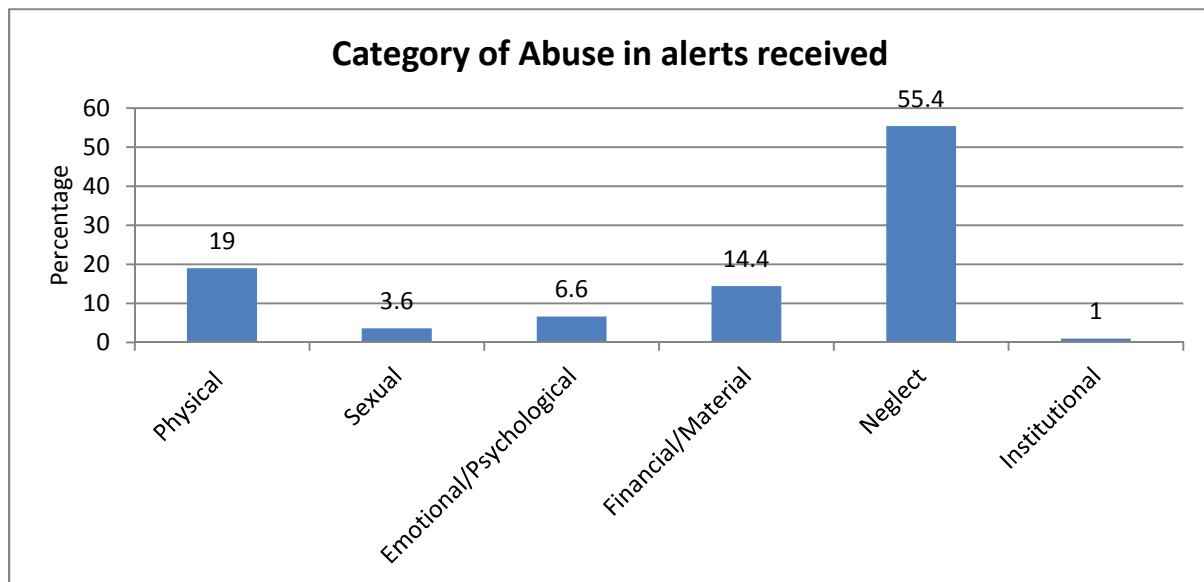
The number of Safeguarding alerts has been slightly above the target level for 2013/2014

Table 3a: Safeguarding Alerts by client category

	Total
Physical disability, frailty and sensory impairment (Total)	458
Mental Health Needs including dementia	164
Learning Disability	87
Substance Misuse	0
Other Vulnerable People	34
Total	743

In this range the Physical Disability category is the largest group. This year Mental Health alerts have increased and Learning Disability alerts have decreased.

The table below shows the number of alerts in each category of abuse. We have seen an overall increase in the alerts received about levels of neglect, particularly related to the provision of care in care homes and agencies.



Safeguarding Referrals

There follows a breakdown of the referrals started or completed in the year. Once an alert gets progressed into the investigation stage there is a lot more detail that we can look into such as the source of referral, nature of abuse, investigation conclusion etc.

The following table shows the different sources of referrals. In the SAR the Social Care Staff and Health Staff categories have many sub categories but for ease of use we have just used the totals here.

Table 5: Source of referral

Source of Referral	Total
Social Care Staff	105
Health Staff	47
Self Referral	10
Ambulance service	0
Family member	26
Friend/neighbour	7
Other service user	0
Care Quality Commission	16
Housing	4
Education/Training/Workplace Establishment	3
Police	10
Other	56
Total	284

The table above shows that Social Care Staff are by far the largest source of the referrals which is not unusual. The sub category of residential care staff has 42 of those 105 referrals in it. Residential care staff has historically been the largest group, however they almost halved compared to last year. This year in the Health Staff category there was a marked drop in the referrals from the primary health staff sub category.

Mental Capacity and Deprivation of Liberty Safeguards (DoLS)

The Mental Capacity Act 2005 protects and supports people who do not have the ability to make decisions for themselves. This could be due to a learning disability, a mental health problem, or dementia. The Deprivation of Liberty Safeguards (DoLS) are part of the Mental Capacity Act 2005. They aim to make sure that people in care homes, hospitals and supported living are looked after in a way that does not inappropriately deprive them of their freedom.

The Borough has seen an increase in the number of referrals for a Standard DoLS Authorisation, up from 25 referrals in 2012/13 to 37 for 2013/14. Of these applications, 24 were granted and 13 were not granted as they did not meet the qualifying criteria.

Year April 1 st 2013 to March 31 st 2014: 14 granted, 11 not granted					
	Q1	Q2	Q3	Q4	Total
Granted	3	7	6	8	24
Not Granted	4	4	1	4	13

The Safeguarding Adults Partnership Board

The (SAPB) is a multi-agency board of social care and NHS commissioners, NHS providers, advocates, representatives of different service areas (for example Learning Disabilities and Mental Health) and other stakeholders. The role of the SAPB is to

- Identify the strategic aims of multi-agency safeguarding adults work in RBWM
- Link to the East Berkshire, regional and national leads
- Commission policy and procedural guidance that will safeguard and promote safety and wellbeing for residents
- Evaluate the impact and quality of safeguarding work
- Commission / initiate serious case reviews and oversee the implementation of the learning
- Work with key partners to deliver the shared objectives and standards across key partners
- Review national changes and the role of the SAPB, and implement the local approach to the national policy changes

The Berkshire Multi-Agency Safeguarding Adults Policy and Procedures Legislation and Best Practice. This is a legal framework for all providers and commissioners of services to follow should an incident happen.

