



South Gloucestershire Council

How we deliver adult social care services

Local Account

April 2012 – March 2013



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Cover photo: Beth Tovey the Centre Manager of Cambrian Green Day Service who won the dementia carer of the year at the Great British Care Awards 2013.

Welcome

Welcome to the South Gloucestershire local account which sets out how well we are doing in meeting the needs of South Gloucestershire residents who require care and support. This document explains the progress we have made since the first Local Account was published a year ago for 2011/12.

What is a local account?

Local accounts are annual reports designed to give residents a clear picture of:

- the achievements we have made in adult social care – how well we are performing
- the changes and challenges we are facing
- our plans for future improvements

We continue to be ambitious in setting plans and getting results that will make improvements to people's lives.

The pace of change is getting faster, bringing challenges and opportunities for us all. A big opportunity is us working more closely with health colleagues and the new Clinical Commissioning Group. Together with other partners we have developed a health and wellbeing strategy for South Gloucestershire, with an overarching vision for all health and social care www.ourareaourfuture.org.uk/hwbstrategy

The report is in seven sections –

1. Your local area: South Gloucestershire at a glance

2. How we met change and challenges in 2012/13

3. Facts, figures and performance - delivering the customer journey

4. Keeping people safe

5. Listening and learning

6. Working with our partners

7. Our priorities for change in 2013/14

Please give us your feedback

Please let us know what you think of the local account and tell us if there is anything we have not included that you would like us to in future. Please see inside back cover for details.

1 Your local area: South Gloucestershire at a glance

Population

263,400 is the estimated population of South Gloucestershire

19% of the population are children (aged under 16), in line with the national average (18.9%).

17% of the population are aged 65 years or over (the pensionable age) – above the national (England) average of 16.4%

Source: 2011 ONS mid-year population estimate

The area has seen rapid population growth since the 1970s - between 1971 and 2001 the population increased by over a third (from 182,900 to 245,600). However, more recently population growth has slowed; increasing by only 7.5% in the last decade (2001 to 2011).

Between 2001 and 2011, the largest population increases have been in areas which have experienced the highest levels of housing development – particularly areas within the north and east fringes of Bristol.

Population projections

The latest official population projections from ONS (the 2011 Interim Sub-National Population Projections) suggest that the population of the district will increase by 26,000 people (+9.9%)

reaching **289,500** in 2021.

By 2021, the latest ONS population projections suggest that:

- The proportion of the population who are children (those aged under 16) will fall slightly (from 19.0% to 18.8%)
- The proportion of the population of working age (aged 16-64) will fall from 64.0% to 61.8%
- The proportion of the population aged 65 or over will increase from 17.0% to 19.3% and the proportion over the age of 90 will have increase from 0.7% to 1.1%.

In numeric terms, these population projections suggest that there will be:



It is important to note, however, that the official population projections are based on recent population trends in the levels of births, deaths and migration. They do not take into account any future policy changes, housing development or other factors which might influence demographic trends and future population levels. This means that the level of housing development proposed in South Gloucestershire's Core Strategy is not reflected in these official projections. The level of population growth arising from this significant level of new housing development is likely to be considerably higher than the official projections suggest.

Source: ONS 2011 Interim Sub-National Population Projections

Ethnic composition

- According to the 2011 census, 13,200 (5% of the total population) are of black and minority ethnic origin. This is more than twice as many as the number recorded in the 2001 census (5,900 people, 2.4% of the population).
- The South Gloucestershire BME population is lower than the national average of 14% (for England and Wales)

Source: 2011 Census, ONS.

Key facts that drive how we shape services in South Gloucestershire:

- People live longer than the national average: Older people should feel valued and respected in their communities with choice and control over how they live their lives. They should be enabled to live full and active lives with every opportunity to remain independent.
- Many people living with long-term conditions, physical disabilities and mental health problems experience difficulties. They should be supported to lead independent, fulfilling and dignified lives.

2 How we met change and challenges in 2012/13

This local account for 2012/13 is set within the context of our plan for the year, so it focuses on areas that may impact directly on our service users:

- Spending money effectively
- Working with change in the NHS
- Improving services
- Implementing a new approach to supporting carers (see page 9)
- Keeping people safe (see page 15)

Spending money effectively

Our budget in 2012/13 for Adult Social Care services was **€58.5m**
This included an additional £2.424m for service improvement in recognition of the growing demand for social care

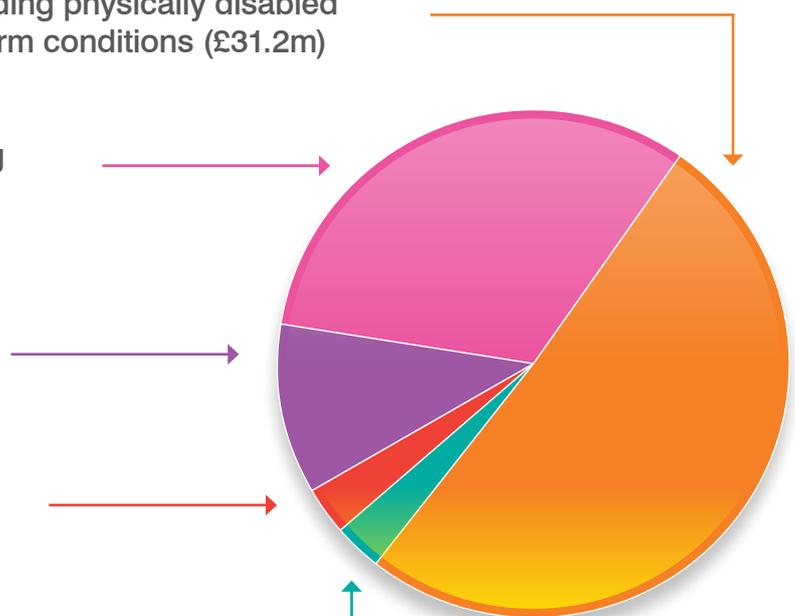
53% Older people including physically disabled people and long term conditions (£31.2m)

29% People with learning difficulties (£16.8m)

12% Our own provider services (£7.2m)

3% Support and service management (£1.8m)

3% Adults of working age mental health services (£1.6m)



Percentages rounded up

We delivered our services within budget.

