



**Northamptonshire County Council
Adult Social Care Services**

Local Account 2013-2014

How we are performing and making a difference

Adult Social Care in Numbers

25,592
New
Referrals



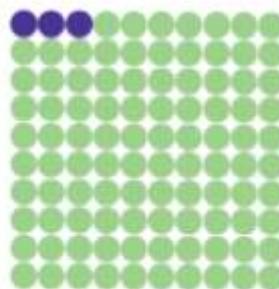
12,380
ASC clients



9,685
assessments of
new ASC Clients

37.8% of
referrals

72.5% completed
within



3,310 clients per
100,000 of the
population



Customer Service Centre Contact Calls



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Foreword

Delivering greater outcomes for the people in Northamptonshire

I am pleased to present our Local Account for Adult Social Care Services.

I hope that you find this account informative, as we share with you our vision for the service, our performance over the last year and what the service costs.

This account also describes our activity and outcomes over the previous year.

Although we have had a challenging year, I am pleased to see that our performance is improving.

During this coming year, we will seek to continue to improve and – as always – we will listen to what our customers are saying.

Best wishes

Carolyn Kus

Director of Adult Social Care Services
Northamptonshire County Council



Our vision

In Northamptonshire we are committed to achieving the best possible outcomes for our clients, in collaboration with partners and with an outcome-based focus in mind. We want to develop a partnership relationship with the people who need our help or access our services, based on a complex relationship which builds on the following principles:

- A whole-person approach, taking into account people's circumstances, assets and needs
- A whole systems model, which brings together partners to deliver services wrapped around the individual
- A comprehensive model designed to address people's needs through prevention and intervention at an early stage
- A right-based model, in which people are empowered to make choices and be in control, and influence service development and delivery
- A reciprocal model, which helps people to help themselves and helps them when they can't help themselves.
- A checks and balance model, based on equity and localism
- A personalised approach to care and support, which builds on the understanding that one size does not fit all
- A choice and diversity model, which values people's wishes, contributions and involvement.

“We will be a high performing adults’ service that is well run and led, has an open culture that supports its staff and is focused on delivering its purpose”

Dr Paul Blantern, Chief Executive, Northamptonshire County Council

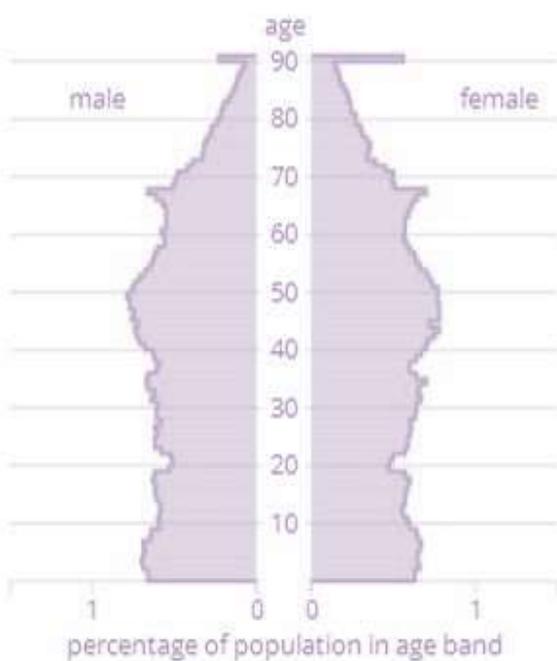
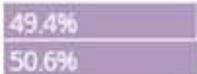
Our Population

The Office for National Statistics has produced figures, based on the 2011 Census, which show significant growth in estimates of the county's population, particularly in the numbers of people aged 70 and over. This is a trend which will continue as more people live longer. We also know from research that people with disabilities live longer, and enjoy a much better quality of life through access to health and social care services.

It is essential that we can support these people to enjoy healthy, happy and independent lives, and that when residents of Northamptonshire need support they receive the most appropriate and timely form of intervention in line with their choices and wishes. This however raises questions about our ability to meet needs with ever-diminishing financial resources and motivates us to be creative in the way we continually improve our offer.