Quality of Service - Contracts, Accreditation and Monitoring of Service Providers

In RBWM there is a proactive approach to ensuring that services commissioned by the Borough are high quality. This is completed through the Contracts Accreditation and Monitoring Team (CAM). All services that are commissioned from external providers are put through an accreditation process so that RBWM can complete some preliminary checks. These checks contribute to ensuring service users receive a good quality of care and receive services that are appropriate to meet their needs.

The CAM team monitor the CQC compliance of all service providers in RBWM on a monthly basis. They also monitor services that are commissioned out of Borough. Where concerns about a provider have been identified the safeguarding team, CAM team and Care Management representatives meet to decide if the level of concern warrants the provider entering a Standards of Care framework. If so, the provider is required to complete an action plan that focuses on where improvements are necessary. Providers are required to update the action plan at regular intervals and the CAM team monitor compliance. There are regular Contract Review Meetings with block and high volume or high cost providers to ensure they continue to meet the high standards required by the Borough.

Additionally the CAM Team hosts Service Provider Forums, where any provider of a service can attend and hear updates on commissioning activities, policies, and give feedback on any concerns they have collectively as a service sector. The content of the forums is driven in partnership with general areas raised as a theme from monitoring, and feedback from providers leading the content of the forum. The CAM Team also attend safeguarding meetings, and monitor provider performance in this area. Where improvement is required, action plans are implemented and monitored through to resolution.

Other Prevention Work for Safeguarding

Safeguarding Champions Group

The safeguarding champions group exists to promote excellence in safeguarding practice. The group is made up of staff from care homes, care agencies, voluntary sector employees and other professionals who wish to promote zero tolerance to all forms of abuse..

The 'Golden Age' retirement fare

The 'Golden Age' retirement fare was held at Ascot race course in 2013. A safeguarding stand was staffed by RBWM in conjunction with Carers organisations. Promotional materials and information was shared with members of the general public and representatives of other organisations.

Training - Training on safeguarding is compulsory for staff of RBWM Adult Services and regulated service providers. There are three levels of safeguarding adults training that covers the whole of the safeguarding adult's modules, which are available to staff and broadly fit into three elements of the safeguarding process. The percentage of RBWM staff trained in safeguarding within the past three years is 83%. Training is also offered to external providers in the private, voluntary and independent sectors. Take up from these sectors has been high with 298 staff from external agencies receiving safeguarding training at all levels since September 2011.

Safeguarding Training Levels

- Level 1 - Awareness and signs of abuse
- Level 2 - Identifying and investigating
- Level 3 - Decision making and chairing of safeguarding meetings

In addition to the formal safeguarding processes, other training is provided by RBWM to support and keep residents experiences of social care positive ones, including: Mental Capacity Act and Deprivation of Liberty Safeguards, Domestic Violence, Domestic Abuse Stalking and Harassment, Dignity and Respect and Personalisation. These other courses are available to RBWM staff and third parties, supported by the dedicated social care training team.

Safeguarding week 10 – 15 June

During Safeguarding week, stands were put in place at Boyn Grove, Oakbridge and Maidenhead library publicising safeguarding. An all day stand was shared with carer organisations at the Nicholson Centre in Maidenhead and RBWM staff were present to provide information and advice to the public.



Safeguarding Adults
It's everyone's business

Everyone has a right to live their life free from violence, fear and abuse. A right to be protected from harm

ADULT ABUSE IS WRONG

If you or someone you know wants help please call the Royal Borough of Windsor and Maidenhead Access Team on

01628 683744

AND TAKE ACTION NOW!

NHS Berkshire East
Royal Borough of Windsor and Maidenhead Safeguarding Adults Partnership

The Royal Borough of Windsor and Maidenhead

There is a continuous programme of promotion and awareness for safeguarding that takes place through the SAPB and the CAM Team. Public campaigns and posters are distributed throughout the Borough, not just to providers of services, but to capture the attention of members of the public so that they are able to identify and support the most vulnerable people in society through raising something that concerns them. One of the campaign posters used in the activities is to the left

Safe Places

Safe Places are public areas, such as shops and libraries who will open their doors to support a vulnerable person who may be feeling threatened or unsafe when out in the community. Staff have been trained to support vulnerable people. Identifiable symbols on the doors and windows of the places where people can go if they need immediate help. Over this year the number of places that people can go to has increased and there is a significant presence in the population centres of the Borough

How to contact us

If you would like to provide feedback on this report, please get in touch using the contact details for Adult Social Services;

By Internet: www.rbwm.gov.uk

By e-mail: social.services@rbwm.gov.uk

By Telephone: 01628 683744

By Post: Windsor Adult Social Care Offices, RBWM, York House, Sheet Street, Windsor, SL4 1DD