Working with change in the NHS

Our NHS partners went through major changes in 2012/13. These included:

- a GP led Clinical Commissioning Group (CCG) for South Gloucestershire was set up and took on NHS commissioning responsibilities from April 2013. The council is working with members of the new CCG and attends its planning meetings
- a new Health and Wellbeing Board was established. The board undertook an updated analysis of a broad range of needs, including health and social care, in its joint Strategic Needs Assessment. It also published a draft Health and Wellbeing Strategy for consultation
- a new South Gloucestershire Council Department for Children, Adults and Health (CAH) was officially formed on 1 January 2013. The department brings together all the 'people' related areas of our work and incorporates the new public health responsibilities that transferred from the NHS to the Local Authority in April 2013
- the Care Forum was appointed as the Healthwatch provider for South Gloucestershire assuming functions previously undertaken by the LINK.



Improving Services

During 2012/13 we made a number of decisions and changes designed to help improve adult care support, including:

- completing a pilot of Reablement Services to help people regain living skills, confidence and independence after a period of ill health. We have agreed to build upon the success of this pilot by expanding the service to double its scale from April 2013 and agreed to further extend it to a full scale service from February 2014
- developing a new approach to ensuring South Gloucestershire carers' needs are assessed and met following initial screening by the Carers' Support Centre (see page 8)
- commissioning a new Extra Care Housing Scheme for older people at Stoke Gifford, from the Extra Care Charitable Trust, that is due to start on site in 2015
- developing a proposal for a further new Extra Care Housing Scheme for older people in Cadbury Heath. Subject to confirmation later in 2013, the scheme will be developed by 2017
- commissioning a small scale Extra Care Housing Scheme to enable more people with learning difficulties aged 18+ years to live independently. This scheme is due to be completed by 2015
- developing proposals to make it easier for people to use self-directed support by being able to choose from a range of organisations able to help organise personalised packages of care.
- working closely with families and service users, we supported all of the former residents of Charlton House, Patchway, and Newton House, Cadbury Heath, residential care homes to move to alternative accommodation. Feedback continues to show that most of the residents are satisfied with the new arrangements. The council continues to deliver services at Alexandra Way, Thornbury and Woodleaze, Yate, residential care homes until replacement capacity has been developed in those areas
- consulting service users, stakeholders and staff on what people require social care services to do in terms of employment, volunteering, social activity and day care. This will help us to consider later in 2013 how to redesign services to more closely meet service users' changing needs, aspirations and expectations
- launching a new regular 'Supporting You' newsletter for all adults receiving social care services
- launching a project to improve the quality, skills and support capability in our care homes (residential and nursing care homes).

A new approach to supporting South Gloucestershire Carers

South Gloucestershire council is taking a fresh approach to the way it supports carers and the people they care for. It is aimed at encouraging more carers to identify themselves as early as possible, by making everyone carer aware and making it easier for carers to access support.

Over the year we worked closely with carers' representatives and organisations to develop 'Do you look after Someone? Getting Help and Connected'

The council has provided extra funding for two extra carers' workers based at the Carers' Support Centre. They will support and signpost carers to complete the questionnaire.

In addition to 'Getting Help and Connected', the Carers' Support Centre will also manage the new independent South Gloucestershire carers' register, 'Connecting Carers'.

Better for carers

The approach puts carers at the centre and links them to useful information and support. It also enables carers to be better informed of their rights and their options and identifies carers who have significant caring responsibilities and need tailored support.

How it works

'Do you look after someone? Getting help and connected as a carer in South Gloucestershire':

This is a detailed questionnaire and action plan which helps carers to look at their needs and how caring affects them. It also includes supporting information and help. A carer can complete the document on their own or with help from the Carers' Support Centre.

Connecting carers

Connecting Carers is independent, free of charge and voluntary and open to all carers who live in South Gloucestershire.

It provides a two-way information exchange with GP practices and includes the Carers' Emergency Card scheme. It also explains the benefits of taking the first steps to getting help and connected as a carer.

Connecting Carers will provide a clear picture of the number of carers in South Gloucestershire and assist with the planning of services for them and the people they care for.

Celebrating and networking carers

The new approach to supporting carers was launched at Celebrating Carers in April 2013. Organised by South Gloucestershire Council and colleagues from the Carers' Support Centre, over 250 carers and the people they care for attended the event, which gave them the opportunity to:

- meet other carers and find out what support is available
- get advice on balancing caring responsibilities and a life outside caring
- take part in some fun activities
- share their experiences with others

There were over 50 stands and displays sharing information about carers' services and an afternoon of activities ranging from information about benefits to drumming.

Celebrating Carers is one of a number of events and activities that are held throughout the year to support South Gloucestershire carers in their role. In December 2012 carers who attend one of the twenty carers' groups across South Gloucestershire got together to network and to tell the Council what they wanted to see happen in 2013 to help them in their caring role.



