

Adult Social Care Local Account Our Annual Report 2019/20



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Introduction

Welcome to the 2019/20 edition of the Adult Social Care Local Account.

Within these pages we describe who we are and what we do. You can read about our performance in 2019/20 and what the people using our services say about the care and support they receive.

One of Newcastle City Council's priorities is to ensure that people have the right health and care support when they need it so that our residents are able to live healthy, fulfilling lives.

Throughout this document, we have set out the ways in which we are working to achieve this ambition, including the development of innovative ways of working to ensure that our resources are being used effectively and that we are able to continue to respond to the changing needs of the people who use our services.

The end of the year also saw new challenges for us dealing with the Covid 19 pandemic but despite the varied pressures that our adult social care services face, we are proud to continue making life changing improvements for the benefit of many of the city's residents.



**Alison McDowell,
Director of Adult Social Care
and Integrated Services**



**Councillor Karen Kilgour,
Cabinet member for Health and Social Care**

Healthwatch Statement

Healthwatch Newcastle response to the Adult Social Care Local Account 2019/20

Healthwatch Newcastle, the independent champion for people using local health and social care services in the city, welcomes the opportunity to comment on this Adult Social Care Local Account. Newcastle City Council, as with many others across the country, continues to face a challenging operating environment, with financial constraints as well as demographical and epidemiological demands on health and social care services, exacerbated further by COVID-19 in 2020.

We are pleased to see that, despite this, Newcastle City Council has managed to effectively maintain adult social care service provision.

Whilst we recognise that the impact of COVID-19 on adult social care can only really be reported in the next Local Account, we would like to thank all the staff within the adult social care sector for their hard work and dedication throughout the COVID-19 pandemic.

Ongoing, long-term support

This report shows that there has been very little change in the data reported in comparison to 2018/19. Considering this in the context of the reduction in spend on adult social care year on year, we are pleased to see that this does not appear to be having a significant impact. We note that there has been:

- A 6% decrease in the number of people who were extremely or very satisfied with the care and support they receive.
- A 2.9% decrease in the number of people saying that their quality of life has improved as a result of the care and support they receive.
- A 2% increase in the number of people saying that services make them feel safe and secure.

It would be interesting for Newcastle City Council to investigate why there may have been a decrease where listed, particularly where there was a 6% decrease. Doing so may support Newcastle City Council to act now to prevent further decreases in future years.

Short term support/reablement

As with 'ongoing, long term support', we again note very little changes to the data reported in comparison to 2018/19.

We note that there has been a 7.5% increase in the number of people who are finishing their short term reablement with either no ongoing care needs or support at a lower level. We hope that this is because people are receiving the right kind of short term reablement, enabling them to remain independent in their own home.

Carers

As we noted in our 18/19 statement for the Adult Social Care Local Account, again we see that fewer carers have received support and/or information and advice to help care for their family or friend. This has been reducing over the past four years.

We note that the Community Health and Social Care Direct Team work to identify people with caring responsibilities at the first available opportunity and refer to Newcastle Carers and British Red Cross where appropriate. We are pleased that you are working with two organisations that regularly work with carers.

We welcome the data provided on the number of referrals made to Newcastle Carers and British Red Cross, as this was not included in 18/19. It appears that about a quarter of carers accessing support, information and advice are referred.

We would welcome more information on why the number of carers receiving support, information and advice is continuing to reduce year on year, and to understand the impact on carers.

Adult social care survey

As we stated in 2018/19, we would have liked to have seen the inclusion of some data from the adult social care survey such as:

- How clean and comfortable an adult social care service user considers their home to be.
- How easy it is for an adult social care service user to get to all the places they want to visit in their local area.
- If an adult social care service user has had as much social contact as they would like.
- If their home is meeting all their needs.

We feel that this information is essential as it helps to give some insight into the lives of adult social care service users. We would recommend that it is included in future Adult Social Care Local Account reports.

Finally, we were enthused to read about the new developments, for example:

- Co-location of health and social care colleagues in the new system wide Command Centre.
- Joint working across health and social care to improve hospital discharge during the COVID-19 pandemic.
- The development of the new housing with care schemes:
 - Conaty House Walker
 - Hodgson House Elswick
 - Eastgarth, a mental health resource
- The targeted work to make Grainger Market more dementia friendly.