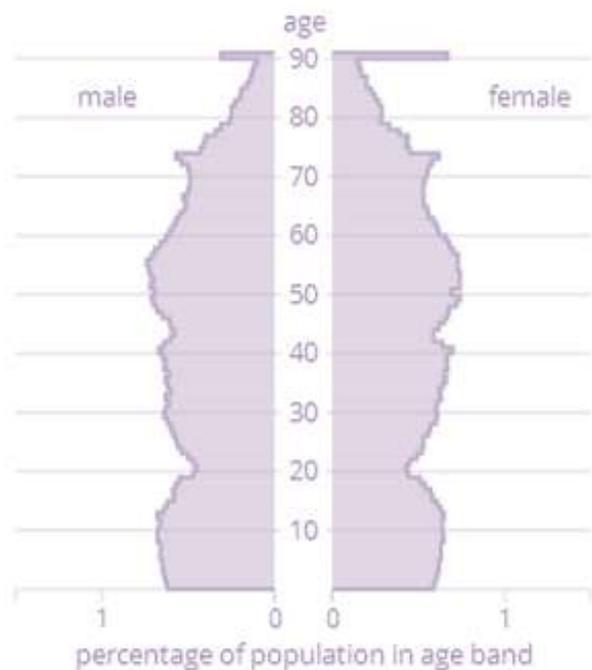
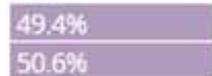
712,200 people in 2014