3

Facts, figures and performance –

delivering independence, choice and control for people in South Gloucestershire

We are working hard to make people's experience of adult care services as good as possible - putting our customers at the heart of everything we do. Our Customer Service Centre is the first point of contact with us for most people, sometimes referred on by other agencies. Staff signpost customers to a social care assessment or the best services to meet their needs. In 2012/13, 33,450 people contacted us with social care enquiries.

The numbers of people with a personal budget has increased from 2,526 to 3239 which is an increase from 48.8% to 78.5% of those who receive care and support and who live in their own homes in the community.

New people being referred into social care:

6,591 referrals for social care related issues, many of which were dealt with by providing simple services, advice and information.

969 people had a 'self assessment' resulting in 516 receiving appropriate support or guidance or awaiting further action with the remainder (453) going on to a full assessment.

2,139 people in total had a 'full assessment' undertaken with our social work teams. This includes the 453 self assessment referrals.



Reviews, carers assessments & services

3,375 reviews were completed for service users

350 carers had an assessment or review completed

5,122 people received a service during 2012/13

2,824 people received 'self directed support' (they were provided with a budget and were able to decide how they would like to spend their money in order to provide the support they needed)

4,010 people received community based services

394 people were admitted to funded permanent residential and nursing home care. 173 of these were admissions to residential care and 221 were admissions to nursing care. Overall, 976 people were funded in residential and nursing care according to a snapshot taken on 31 March 2013

17.9% less people received community based services

278 service users aged 55+ living in Extra Care Housing

1051 people received home care in an average week. 25.50% (268) of people received 'intensive home care' (10 or more hours per week)

7.26% of service users aged 18-64 are from minority ethnic communities

246 service users living in the community in supported living (194 with a learning difficulty)

1,950 people were provided with additional support to remain in their own homes through aids and adaptations.

3.69% of service users aged 65 or over are from minority ethnic communities

Performance

A range of social care-related performance measures show how the services we provide compare to other authorities, and whether they are meeting the needs of the community. Some of the measures recognise how we work across health and social care to meet individuals' needs.

Here are some of the performance measures included in the Government's Adult Social Care Outcomes Framework 2012/13

The percentage of service users and carers with self directed support



We aimed for 80% of our users of services and carers to be using 'self directed support' (also called personal budgets) by March 2013. Our performance was 78.6% compared to an England average of 44.8% in 2011/12*

The percentage of older people discharged from hospitals who received reablement or intermediate care services and who are still at home 91 days after discharge from hospital



This looks at the effectiveness of services which aim to improve older people's independence when they have been discharged from hospital. Our performance shows that 84% were still at home. The England average was 82.7% in 2011/12*. The South Gloucestershire Urgent Care Board is working to improve the hospital discharge process, including intermediate care and reablement services.

The proportion of adults with Learning Disabilities receiving social care services who were in paid employment at the time of their review



13.4% of service users were in employment. The national average was 7.1% in 2011/12*.

The proportion of adults with Learning Disabilities receiving social care services who were in settled accommodation at the time of their review



70.4% of people with learning disabilities were in settled accommodation as at 31 March 2013, which is similar to the 2011/12 all England figure of 70%.

The proportion of adults with Mental Health problems receiving secondary mental health services who were in paid employment



This measures employment outcomes for those adults in touch with secondary mental health services whose complex needs are being managed using the Care Programme Approach (CPA). 18.1% of adults using the CPA in South Gloucestershire were in paid employment. This compares with a national average in 2011/12 of 8.9%.

**National average for 2012/13 not yet available.*

The proportion of adults with Mental Health problems receiving secondary mental health services who were in settled accommodation at the time of their review



This measures the accommodation situation for adults in touch with secondary mental health services whose complex needs are being managed using the Care Programme Approach (CPA). 81.4% of adults using the CPA approach in South Gloucestershire were in accommodation classed as 'settled'. This compares with the 2011/12 national average of 54.6%

Number of hospital discharges that were delayed by social services for people aged 18 or over (per 100,000 population)



The aim is for as few delayed discharges as possible. In 2012/13 Adult Social Care was responsible for an average of 2.9 delayed 'bed-days' per 100,000 population for all discharges. This compares with a national average in 2011/12* of 3.7 for discharges delayed by social services.

Permanent admissions to residential/nursing care for older people (per 100,000 population)



It is better to have a low rate of permanent admissions to residential care, as a high rate can indicate a lack in the range of health and social care community services needed to enable someone to remain in their own home. In 2012/13 South Gloucestershire had an admissions rate to residential/nursing care for older people of 821 per 100,000 population and 16.7 per 100,000 18-64 population. This compares to 2011/12 national averages of 672.9 (older people) and 14.3 for 100,000 for those aged 18-64.



4 Keeping people safe

There is growing awareness of concerns about people who are vulnerable because of their circumstances and at risk of abuse either in their own homes, in hospital, in supported living or in a care home. This work links with other work being undertaken across South Gloucestershire to tackle domestic violence, hate and mate crimes and anti-social behaviour. The government has restated its vision for adult safeguarding this year as:

- people are able to live a life free from harm, where communities:
 - have a culture that does not tolerate abuse
 - work together to prevent abuse
 - know what to do when abuse happens.

All safeguarding work aims to try to prevent abuse. But where it happens we work together to put the adult at the centre of the process and make choices about the outcomes for themselves and resolve issues. There were 1112 reports of a possible concern (an alert) during the year of which 698 were screened in for investigation, the vast majority of these were resolved at a very early stage for example through a multi agency investigation lasting up to a month. Only 27 cases remained open longer than 6 months.

