I am very pleased to introduce our Local Account, which I hope will give you an overview of the performance of Adult Social Care in Central Bedfordshire. Together with health services, social care is undergoing a period of great change. We are committed to working with partners, in NHS organisations and the voluntary and community sector, to ensure people receive excellent integrated care and have a positive experience of the services they receive.

As we face challenges, such as an increasingly ageing population, we are confident that we are strengthening services to ensure the best quality of care and support for people in Central Bedfordshire.

Cllr Carole Hegley
Executive Member for Social Care, Health and Housing

The Local Involvement Network (LiNk) has represented local people and we welcome this local account as an important step in enabling everyone to understand and influence how care and support services are commissioned and delivered in Central Bedfordshire.

The LiNk endorses this Local Account on behalf of volunteer groups and organisations in Central Bedfordshire that have contributed their time and effort to improve the health and wellbeing of our community. Going forward, with Healthwatch Central Bedfordshire, we hope that people will tell of their experiences to help to improve care and support for everyone.

Bob Smith
Chairman, Bedfordshire LiNk

The new Health and Social Care Act ensures that services are modern, provide choice and we continue to deliver the care and support that people want.

This includes:

- Setting up clinical commissioning groups of GPs across England with the task of organising the delivery of appropriate healthcare for their patients and control over the local NHS Budget
- Establishing Healthwatch as a new independent body to oversee the performance of health and social care and act as the voice of local people
- Transfer of public health responsibility to the local authority
- The setup of Health and Wellbeing Boards to improve the health and wellbeing of the local population

This Local Account shows how Central Bedfordshire Council and its partners are responding jointly to these changes to ensure residents receive the best possible care.

We set the following priorities for 2011/12, based on feedback received from our residents:

- Increase the usage of personal budgets, to ensure that people are receiving the appropriate care, in the way they want it delivered
- Increase the use of reablement services, to help customers regain their confidence and skills to remain independent following periods of ill health or disability
- Continue to shape and develop our workforce to deliver a more person centred approach to services
- Strengthen the monitoring of services from suppliers of social care services, to ensure improvement in quality and value for money, especially to those in residential care
- Work closer with all partners to improve services and people’s experience of care and support services
- Continue to improve the service to help keep people safe

Throughout this report, we will highlight how our work contributes to these priorities; look out for the “You said - We did” boxes.

Julie Ogley
Director of Social Care, Health and Housing

Foreword

The national picture

Our priorities
Decision-making

The Health and Social Care Act (2012) sets up local Health and Wellbeing Boards as a forum for key health and social care leaders to work together to improve the health and wellbeing of the local population and reduce health inequalities. The Central Bedfordshire Health and Wellbeing Board started in 2011/12 and took on its full legal responsibilities in April 2013.

The Board brings together elected councillors, key partners from the NHS, public health, children’s services, adult social care and the Clinical Commissioning Group to jointly consider local needs, plan and commission the right services for Central Bedfordshire residents. The newly established Healthwatch will also be included on the Board so that communities can have greater involvement in decision-making. The Board uses the Joint Strategic Needs Assessment to fully understand local health and social care needs.

All local authorities and NHS partners must undertake a Joint Strategic Needs Assessment (JSNA) to collect robust evidence about the health and social care needs of the population. The JSNA for Central Bedfordshire was refreshed in 2012 and used to identify the priorities to be included in the Joint Health and Wellbeing Strategy. This strategy sets out how we can address health and social care needs, where we will target resources over the coming years and gives recommendations for joint commissioning and integrating services.

How much do we spend?

In 2012/13 Central Bedfordshire Council spent £82.2 million on Adult Social Care.

The Council publishes its budget and full audited accounts for each year. The 2011/12 accounts and the 2012/13 budget, together with other financial information can be found at www.centralbedfordshire.gov.uk

Market Position Statement

Central Bedfordshire has an ageing population with increasing levels of disability and frailty. The number of people aged 85 and over is expected to increase significantly by 2021. The number of people with a learning disability will also increase and the numbers of people with dementia will more than double by 2020. This will have an impact on the levels and type of service provision in future years.

The Council has published its first Market Position Statement, which provides organisations with an overview about the types of services that will be needed in the future and the Council’s intentions for commissioning services which are person centred and deliver improved outcomes for people.

The Market Position Statement brings together, into a single document, data and information from the Joint Strategic Needs Analysis (JSNA), commissioning strategies as well as preferences of different service user groups, including those who fund their own care to help shape the future of the care and support market.

Providers of adult social care services, voluntary and community organisations can learn about future opportunities and what would enable them to build on their knowledge of local needs in order to develop new activities and services.
How well are we doing?