351,700 males
360,500 females



749,100 people in 2020

370,400 males
378,700 females

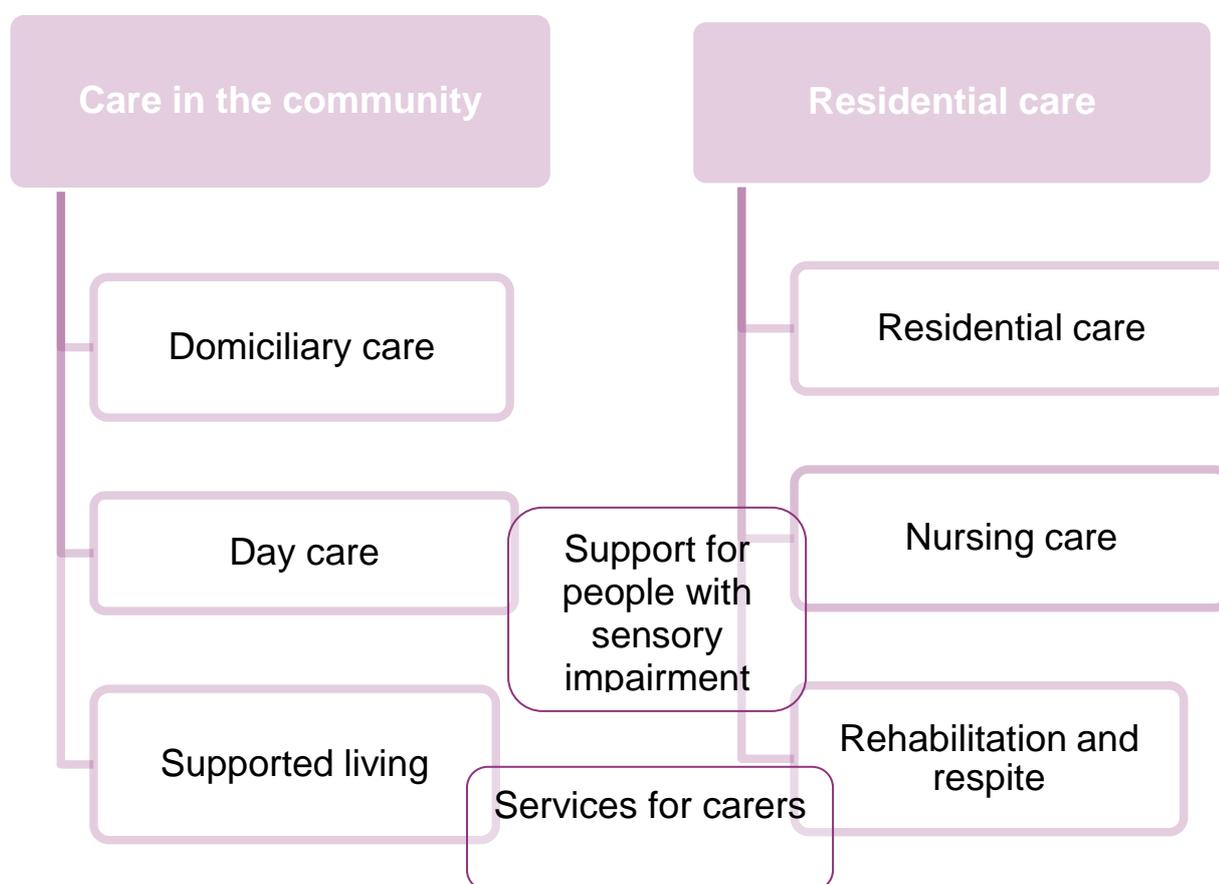


Our Clients

During 2013-2014, we received 25,592 contacts regarding people needing adult social care advice or support.

37.8% of these were from people who required an assessment of needs. As a result we carried out 9,685 assessments of needs for people in the community.

During the year, we provided services to 12,380 people, equivalent to 3.3% of the population. These services covered a wide range of interventions and support:



During the year we have started offering services and support to:

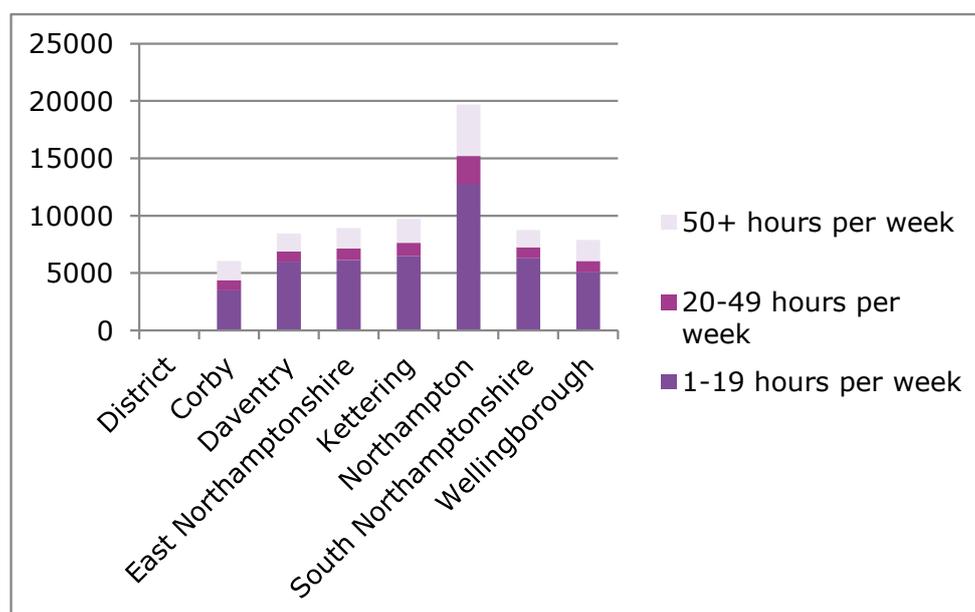
- Over 2,600 young adults aged 18 to 64
- Almost 5,000 older people aged 65 and over
- Almost 600 young people aged 14 to 24

Our Carers

In total, 10% of the population are informal carers, according to data collected in the 2011 national population census. This equates to approximately 69,000 informal carers in Northamptonshire from a population of 690,000 people.