The operational response to situations of abuse is multi-agency with work with police and health in particular being core to good outcomes for people.

How safeguarding work is carried out

The South Gloucestershire Safeguarding Adults Board (SAB) oversees all of the multi-agency safeguarding activity within South Gloucestershire. The SAB meets quarterly with representation from a wide range of partner agencies and groups.

There are a number of sub-groups focusing on different areas, including:

- the Quality Monitoring sub-group that monitors and reviews the data on safeguarding and looks at a smaller number of cases in depth, auditing for both process and quality
- the Training sub-group that manages training for the SAB and the groups it represents including alerter training which is available for all staff (some agencies prefer to undertake this in-house). This group has recently audited all the contracted agencies about safeguarding training
- the Communications sub-group that works to raise awareness and recognition of adult safeguarding. This work is centred on reassuring people that we have everything in place to help protect vulnerable adults and encouraging anyone to speak out if in any doubt.

How do we know the quality and safety of local services?

There are close links with the Care Quality Commission (CQC) both at a strategic level as they are members of the Safeguarding Adults Board and through daily contact with inspectors.

We have a range of processes in place for monitoring quality and safety including CQC inspections, individual care management reviews and the monitoring of individual alerts to see if there are particular areas of concerns about a service.

The future

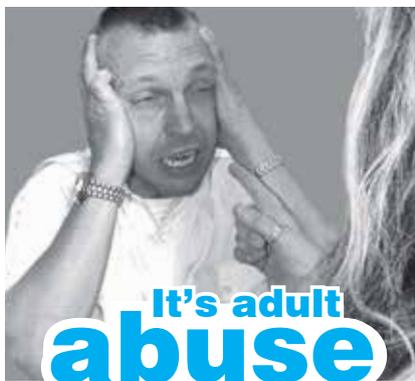
The Safeguarding Adults Board (SAB) produces an annual report which includes its plans until 2014 to help ensure that all agencies involved in the SAB are fully engaged in the effective prevention and response to safeguarding concerns. Actions for the coming year include:

- improve communication and awareness raising to vulnerable adults, their families, carers and the general public
- keep the person at the centre of the safeguarding investigation, giving them an even greater voice within the process
- ensure consistency across the South West regions
- strengthen whistleblowing including producing simple, clear guidance
- ensure that safeguarding is everyone's business and responsibility through communications and training



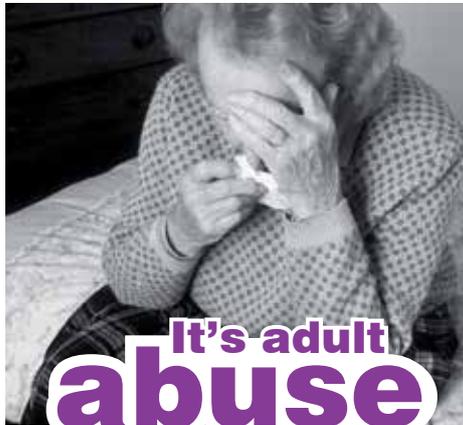
It's adult abuse
if in any doubt, speak out
It's everybody's business: act now
 Call adult care on **01454 868007**
 or email **csodesk@southglos.gov.uk**

Everyone has the right to be free from harm 



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5 Listening and learning

Customer satisfaction

We use a range of ongoing methods to capture our service users' feedback and views and shape our services. This executive summary highlights key points from the analysis of customer feedback 2012/13 including compliments, comments, concerns and complaints.

Compliments

The total number of compliments fell slightly on the previous year (271 in 2012/13 compared to 317 in 2011/12).

The decrease is linked to the reduction on some services we directly provide, eg homecare

Comments

The Department for Children, Adults and Health actively gathers feedback from our customers through methods including stakeholder events, consultations and focus groups. This is vital in understanding our existing and potential customers' views and shaping the way we deliver services. See page 17 for feedback and examples of what we did to address what customers told us they wanted.

Concerns

The number of MP enquiries received during 2012/13 fell to 196 compared to 212 in 2011/12. The majority of the enquiries were about housing services. Concerns also fell in 2012/13 (195 compared with 213 in 2011/12).

Complaints

The department has seen a fall in the number of complaints received from 247 in 2011/12 to 153 in 2012/13. Of the 153 complaints which reached completion during the period, 65% were upheld or partially upheld, 29% were not upheld, 3% were withdrawn and 3% were inclusive.

There were two complaints referred to the Ombudsman for investigation during 2012/13 (eight in 2011/12). The Ombudsman decided to discontinue its investigation into both cases but did recommend a local settlement on one.

You said (feedback)

We did

Examples of comments received in 2012/13

At a Carers Network meeting there was a suggestion that a South Gloucestershire carers choir could be set up



We found a Choir Master to run regular practice sessions in three locations. The carers' performed for the first time in June 2013 as part of Carers' Week

Carers told us the carers' assessment process was too complicated. They felt the process didn't work and felt that their needs were not being met



As a result of working with carers' representatives and the Carers' Support Centre we developed a new approach, with a focus on connecting carers to the support they need

People with mental health needs told us that they felt the existing support arrangements were not working as well as they might



We reinvested existing resources into developing community based initiatives. People now have access to a wider variety of community based support groups

We asked a People First Focus Group to help us to look into how we could improve information about how to complain for people with learning difficulties. They suggested that we develop a fridge magnet. Home Carers also thought this was a good idea for older people. They told us that having a single telephone number to contact the council would be helpful



The fridge magnet was promoted included in the Supporting You newsletter, which is distributed to all adult social care service users. The fridge magnet displays the telephone number for the adult social care contact centre and encourages people to speak out about their concerns and complaints

People affected by dementia told us that there was little information available to them following diagnosis. They wanted more information and signposting to help them understand how to live with dementia



Health, social care and community based organisations came together to run a series of 'Living Well with Dementia' roadshows during the summer and autumn of 2013. These provide a one stop information shop for people affected by dementia.