<table>
<thead>
<tr>
<th>2010/11</th>
<th>Measure</th>
<th>2011/12</th>
<th>2012/13</th>
</tr>
</thead>
<tbody>
<tr>
<td>5,179</td>
<td>Customers receiving social care services funded by the Council</td>
<td>4,770</td>
<td>4,377</td>
</tr>
<tr>
<td>74%</td>
<td>Customers receiving a review within 12 months of their assessment or review</td>
<td>83%</td>
<td>85%</td>
</tr>
<tr>
<td>1,053 (31%)</td>
<td>Customers receiving a personal budget or direct payment</td>
<td>2,430 (52%)</td>
<td>3,323 (76%)</td>
</tr>
<tr>
<td>613</td>
<td>Carers receiving services</td>
<td>789</td>
<td>788</td>
</tr>
<tr>
<td>5%</td>
<td>Adults with a learning disability in paid employment</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>65%</td>
<td>Adults with a learning disability living in their own home or with family</td>
<td>67%</td>
<td>67%</td>
</tr>
<tr>
<td>316</td>
<td>People moving into residential/nursing care</td>
<td>303</td>
<td>273</td>
</tr>
<tr>
<td>469</td>
<td>People receiving more than 10 hours of home care a week</td>
<td>547</td>
<td>569</td>
</tr>
<tr>
<td>28%</td>
<td>Customers that benefited from the reablement service who required no further care from the council</td>
<td>34%</td>
<td>33%</td>
</tr>
<tr>
<td>87%</td>
<td>Older people and disabled adults who took part in the Adult Social Care Survey were either extremely/very satisfied or satisfied with their care and support</td>
<td>64%</td>
<td>66%</td>
</tr>
<tr>
<td>47%</td>
<td>Customers who took part in the survey said that it was easy to find information and advice</td>
<td>74%</td>
<td>75%</td>
</tr>
<tr>
<td>62%</td>
<td>Customers who took part in the survey stated that they feel safe</td>
<td>67%</td>
<td>66%</td>
</tr>
<tr>
<td>55%</td>
<td>Customers who took part in the survey said that the services they receive made them feel safe and secure</td>
<td>71%</td>
<td>77%</td>
</tr>
</tbody>
</table>

Information and advice

We understand that people want to access more information through the internet, as well as using the more traditional forms of contact by telephone and face-to-face. Our website offers a wide range of social care information which can be accessed by a variety of entry points, i.e. ‘Where you are’ postcode search, ‘and ‘Do it online’, as well as a category menu and general search facility.

Customer Service Centre Advisors deal with all kinds of enquiries including equipment/adaptations, changes to existing support packages and information for those people who fund their own care. As well as information about council services, they can access details of local voluntary groups or services which can help people stay independent or can provide more specialist information. You can call on 0300 300 8303

Publicity, campaigns and events

The ‘Just Ask’ outreach project run by the Older Peoples Reference Group visits specific venues, with an emphasis on rural areas, to distribute social care, health and housing information, in conjunction with partner organisations such as the NHS, Police and housing associations.

We also carried out publicity campaigns targeted at self-funders and for Adult Safeguarding, which included distributing leaflets and other materials to a wide range of locations, including GP surgeries, hospitals, libraries and care homes.

Customer Service Centre Advisors deal with all kinds of enquiries including equipment/adaptations, changes to existing support packages and information for those people who fund their own care. As well as information about council services, they can access details of local voluntary groups or services which can help people stay independent or can provide more specialist information. You can call on 0300 300 8303

We provide a variety of social care leaflets and publications, including the CBC Carers Pack, which has been jointly produced with NHS colleagues and provides a source of valuable information for carers in accessing a range of local services and relevant information to support them in their caring role.

There is also the Bedfordshire Care Directory which is available on the website and provides information on care services available in Central Bedfordshire.
Prevention and reablement

We have a rapidly ageing population with increasing social care and health needs. Locally and nationally, too many people are inappropriately placed in care homes, which is an expensive solution and an unsatisfactory outcome for many. In several cases, long term care is avoidable.

Research shows that the independence skills of elderly people rapidly declines in hospital. Reablement enables people to learn or re-learn tasks that are needed for everyday life.

The reablement team works closely with health services in the community to support people at home. This helps to maximise their long-term independence, enabling them to remain in, or return to live in their own homes. The service is targeted at people, mainly in their 80s and 90s and helps to prevent unnecessary admission to hospital and care homes.

The service is provided for up to six weeks at home and is free.