In particular, we hope that there are plans to assess the effectiveness of the improved hospital discharge process from a safety and a staff, patient, and carer experience perspective. Hospital discharge is regularly criticised for being too slow, so if the new approach has safely sped up the process without negatively impacting the patient's health and wellbeing or on staff, patient and carer experience, then that learning needs to be embedded into future practice.

Overall, we feel that this report presents the information in an accessible and engaging manner, giving a good brief overview of how adult social care services are performing.

We hope that Newcastle City Council can continue to sustain a high performing service. We are very keen to continue working with the council, especially in supporting it to engage with and listen to the views of service users and carers.

What do we do

Adult Social Care is responsible for making sure the most vulnerable people in the city get the care and support they need.

What we do...

Assess your needs

Organise and plan your support

Arrange your services, where appropriate

Work to prevent the need of some residents for Social Care Support

Help support those who are caring for a loved one

Did you know

Social Care staff assess needs, arrange personal budgets and services and provide professional support including in the community, outreach, public health, employment and guidance and advocacy.

We also have a statutory requirement associated with safeguarding adults. The Newcastle Safeguarding Adults Board Annual Report has full details of this service and can be found on the Newcastle City Council website.

In 2019/20, 5085 people received ongoing long term support. Of these there were:

1,785 people aged 18 – 64, 31 more than last year

3,300 people aged 65 and over, 55 fewer than last year

2,284 with a primary support reason of physical disability, 33 fewer than last year

1,062 with a primary support reason of learning disability, 36 more than last year

533 with a primary support reason of mental health, 12 fewer than last year

695 with a primary support reason of memory cognition, 5 more than last year

95 with a primary support reason of sensory support, 3 fewer than last year

416 with a primary support reason of social support, 17 fewer than last year

Our Workforce

9,300 people in Newcastle work in the Adult Social Care support sector

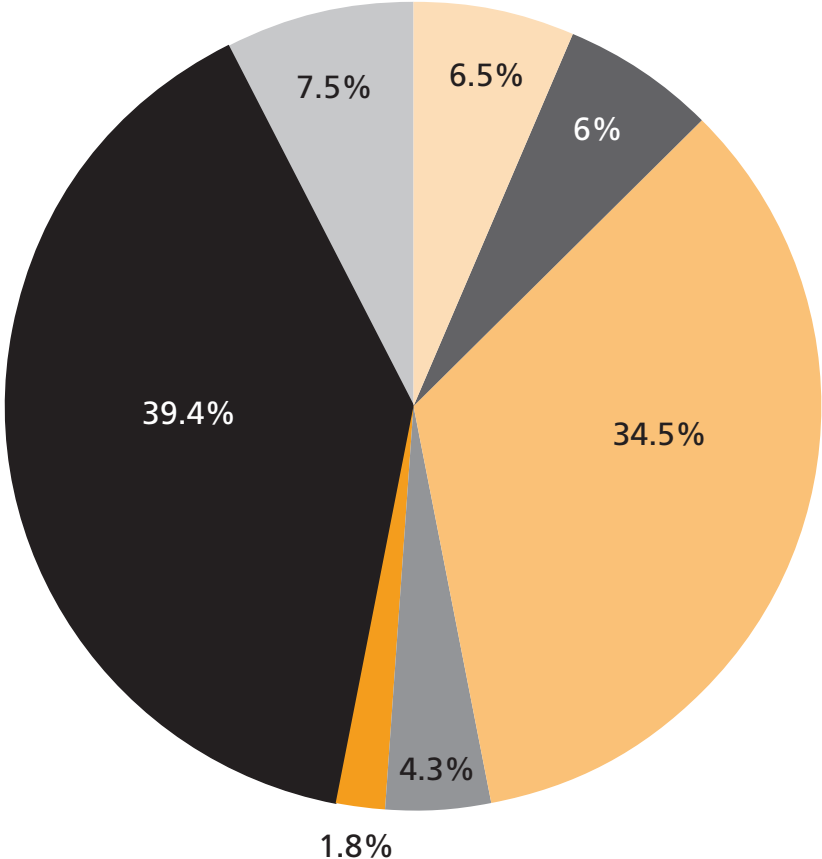
898 people in Newcastle work in the Adult Social Care support sector are employed by Newcastle City Council, including social workers and care workers.
Stats taken from Skills for Care website - <https://www.skillsforcare.org.uk/adult-social-care-workforce-data>