Further information can be found in our Annual Report on Complaints and Representations:
www.southglos.gov.uk

The third national Adult Social Care Survey was carried out in early 2013. It looked at social care service users' perceptions of the services and support they receive, their quality of life and personal outcomes achieved. There was a 42% response rate from South Gloucestershire service users and of those who responded:

69% of people were extremely or very satisfied with the care and support they received (a 3% increase since last year)

22% of people receiving adult social care services were quite satisfied (4% down on last year)

4% of people expressed dissatisfaction (1% more than last year)

5% of people living in South Gloucestershire said they were neither satisfied or dissatisfied with the services they receive



6

Working with our partners

South Gloucestershire Council drives and is involved in many partnerships. Their achievements for 2012/13 are summarised here.

The Health and Wellbeing Board

Our board was established in shadow form in 2012/13. Priorities have focused on:

- refreshing South Gloucestershire's Joint Strategic Needs Assessment (JSNA) which provides a picture of the current and future health and wellbeing needs of the local population. The board uses the JSNA overarching priorities to inform the development of the Joint Health & Wellbeing Strategy (JHWS). See the JSNA at www.ourareaourfuture.org.uk/JSNA
- our first DRAFT Joint Health and Wellbeing Strategy will, in turn, inform local health and social care commissioning plans. The strategy focuses on our priorities for improving the health and wellbeing of people in South Gloucestershire and includes some measurement of our progress. It was approved for consultation by the Board and developed between the NHS Clinical Commissioning Group, Public Health and South Gloucestershire Department for Children, Adults and Health, who are represented on the Board. The JHWS has been developed with the community and voluntary sector. See the draft document at www.ourareaourfuture.org.uk/hwbstrategy

The Learning Difficulties Partnership Board

The Learning Difficulties Partnership Board works to ensure that Valuing People Now happens in South Gloucestershire and that people with learning difficulties have the same opportunities in their life as everyone else.

Some of the LDPB's work in the last twelve months include:

- looking at how we meet the needs of:
- parents who have a learning disability from minority groups
- people with profound and multiple disabilities,
- people from BME groups
- prisoners with a learning difficulty
- reviewing the impact of Winterbourne View and looking at the lessons learnt

- progressing the work of the Learning Difficulties health group which was set up to ensure that people with learning difficulties have access to the same health care as everyone else. We also held our fourth Big Health Check Up Day
- working with the employment network to look at how different employment agencies can work together better to improve opportunities for people with learning difficulties
- training and support for social care providers
- discussing the recommendations of the LINK health survey
- completing our annual self assessment and action plan
- distributing of Learning Difficulties Development Fund to projects that helped achieve the partnership's ambitions
- focusing on employment.

Carers' Advisory Partnership (CAP)

The Carers' Advisory Partnership ensures that carers are involved in changes in South Gloucestershire adult social care and health services and that their views and perspectives are considered.

Some of the work that has taken place in the last twelve months:

- ensuring that the Joint Strategic Needs Assessment reflected the needs of carers
- gaining a better understanding of Extra Care housing
- fairer charging
- dementia support, day services and housing strategy contributing towards dementia support improvements, the day services review and the housing strategy
- exploring the replacement of Disability Living Allowance with Personal Independence Payment with the Department for Work and Pensions
- meeting with a GP from the CCG to hear about their plans
- helping with Healthwatch and the Health and Wellbeing Strategy
- providing input into the development of the new carers' processes improvements, including assessments
- helping to organise and prepare for 'Celebrating Carers'.

Older People's Programme Group (OPPG)

The OPPG provides a forum where the issues particularly affecting older people can be addressed together.

Work over the last year has included:

- improving lower level preventative services
- input to the Joint Strategic Needs Assessment and Health and Wellbeing Strategy
- developing the Winter Plan – setting out how increased service demand over the winter period will be met
- contributing to the plans for Frenchay re-development
- examining Merlin's update on the Sheltered Housing Review and Independent Living Strategy
- reviewing the British Red Cross Healthy Homes project
- developing the Dementia Shared Care pilot



- making an expression of interest under everybody's business
- supporting the Frail Older People BNSSG project
- undertaking Housing Strategy consultation
- supporting the Discover Festival and Celebrating Age events
- supporting the Over 50s Forum Information Day events
- developing Community capacity building/loneliness and isolation projects.

Deaf, Deafened, Deaf/Blind and Hard of Hearing Group

Work over the last year has included:

- the group agreed its revised terms of reference, mission statement and action plan for 2012 – 2014
- membership of the group has grown and been strengthened by the recruitment of two lip reading students, the organiser of a local hard of hearing club and representatives of the British Sign Language (BSL) Forum. Links have been made with the BSL Forum to better understand the needs of Deaf people
- awareness raising activities for people with acquired hearing loss have been developed, with hearing advice information offered at the Over 50s Forum AGM, Information Days and the Carers' Conference. Two hearing advice sessions were also offered during the Discover Festival
- the council factsheet "Help for Deaf, Deafened and Hard of Hearing People" was updated, and 2,000 copies were distributed to a range of community venues. The new leaflet was advertised in the Over 50s Forum newsletter and Supporting You, the newsletter for people receiving adult social care services
- members of the group tested loop systems in One Stop Shops, resulting in significant improvements. Work is underway to raise awareness of loop systems in council buildings
- BSL users contributed to the consultation on the draft Joint Health and Wellbeing Strategy
- a webpage for Deaf, deafened, hearing impaired and deafblind people has been set up on the council website.