You said … “Work closer with all partners to improve services and people’s experience of care and support services”

We did …

You said … “Increase the use of reablement services, to help customers regain their confidence and skills to remain independent following periods of ill health or disability”

We did …

Step-Up / Step-Down Scheme

The Council has set up a Step Up Step Down scheme at Greenacres, a residential care home in Dunstable. The scheme provides a period of reablement with 8 beds in a residential setting prior to people moving back home following a period of admission to hospital. Greenacres supports customers who would otherwise have used Luton and Dunstable Hospital’s acute beds or been referred directly to a care home. Care is provided with 24 hours nursing support for non-clinical nursing needs.

You said … “Increase the use of reablement services, to help customers regain their confidence and skills to remain independent following periods of ill health or disability”

We did …

Facts and figures

<table>
<thead>
<tr>
<th></th>
<th>2011/12</th>
<th>2012/13</th>
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<tbody>
<tr>
<td>Customers supported by the reablement service</td>
<td>698</td>
<td>789</td>
</tr>
<tr>
<td>Customers supported following a discharge from hospital</td>
<td>313</td>
<td>347</td>
</tr>
<tr>
<td>Customers that benefitted from the reablement service who required no further care from the Council</td>
<td>235</td>
<td>262</td>
</tr>
</tbody>
</table>

Case studies

Mr N was discharged to his home after a hospital admission for Pneumonia. He received reablement services for 14 hours a week and at the end of the reablement period, he was able to care for himself at home.

Mrs S was receiving reablement support when she had a fall and was admitted to hospital. She was discharged from hospital to the Step-Up / Step-Down scheme, where she spent the next 6 weeks. When she returned home, she received reablement services 4 times a day and was able to self-care after receiving 2 weeks of reablement support.
Personalised care and support

If people still need ongoing support after they have accessed reablement services and other short-term interventions, their ongoing needs can be met through a ‘personal budget’.

A personal budget is an annual amount of money that the council can spend on a person’s social care needs. The person is told how much money this is – and they have a choice over how their care needs are met. They can take their personal budget as a cash ‘Direct Payment’ – and arrange their own care services. Alternatively, they can ask the council to arrange the services for them. Personal budgets and direct payments are also known as ‘self-directed support’.

You said … “Increase the use of personal budgets, to ensure that people are receiving the appropriate care, in the way they want it delivered”

We did …

Over 72% of people receiving ongoing social care services now have a personal budget – meaning they know how much their social care costs and that they have a choice over how it is spent.

Case study
Douglas’s story

Douglas’s story was featured in the residents’ magazine. Having spent most of his life living in a care home, Douglas is one of 11 adults to move into a brand new purpose built scheme. It’s part of a wider programme, led by the Council, to provide new homes and services to people with learning disabilities.

We have continued to promote supported living schemes, which enable individuals to move from residential care into their own homes, where they can be independent and secure. They use local shops, leisure and community facilities and have increased life choices. The supported employment ‘Workbase’ team has also helped adults with a learning disability into work placements.

Case study

‘A’ has a mild learning disability and expressed an interest in working with horses, having previously been involved in horse care. Workbase supported ‘A’ to approach several stables in the area and a riding school offered a work trial for one morning a week. ‘A’ clearly enjoyed working outside with the horses and the riding school were very supportive. ‘A’ was offered three hours paid work plus a riding lesson. ‘A’ is still at the riding stables and now has 12 hours paid work a week plus a riding lesson and very positive reviews from the employer.

Keeping people safe

The Council recognises the importance of protecting vulnerable adults and is committed to a programme of improving safeguarding practice. In June 2011 the Local Government Association undertook a peer review of safeguarding arrangements within Central Bedfordshire.

The review team highlighted that good policies and procedures have been put in place, with a high level of commitment from the Council and its partners to raise the profile of safeguarding within services and the wider community.

Since 2011 we have:

- Organised publicity campaigns, attended events and promoted the national Dignity in Care campaign
- Produced a community “keeping safe” handbook that covers safeguarding information, as well as community safety, internet safety and other useful contacts.
- Redeveloped the Council’s website which now includes a facility to make safeguarding alerts anonymously online.
- Organised a programme of safeguarding training for our own workforce and staff from organisations that provide social care services.
- Developed a competency framework for social care staff that is widely used among care providers and forms part of contract monitoring and quality assurance work.
- Established a method of seeking feedback from people who have undergone safeguarding interventions. This involves a visit from safeguarding support workers, together with advocacy services. The feedback from visits is used to develop and improve the service.

In 2012, LINk carried out six ‘Enter and View’ visits to care and nursing homes in Central Bedfordshire looking at the standards of care for residents. In all of the homes, LINk members observed evidence of residents being treated with dignity and respect. Members recognised the importance of social activities for residents to prevent loneliness and isolation and the need for good staffing levels.

You said … “Continue to improve the service to help keep people safe”

We did …

Over 72% of people receiving ongoing social care services now have a personal budget – meaning they know how much their social care costs and that they have a choice over how it is spent.