District	Population	Carers (#)	Carers (%)
Corby	61,255	6,048	10%
Daventry	77,843	8,453	11%
East Northamptonshire	86,765	8,932	10%
Kettering	93,475	9,742	10%
Northampton	212,069	19,683	9%
South Northamptonshire	85,189	8,753	10%
Wellingborough	75,356	7,887	10%

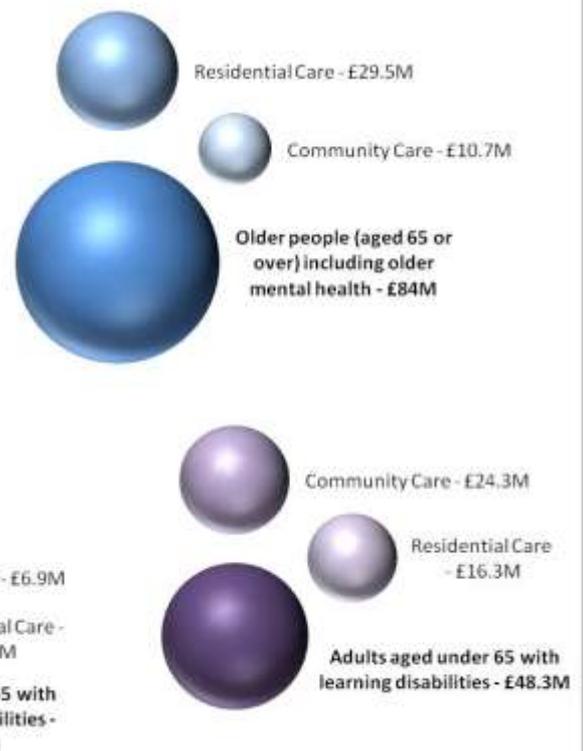
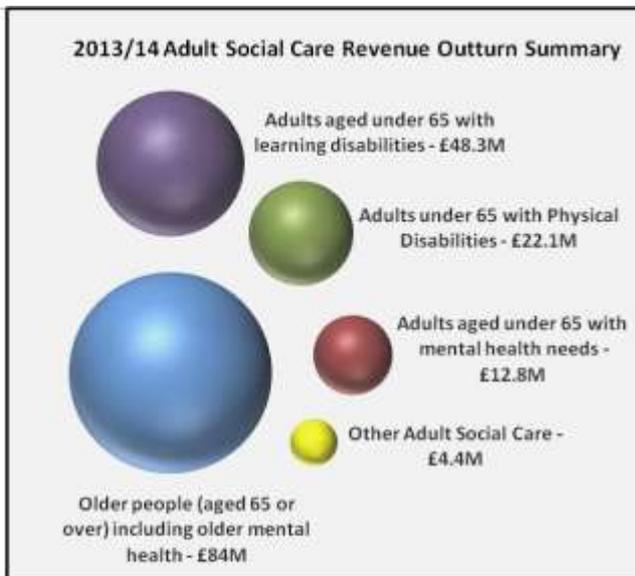
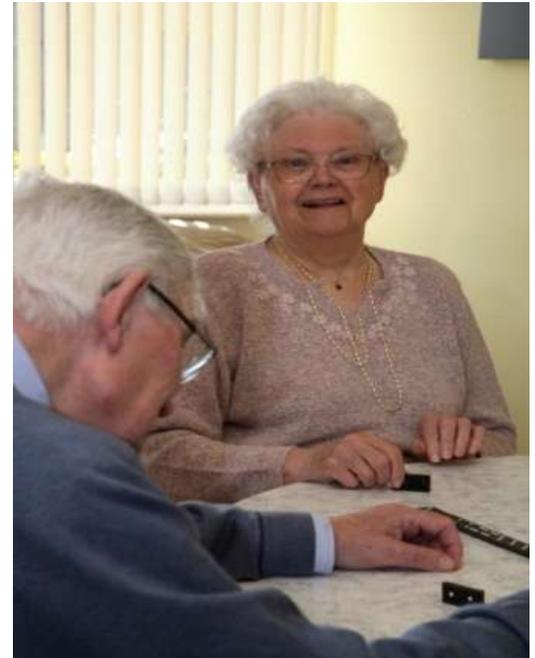
The majority (67%) of informal carers commit between 1 and 19 hours a week to their caring role. 21% (approximately 15,000 people) commit over 50 hours per week to their caring role.



Our Expenditure

We provide support and services to a variety of residents in the county: young adults with physical or learning disabilities, older people with frailty and old age related needs, people with sensory impairment and children and young people aged 14 to 24 transitioning from Children’s Services to Adult Social Care.