Bristol & South Gloucestershire Dementia Partnership Board

The board has continued to focus on the major themes identified last year:

- working to increase diagnosis rates within the community – 50% of people with dementia are now registered with their GP practice as having dementia
- developing a whole sector workforce strategy
- developing a new dementia pathway
- improving support to manage dementia within primary care – 23 out of 26 GP practices are now diagnosing dementia where appropriate, with support from Memory Clinic nurses
- working to reduce the use of anti psychotic drugs within care homes
- improving the support available to people with dementia within acute hospital settings

Additional efforts are focusing on:

- living well with dementia in care homes
- supporting communities to be more ‘dementia friendly’ with a focus on the Patchway area
- partnership working with local universities, to increase our knowledge of the interventions and services that work for people living with dementia
- supporting people and their families post diagnosis

Low Vision Group

Work over the last year has included:

- revising key council literature/factsheets for people with sight loss
- the Low Vision Services Committee has established its priorities for the next two years
- to resolve transport and environment issues
- to improve accessibility for people with sight loss and raise awareness of sight loss in the community

- revised remit and action plan for the group
- the committee is now co-chaired by Action for Blind People (Mike Holroyd) with South Gloucestershire Council
- reviewing and amending the registration pathway for people with sight loss
- the Finding your Feet course (pilot) was a success and the CCG is trying to secure funding so that it continues on an annual basis
- supporting peer led groups for people with sight loss in South Gloucestershire
- Action for Blind People, in association with other partners and South Gloucestershire Council, has set up a befriending project called Precious Time to combat loneliness and isolation
- Sensory Impairment roadshows took place in December 2012 and January 2013 for internal frontline practitioners, to ensure they have up to date information on the latest developments in terms of sensory impairment. These were well received by staff.



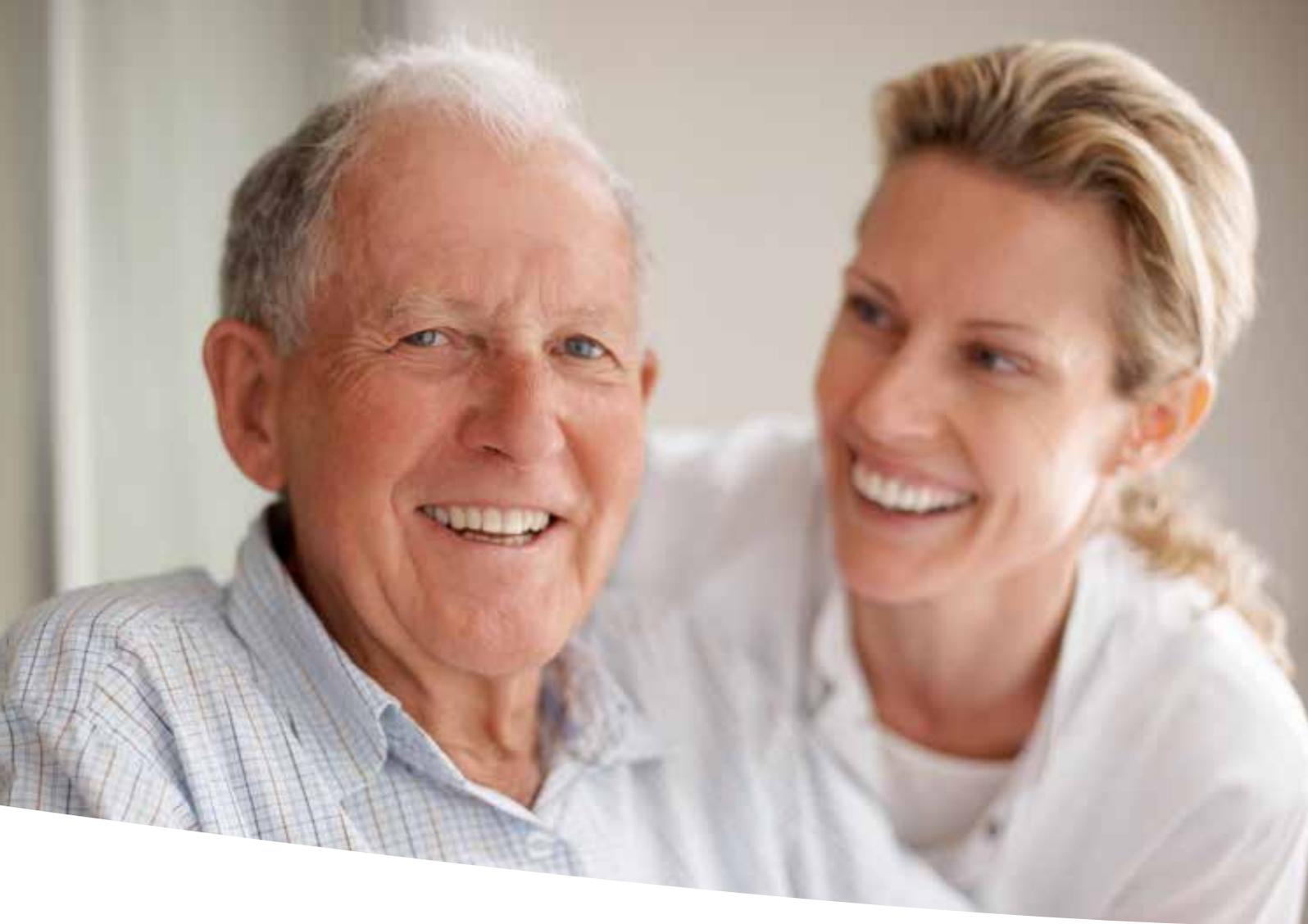
The Mental Health Local Implementation Team (MH LIT)