You said … “Increase the use of personal budgets, to ensure that people are receiving the appropriate care, in the way they want it delivered”

We did …

Over 72% of people receiving ongoing social care services now have a personal budget – meaning they know how much their social care costs and that they have a choice over how it is spent.
Safeguarding activity

Although there has been an increase in the number of safeguarding alerts and referrals, this is due to better awareness and the ease of reporting.

For people under the age of 65, physical abuse is the most common type of abuse, whereas for people over 65, it is neglect. There is a higher incidence of physical, financial abuse and neglect for the age group over 85 than for those aged between 65 and 85. Most incidents of abuse have occurred where the alleged victim lives, either in their own home, a care home or supported accommodation.

National awareness has made the public more aware of safeguarding issues and possibly could have led to an increase in the number of concerns raised.

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<tr>
<th>Facts and Figures</th>
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<tbody>
<tr>
<td><strong>2010/11</strong></td>
</tr>
<tr>
<td>1,086 Safeguarding alerts made to the council</td>
</tr>
<tr>
<td>265 Safeguarding alerts which progressed to a referral</td>
</tr>
<tr>
<td>266 Safeguarding investigations completed</td>
</tr>
<tr>
<td>36% Safeguarding investigations substantiated or partly substantiated</td>
</tr>
</tbody>
</table>

Case study

‘Operation Netwing’ was a multi agency operation which supported the Police when vulnerable people were discovered being held within a traveller’s site in Bedfordshire. Care Managers supported the operation in assessing the social care needs of the 23 vulnerable people who were rescued from the site. They worked in partnership with other agencies, such as the Community Mental Health Team and Housing colleagues to ensure on-going support for the future care and accommodation needs of those freed.

Consultation and involvement

The Council values the contribution of service users and carers in helping to shape services. There is a strong culture of consultation and involvement.

Local Authorities have a statutory duty to carry out sample surveys of all users of adult social care services.

In 2012 we carried out a national carers survey. The results showed:

<table>
<thead>
<tr>
<th>Facts and Figures – Carers Survey</th>
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<tbody>
<tr>
<td>37% of carers using services were satisfied with the support of services they received</td>
</tr>
<tr>
<td>73% of carers felt they had been involved or consulted about the support or services provided to the person they cared for</td>
</tr>
<tr>
<td>70% of carers who use services found it easy to find information and advice about services.</td>
</tr>
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</table>

During 2011/12 we consulted with Blue Badge Holders and the public on proposed national changes to the system of eligibility and how these would be implemented locally, including the introduction of a charge.

In 2012, we won the National GO Award for Best Customer Engagement Initiative on how we involved the residents and their family members in commissioning new Extra Care Services in four Council owned Extra Care Sheltered Housing Schemes. Around 120 residents were affected by the changes and by working closely together we managed a successful change of provider. Feedback from relatives involved said ‘Thank you for involving us in a positive way; we have been impressed by the level of training received and the professionalism shown by officers throughout the process’.

The Central Bedfordshire “Just Ask” Rave Bus is operated by the Older People Reference Group (OPRG) and continues to visit rural areas providing information on health and care services in Central Bedfordshire.

We are working with local residents to design and develop Extra Care Housing in Dunstable. Local people and some of our tenant groups e.g. Sheltered and Tenants Action Group and The Way Forward Group, have been involved in workshops to share their views on the design of the scheme and the key features people look for in Extra Care Housing.

We are working currently with our service users and providers on re-commissioning Domiciliary Care which is more person centred and offers greater choice to those receiving Home Care Services.
Priorities for 2013/2014

Our ambition is for the residents of Central Bedfordshire to live their own lives, enjoy good health, be safe, independent and play a full and active part in the community.

The priorities are focused on:
- Building and securing the adult social care market
- Strengthening customer focus, through improved professional standards and practice
- Determining and delivering the Council’s housing offer.
- Preparing for future changes and the transformation of adult social care, housing and localised health provision including the Care Bill and Welfare Reform.

These priorities are centred on the Council’s Medium Term Plan to “Promote health and wellbeing and protect the vulnerable” and include the following targets:
- A zero tolerance approach to those who abuse vulnerable adults and we will continue to report our involvement in safeguarding activity
- Provide an additional 50 extra care flats by 2014
- Maintain the decent homes standard at 100% for the Council’s Landlord Services
- 30 (100% coverage) Village Care Schemes in operation by 2014
- 60% of Council commissioned dementia care should be of ‘good’ or ‘excellent’ by 2014
- To offer everyone the choice of a personal budget for adult social care support (100%)
Central Bedfordshire in contact

Find out more
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