The table below shows how we have effectively utilised our budget to meet the varied needs of these diverse groups of people.



Our Performance

Adult Social Care Survey results

ASCOF indicators

	Northamptonshire		East Midlands		National Average	
	2013-14	2012-13	2013-14	2012-13	2013-14	2012-13
(1A) Social Care - related quality of life	19.11%	18.70%	18.9%	18.70%	19%	18.80%
(1B) The proportion of people who use services who have control over their daily Life	75.94%	75.80%	76%	75.70%	76.7%	75.90%
(3A) Overall satisfaction of people who use service with their care and support	61.64%	65.30%	64.4%	65.10%	64.9%	63.60%
(3D) The proportion of people who use services and carers who find it easy to find information about services	71.48%	68.80%	72.5%	70.20%	74.7%	76.60%
(4A) The proportion of people who use services who feel safe	65.00%	62.30%	65.4%	62.80%	66%	65.00%
(4B) The proportion of people who use services who say that those services have made them feel safe and secure	87.68%	83.30%	84.8%	79.50%	79.2%	77.90%

Northamptonshire’s performance has improved in 5 out of 6 indicators. We are particularly delighted with the fact that the people receiving our services feel that they are safer and more secure because of our support. The scores for this indicator place us above the national and East Midlands’ averages by a significant margin. The same is true for the way that people feel that social services have had a positive impact on their overall quality of life. This reflects the continuing improvements we have made to our services and reflect our belief that will be “a high performing adults’ service that is focused on delivering its purpose”.

Our Activity and Outcomes

Outcome 1: Improved communication with stakeholders

- Consultation told us that older people do not always want to go online for advice and information or to find out about the services available to them in their locality. So last year we distributed 30,000 copies of the Care Services Directory to residents, GP surgeries and district councils. The Directory contains useful articles that explain available care options and includes comprehensive listings of care providers for residential care or care in your own home. There is also guidance on paying for care.
- In order to make sure the information about our Transitions services easy to understand and available to a wide range of people and services, we have asked Connexions to manage our easy read website 'My Life, My Choice'. Connexions are experts in providing impartial information, advice, guidance and support to young people aged 13-19. In addition, they support young people with learning difficulties and disabilities up to the age of 25. There is now a 'Training' button on the site, offering e-training for workers and parents/ carers.
- We now produce an easy read e-newsletter every three months to showcase what the Transitions Service and Transitions Programme is doing. The newsletter provides links to detailed team information, events, the Transitions Programme and other sources of information.

- It is important that the services offered by Northamptonshire County Council are front facing, focussed on you and available in more locations throughout the county. Therefore, the Younger Adults and Transitions Teams are increasingly available in a variety of locations in order to be easily accessible to customers, parents and carers and other professionals outside of the County Council. We hold drop-in sessions every Friday at the Guildhall, Northampton, and have a stall at a wide range of health, education and social care events and conferences in the county. We have an identified named worker or workers dedicated to each special school, local further education colleges, Hinwick College and SENSE. Their role includes being present at the school and college for a period of time each month and provides a drop-in arrangement for parents/ carers.
- Based on the success of previous years, and because it is important to showcase the support and services available to people, we held our third Transitions Big Event in November 2013. The event attracted over 500 young people, their parents, carers, workers and managers across a wide range of services. It provided the opportunity for attendees to browse through a provider market place with over 85 specialist and universal providers. The theme for this event was 'Personalisation' and attendees were able to access information about what services and support were available.
- To help us get better at hearing the views of young people with disabilities, we have created local champions - young people with disabilities who can link into and shape the service. The Learning Disability Partnership Board recruited and provides on-going support to Bradley, a new Transitions young person champion. Bradley will have his own blog for the Transitions e-newsletter and will let us know the views of young people with disabilities to help us shape services and support.