The MH LIT has developed into a key forum for information exchange, with the main stakeholders providing information about developments, conflicts or gaps in service provision, commenting on policy and contributing to operational initiatives.

Work over the last year has included:

- Avon and Wiltshire Partnership (AWP) service redesign has been a main focus with quarterly meetings taking place to review progress and look at key areas for efficiency savings
- the Improving Access to Psychological Therapies (IAPT) service has been replaced by LIFT Psychology which offers a range of interventions, including psycho-educational courses and self-help materials to teach management techniques based on Cognitive Behaviour Therapy (CBT).
- AWP has produced a draft Patient and Public Involvement Strategy which is currently under consultation





- the MH LIT is looking into social inclusion and liaising with South Gloucestershire Council libraries to take this work further. A bid is being developed for a library-led arts project with a focus on mental health and dementia.
- the MH LIT has contributed to the Joint Strategic Needs Assessment
- MH LIT recognises that there are gaps in terms of service user engagement and is working in partnership with other statutory bodies to improve user and carer engagement. AWP is in the process of appointing five Service User Involvement Workers to work locally. A service user database has also been developed for consultations with users and carers
- survey opportunities have not been taken up by service users as much as was hoped. The Friends and Family test has now been developed to capture service users' experiences. One of the questions that will be asked is: "Would you recommend this service to your family and friends?" Every patient will have the opportunity to participate in the survey which started in January 2013.
- the Everybody's Business grants scheme attracted 34 applications for peer led projects around mental health in South Gloucestershire. 24 applications were successful and over £100,000 was awarded to them. There is now a drive to promote these projects as widely as possible, so that as many people as possible with mental health issues across South Gloucestershire can benefit from them .

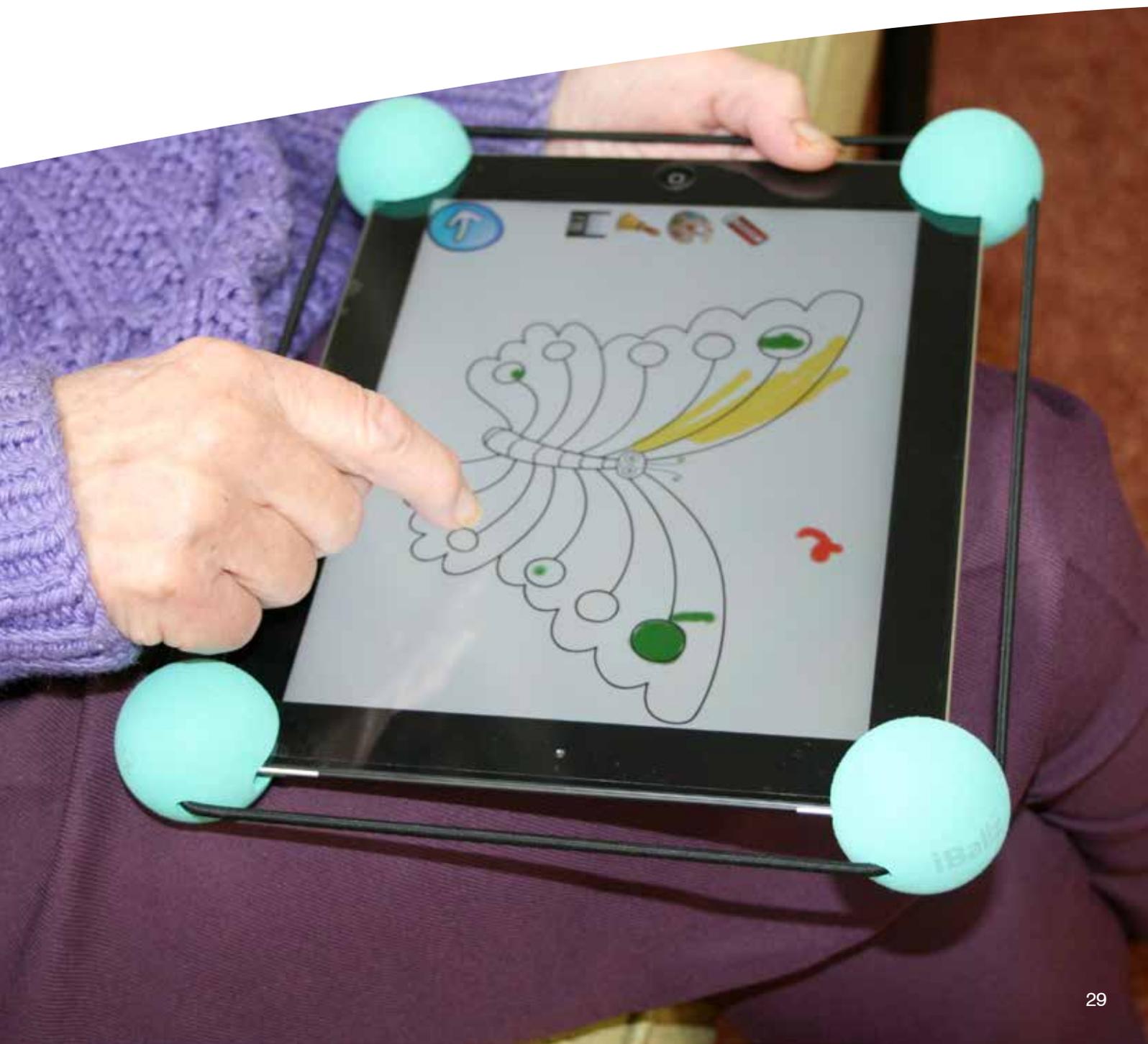
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Our priorities for change in 2013/14