How we spent our money

In 2019/20 we spent £71.34 million on adult social care services:

- Care Services - £4.6 million
- Mental Health - £4.3 million
- Older People - £24.9 million
- Other Social Care Services - £3.0 million
- Specialist Services - £1.3 million
- Learning Disability - £28.1 million
- Physical Disability - £5.3 million

Adult Social Care Net Spend



Preventing the need for social care services

We support people to live as independently as possible by working to prevent, reduce or delay their need for care and support. We do this by providing information and advice, arranging short term services to help people to regain skills and confidence, or working with partners to deliver vital services that help people move out of hospital.

Did you know

Reablement is a personalised, short term service which helps users recover and live independently at home. A reablement service may be suitable following a stay in hospital, a change in your needs or a loss of confidence. Reablement support encourages users to develop confidence and skills and can include support for people to get around the home, make meals and carry out personal care such as using the bathroom or dressing.

Preventing the need for social care services

1,914

people received short term support from our reablement service



85.3%

of people are still at home 91 days after discharge from hospital in to a reablement service



70%

of people we asked find it easy to find information and advice



79.5%

of people finished their short term reablement with either no ongoing care needs or support at a lower level



Co-location of health and social care colleagues and Command Centre

We have been working with our colleagues in health to create a team who sit and work together in Gosforth. This physical space is also the home to a system wide Command Centre. The Command Centre provides a digital platform for us to be able to manage the capacity of care in the city, with the aim of supporting service users to have the right level of care when they need

it. The focus for the care provided is 'own home first' wherever possible.



Reablement - Hospital Discharge

As the effects of the COVID-19 pandemic began to emerge in March 2020, it became clear that the council's in-house provision of care was facing several challenges. In order to support the NHS to create capacity in hospitals, we worked together to create new guidance on how health and care providers could improve discharge from hospital into care in the community.

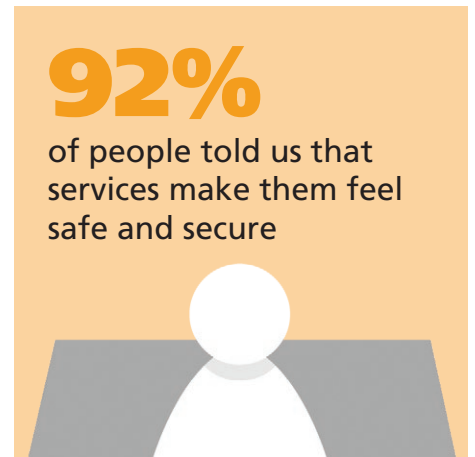
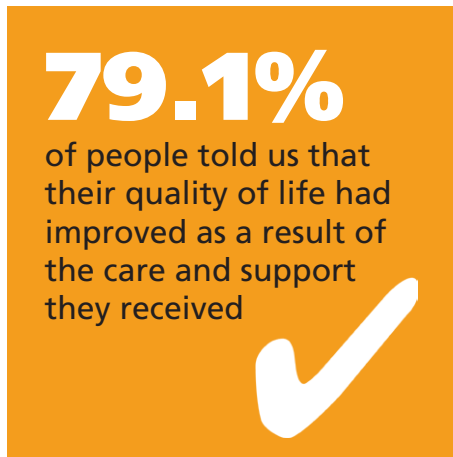
For a patient to be discharged from hospital we needed to ensure there was capacity available to support their health needs in the community. This involved making sure that people could be discharged rapidly and safely when they no longer needed to be in a hospital bed. A team with members of staff from both health and social care worked together to do this. Through this joint approach we were able to achieve faster rates of appropriate discharge. This was done by:

- Strategic Coordination Groups across the NHS, community and social care settings were set up to ensure hospital bed capacity was created and maintained through faster rates of appropriate discharge.
- use of existing systems to pass cases onto Hospital Social Work Teams
- daily meetings in RVI and Freeman hospitals to allocate cases and look at any blocks on existing cases.
- creating additional capacity in the Reablement Team to facilitate more hospital discharges
- reassessing current reablement service users to ensure they were receiving an appropriate package of care, freeing up time to be able to offer services to others assessed as needing support on discharge from hospital.
- working closely with colleagues from the Community Response and Rehabilitation Team (CRRT), providing support to transfer appropriate services users from a health service to a social care service in order to free up staff.

Providing long term support

When people are eligible for long term social care services, we will help them and their families to find the right support, in the right place. We can arrange services on behalf of people, work with partners to deliver services, and support people to manage or arrange their own services.

Providing long term support



63% of people were extremely or very satisfied with the care and support they receive

“There is enough information out there about support, services and benefits.”

Quote from a Service User taken from the 2019/20 Adult Social Care User Survey

Did you know

We carry out a User Survey every year to help us understand the experience of people using adult social care services. In 2019/20, the majority of people (92%) said that the services they received helped them to feel safe and secure.

Transformation

Transformation in public services continues to be fundamental in meeting today's and tomorrow's challenges. This is as true in Adult Social Care as in any other arena of public service. Throughout 2019/20 we started conversations under the banner of Being Well in Newcastle, initially with home care providers and the public on what good home care looks like and how we might deliver a different model of home care, placing providers at the heart of our communities. This has enabled us to coordinate and draw together the very best aspects of our current practice, ensuring that our approach is one that is impactful, effective and sustainable for all. This conversation continues to shape our response to the ever-present challenges going forward, ensuring that our communities are placed at the heart of all local services.

Housing for social care needs

We continue to build upon our housing with care schemes to meet demand across the city, with a range of affordable and quality homes to assist people aged over 55 to live independently with support on site. In 2019/20, along with Your Homes Newcastle and registered housing providers, we worked together to consult and develop new schemes:

- Conaty House Walker operated by St Anthony of Padua
- Hodgson House Elswick which is operated by YHN
- Eastgarth, a Mental Health resource

We are continuously reviewing this accommodation and our extra care and specialist housing with support offer to best ensure that we continue to meet the needs of individuals and communities across the city.



Focus on: Dementia Friendly City

We know that many people living in Newcastle have a diagnosis of dementia but also that many may be living without a diagnosis. We also have an increasing number of people under 65 who have a diagnosis. This impacts not just the person who has dementia, but also their families, carers and the wider community.

We know that small changes can make a big difference to the person living with dementia and their carers and we have been working together since 2017 to deliver actions and initiatives to make our city and neighbourhoods Dementia Friendly.

In 2019/ 20 we continued this work with our partners across the city, looking at different ways of raising awareness and a general understanding of the condition, ensuring that people living with dementia and their carers can access information and advice and that we ensure we have the voices of people at the centre of the work we do.

Following positive feedback from Policy Cabinet Think About Feb 2019 focusing on Dementia, we secured a space in the Grainger Market in May 2019 for 12 months, with a view to the Grainger Market becoming Dementia Friendly.

The space was supported by the City Council both Adult Social Care and also our Property Management Teams and staff in the Grainger Market.

We have worked with traders raising awareness of dementia and what they might change to ensure that they are dementia friendly, and have been part of a study looking at Markets and how they could be a place that people use for more than shopping. We were also delighted that the Grainger Market won an award which recognised our involvement.

We ensured the space was free to any partner who wanted to raise awareness, and this has included:

- Newcastle Carers, who shared information to over 200 carers
- Northumbria Police, who launched the Herbert Protocol to promote planning in the event of a missing person who has dementia
- 'Home Alone', which was a performance raising awareness of issues of loneliness and isolation and which was funded through the Arts Council England award, Equal Arts and East Durham Creates
- Elders Council, who developed artwork and songs for Older People's month
- Newcastle University School of Pharmacy, raising awareness of high blood pressure and lifestyle and the link to dementia

We were also delighted to secure capacity for an 18 month post to develop more work around the city to meet our Dementia Friendly City ambition. This has led to further widening our partnership work including with: Tyne and Wear Museums and the market traders to develop 'cuppa and culture sessions'; Newcastle University Sociology department and with the 'Nowhere to go' team who have been working with the Grainger Market to develop the toilets in the market, ensuring that these are dementia friendly. This has led to an increase in the number of partners using the space, including Age UK Gateshead, meaning that is now open every day.