- We aim to make the county a better place to live and work for people with learning disabilities. Through the new 'Local Champions' scheme we have recruited seven people with learning disabilities to represent others in their district or borough. We also have a Young Persons' Champion who covers the county. The champions are assigned to go to places within their area to talk to other people with learning disabilities about local and national issues in order to get their views and bring them back to the Council or other partners. Some of the champions are undertaking the role on a self-employment basis. All interested parties received full training and have learned many new skills before applying for the roles and undertaking the interview. Most of the people who didn't get a paid job have chosen to volunteer with us. The new recruits are supported to use new technology to collect feedback from people in their area.



Our local Champions - 2014

Outcome 2: Better understanding of what works by listening

- We are committed to listening to young people and parents/carers who use the Transitions Service about how well the service is performing and what could be improved. Through working with young people, parents and carers, we have identified the questions that they want us to ask through the Transitions survey. We will have one survey for the young people and another survey for parents and carers so we understand all perspectives. We will be using 'Viewpoint' which is an accessible, easy to use survey tool which can be adapted according to the needs of the person using it and enables feedback and answers to be given in a variety of ways: verbally, in writing and through pictures. Clients with disabilities or communication needs will find it easy to use and can use it on their tablets or smart phones. We will be able to easily and quickly analyse the data in order to make fast improvements or changes to our services. We have now also started to explore whether 'Viewpoint' could be used to carry out reviews for some of our customers.
- One in ten people in Northamptonshire are carers and 40% of those carers are on medication for stress. Northamptonshire County Council, in partnership with the NHS and Northamptonshire Carers, launched the 'Who Looks After You' Campaign in June 2013. A week of activities started on Monday 10th June 2013 at Sainsbury's in Northampton's Grosvenor Centre to highlight the work of carers and the support available to them. The event was attended by carers, representatives from Northamptonshire Carers charity and staff from NHS organisations including NHS Corby and NHS Nene Clinical Commissioning Groups.

Outcome 3: Improving people's confidence and skills to carry out activities themselves and continue to live at home through reablement

- In October 2013 we employed Brad Hurrell, who has a learning disability, to provide support with administrative tasks in our office in Kettering. Brad has developed exceptionally into his role and is a credit to his team. He is learning lots of new skills and meeting lots of new people. He brightens the office with his sense of humour and positivity. Brad has been supported all the way into employment through the Shared Lives scheme.



- It is important that the Younger Adults and Transitions teams have specialist skilled Autism workers so that we can effectively support young people and customers with Autism and Asperger's syndrome and their families/ carers. We are undertaking a pilot in Phase 2 of the Transitions Programme to evaluate the effectiveness of having two Autism Outreach Workers with the Transitions and Younger Adult Teams. This is because the successful Autism Outreach Service currently finishes when a young person reaches the age of 19, and yet we know that leaving school and having to access new services and support can be a difficult time for these young people and their families.

Outcome 4: Strengthened community support and localised services

- We recognised that there was a gap in the reablement service provided to patients with dementia which was leading to premature care home admission.

Many people were not advised on how to access the service and others did not realise the value it would add to their lives. Joint commissioning work between Northamptonshire County Council and Clinical Commissioning Groups started in September 2013 to look at developing an integrated reablement service for clients with dementia and other mental health needs.

Northampton General Hospital piloted the service working in partnership with the county council, Olympus Care Services, a local GP and Northampton Care Foundation. Since the service began, more than half of patients were able to be discharged from hospital to their own homes. They have received support to remain in their homes by a variety of agencies all working together to improve the outcome for the patient.

- We wanted to provide more community connecting services so customers, or potential customers, can achieve increased independence, expand informal networks and community links and be supported to achieve the outcomes they have identified. Working with DELOS, we are piloting a project to provide 12 week community connecting support to people being referred to the Younger Adult and Transitions Teams. At the end of the pilot, we will evaluate the data, and provide a report to our senior managers, with the intention to expand the support.

- An innovative approach to working with dementia patients has achieved a significant increase in the number of people returning home after a hospital stay, rather than being looked after in residential care. Northamptonshire County Council, Olympus Care Services, NHS Corby and NHS Nene Clinical Commissioning Groups (CCGs), Northamptonshire Healthcare NS Foundation Trust and Northampton General Hospital have all been working together on the pilot scheme, which is one of the first in the country to integrate health and social care services in this way. By improving the way these services work together and developing an integrated care pathway, 55% of people with dementia returned to live at home, compared to 11% in the previous year.