In 2013/14 the new department for Children, Adults and Health which is responsible for providing adult social care services will focus on the following actions to complement the Health and Wellbeing Strategy:

- develop services for those wishing to maximise their choice control through self-directed support so that they have a choice of agencies that can help them to set up and manage the services they require to meet their needs
- pursue opportunities to integrate more of our services with our health partners
- launch a full scale reablement service
- review our Occupational Therapy Service to focus on key future priorities, including the impact of a full scale reablement service being in place
- make a commissioning decision in relation to a proposal to develop a new Extra Care Housing Scheme at Cadbury Heath
- undertake a peer review of our adult safeguarding service
- agree a definition of service quality with our Home Care providers, the Care Quality Commission and Healthwatch. Undertake a satisfaction survey of all our Home Care service users in partnership with Healthwatch
- publish a Market Position Statement and agree market development and intervention strategies, including addressing areas of the market that need to develop capacity and/or flexibility to respond to demand/needs
- make a commissioning decision on the delivery of two new care homes at Kingswood and Yate
- roll-out our Precious Time initiative to reduce loneliness and isolation in older people and build even more resilient self-supporting local communities
- procure a new framework of home care providers and a new reablement provider from February 2014
- engage with and contribute to the revised acute hospital admission avoidance and discharge processes

- with the formation of our new Department for Children, Adults and Health we will also address internal priorities during 2013/14. These include structuring the new department to bring together similar people-focused specialisms and processes to help us deliver services with greater expertise and efficiency. These changes will mean that we direct our capacity to a range of activity in 2013/14 so that we remain sustainable and we can meet future challenges. Throughout this we will look to optimise benefits and opportunities resulting from the formation of the new department, eg improved transition from children's services to adults. This will also include a project to look at the similarities and parallels across both children and adult safeguarding teams, to bring them together in a strategic safeguarding unit.



Explaining words and phrases (Glossary)

Advocates:

An independent person who will listen to what someone wants and then help them to get their voice heard, their views acknowledged and the information they need.

Care Pathways:

An agreed plan that outlines the care it is anticipated you'll need over appropriate timeframes – to help patients/service users to get positive outcomes

Care Programme Approach (CPA):

Based on active service user involvement, social inclusion and recovery, this is used to assess, plan, review and co-ordinate the treatment, care and support needs for people in contact with secondary mental health services as appropriate.

Care Quality Commission:

The independent regulator of all health and social care services in England, making sure they meet government standards of quality and safety.

Clinical Commissioning Group:

A Clinical Commissioning Group (CCG) is the name for the new health commissioning organisation which will replace Primary Care Trusts in April 2013.

De-commissioning:

The planned closure of services that are no longer fit for purpose or no longer meet the needs of service users/patients in order to allow resources to be reinvested in modern provision to meet current and future need.

Direct payment/Personal Budget:

A direct payment is money that is paid directly to you from your local authority so you can arrange your own support through your 'personal budget'.

HWBs:

Health and Wellbeing Boards will be committees of local authorities working as a partnership with health colleagues and other key agencies.

JSNA:

Joint Strategic Needs Assessment is a process that will identify adults' and children's current and future health and wellbeing needs and is used to inform health and social care commissioning priorities.

Ombudsman:

A government official appointed to investigate complaints from members of the public against government officials.

Priority Neighbourhoods:

Our six Priority Neighbourhoods (Cadbury Heath, Filton, Kingswood, Patchway, Staple Hill and West Yate & Dodington) benefit from additional coordinated work with local residents and agencies to improve quality of life and make them safer and stronger.

Public Health:

Public health is about helping people to stay healthy and avoid getting ill. Responsibility for public health moves from the Primary Care Trust (PCT) to the Local Authority on 1 April 2013.

Reablement:

A range of services focused on helping a person maximise their independence by learning or re-learning the skills and confidence necessary for living at home following a stay in hospital, prolonged illness or injury.

Responder Service/Telecare:

A personal alarm system, also known as a lifeline, which can be installed in the homes of residents who need it by using an existing phone line. It is supported by the council's own mobile responder service who are trained to give immediate assistance if required.

Self-directed support

Self-directed support is about people being in control of the support they need to live the life they choose - giving people real power and control over their lives.

South Gloucestershire Urgent Care Board:

A meeting of local health and social care professionals to co-ordinate activities to help reduce avoidable hospital admissions and support timely and effective hospital discharge. This is a joint board with Bristol.

Stakeholders:

Groups or individuals who are affected by and/or have an interest in the operations and aims of a business or public

Please give us your feedback

We always welcome your views so please let us know what you think of this booklet and anything we have not included that you would like us to include.

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