This post has also helped to develop dementia friendly communities, with information being distributed across the network and an increase in interested people, working to target people with young onset dementia and improving the City Council training on the condition.

Unfortunately Covid put a stop to the work in the Market in March, but we have begun to develop further sessions with partners to continue raising awareness of challenging dementia related issues, enabling improvements to be made.



"I rely on my husband and support worker for help and support about local services. My memory hinders me in remembering information about services."

Quote from a Service User taken from the 2019/20 Adult Social Care User Survey



Safeguarding Adults

We are committed to ensuring that Newcastle is an increasingly safe city for adults with care and support needs who are at risk of abuse or neglect. Adult Social Care are the lead agency for safeguarding adults in the city, providing staff that support and coordinate the work of the Newcastle Safeguarding Adults Board.

Last year we received

7,556

safeguarding concerns which resulted in 4643 safeguarding adults enquiries.



The person's desired outcomes were fully or partially achieved in

91.4%

of all safeguarding adults enquiries



Did you know

In September 2019, the key multi-agency partnerships concerned with safeguarding in Newcastle came together to discuss responses to criminal exploitation and serious violence, with a focus on taking a public health approach. Over 140 practitioners, specialists and strategic leads attended this event. The key themes for action included: understanding the problem; prevention, engagement and diversion; education and awareness; safeguarding vulnerable people; and disruption of criminal activity. Learning from experiences of responses to sexual exploitation, it has been important to highlight that adults with care and support needs are vulnerable to being targeted by serious and organised crime groups.

Update on the Multi-Agency Safeguarding Hub (MASH) for adults

The Adult MASH is the multi-agency team that receive and respond to the majority of safeguarding adults referrals in Newcastle. The purpose of the MASH is to facilitate faster, more coordinated and consistent responses to safeguarding adults concerns and deliver improved outcomes for adults at risk. Each referral is triaged and a decision made as to whether the referral requires action under safeguarding adults procedures. In 2019-20, the Adult MASH received 7649 referrals, with 73% of these progressing to a safeguarding adults concern. 97.7% of all referrals made via the MASH are triaged within 24 hours. The remaining are those referrals made out of hours and these are triaged the following day.

Adult Social Care and Northumbria Police have been co-located in the Adult MASH since January 2019. Through the course of late 2019 and early 2020 representatives from Your Homes Newcastle and the Independent Domestic Violence Advocacy service began to spend some time based within the MASH. IT solutions to improve communication and assessment on a multi-agency basis continue to be developed. The onset of Covid-19 presented challenges to the operation of the MASH, with the majority of work happening on a virtual basis.

Carers

Invaluable support provided by Carers to family members, friends, partners and neighbours with illnesses, disabilities, mental health problems or drug or alcohol problems enables them to live as independently as possible. We know that caring for someone can be a very positive and fulfilling experience, but we also recognise that carers often need some additional support to help them continue in their crucial role.

As well as offering carers information and advice to support them in their caring role, with their permission we now routinely refer carers into our commissioned carer support services.

Newcastle Carers offer services and support to people of all ages who provide care and support to someone living in Newcastle who couldn't manage without their help; this offer includes information and advice, health and wellbeing, training and support to carers and peer support.

The British Red Cross emergency contact scheme gives carers peace of mind by supporting them to develop an emergency plan if, for whatever reason they were unable to offer care and support in the usual way.

2,095

carers received support to help them to care for their family or friend and /or information and advice

100%

of carers eligible for support took a Direct Payment



197

routine referrals were sent to British Red Cross

315

routine referrals were sent to Newcastle Carers

"My partner is my carer and she does everything for me."

Quote from a service User taken from the 2019/20 Adult Social Care User Survey