The scheme which considerably improves the quality of life for dementia patients and their families has been shortlisted, from a total of 1,300 entries, for a prestigious national award; The 2014 Health Service Journal Awards in the 'Improved Partnerships between Health and Local Government' category.

- We are committed to using new technology to help improve the service and support people to live as independently as possible. In order to achieve this we are undertaking a pilot working with British Telecom to evaluate the effectiveness of using Telecare technology with selected customers. Part of this pilot will be Younger Adult and Transitions customers.

Outcome 5: People with different vulnerabilities who need protection receive effective support through immediate response and safeguarding

- In order to ensure consistent and continued support for young people transferring from children's services into adult services, we now have a countywide Transitions service. A named support worker is provided for young people from 14 until the age of 25. This allows them to understand the young person's needs and get to know the family, and to provide consistent and co-ordinated support.
- It is essential that people leaving hospital have a secure, supported and safe place to live. We have worked in partnership with the district and borough councils to create the 'Stepping Stones' scheme to offer people appropriate and safe accommodation and warden support upon discharge. Also, through the Stepping Stones scheme, we have joined with other groups such as Wellingborough Support to provide an effective service to our clients.

Outcome 6: People are supported to live as independently as possible

- It is important that people with health and social needs are able to access support in their own area, rather than having to travel long distances to benefit from essential services. For example, Northamptonshire County Council worked in partnership with Palliative Care Support and health partners to provide support to three customers with cancer who needed to be nearer to the hospital to access their treatment. The two Stepping Stones properties at Barringers Court include guest facilities which enabled the customers to spend more time with their family during very difficult circumstances, providing choice and dignity and avoiding the need for a hospital stay.
- In order to provide opportunities to engage and socialise, last year we held a Valentine's Ball for people with a range of disabilities to enjoy a night of music and dancing with their parents and carers. The ball aimed to promote their independence, their right to live ordinary lives and to have the same relationships as other people.



Following the success of the ball which was attended by over 300 people across the county, we have now helped volunteers to continue this yearly event through support and funding.

- National research shows that carers who provide high levels of unpaid care for sick or disabled relatives and friends are more than twice as likely to suffer from poor health compared to people without caring responsibilities.

Northamptonshire County Council, working in partnership with Crossroads Carers, developed the Dementia Carers Grant to provide planned breaks for carers. The breaks were accessed by 20 carers with mixed health and social needs who were caring for people with the most complex and critical needs – the people who would most likely be at risk of unplanned admissions to hospital. Bespoke dementia training was given to family/unpaid carers to help them understand the condition and to improve their knowledge of managing the needs of someone suffering from dementia.

Outcome 7: Continued improvement is achieved through review, feedback and recognition of good practice.

- Our aim is to provide the best Transitions Service in the country. Using a method that focuses on what is working rather than what is broken, we have become more creative and interactive with our customers, families, and a wide range of internal and external colleagues. Our Transitions Programme's ultimate outcome is to produce a multi-agency countywide Transitions Service for disabled young people. The programme is developed in collaboration with our customers, parents/ carers and colleagues. We focus on what is working well, analysing why it is working well and then doing more of it. This approach has received a lot of interest from other local authorities across the country. We have also been invited to the European Social Network to run a workshop to tell others around Europe about our work.
- It is estimated that carers save health and social services around £120bn a year nationally, an average of £18,473 per carer. In Northamptonshire alone there are around 70,000 people who identify themselves as carers. Northamptonshire County Council is committed to supporting the fantastic work our carers deliver. We endorsed the fourth Jane Roebuck Carers Awards in January 2013 to honour and celebrate the fantastic work of carers in Northamptonshire during 2013. The prestigious awards ceremony, which was held at Rushton Hall, not only recognised their hard work and selflessness, but it also provided an opportunity for carers to enjoy an occasion dedicated to them.

