



How did we do?

Sheffield's adult social care services 2013



Introduction

This is our second 'local account' – the annual report of Sheffield's adult social care services. It tells you how we did last year (2012/13), how things have changed from the previous year and how we are performing compared to other councils. It also says what we plan to do in future to improve services across the city.

Last year's report was generally well received, but you had some ideas for making it better and we have tried to use those in this year's report. We hope you will find the information easy to find and understand, but we are always looking to improve so we would welcome your feedback for next year's report. Have a look at the 'Get involved and have your say' section for more information.

We are also looking for people who use services to help shape adult social care in Sheffield. For information about how to get involved, please see the section on page 27.

A range of people and organisations have helped us put this report together, including people who use our services and others involved in social care in Sheffield. The Council's Scrutiny Committee for Healthier Communities and Adult Social Care helped shape this report and the new independent consumer champion, Healthwatch, has written its first piece. We hope to build on this with even more involvement next year.

This report is part of a programme of improvement, which is led from within the adult social care sector. This report and our performance will be reviewed by other councils and independent organisations, to make sure we understand where we are doing well and where we need to improve.

This is a challenging time for adult social care services in Sheffield. More people need our services, and increasing costs and government cuts means that we are forced to make difficult decisions about how we support people in the city.

Above all, our aim is to make sure that funding is used fairly and consistently for people who are most in need of care and support.



Councillor Mary Lea
Cabinet Member for Health, Care and Independent Living



Richard Webb
Executive Director, Communities

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How we spend your money

With increasing demand and a smaller budget, it is becoming harder to provide the care and support services we would like.

The challenges we are facing

9% increase in the number of people over 65 by 2020

Number of people over 65 with a long-term, limiting illness projected to rise by 2020.

+10%

23% increase in the number of people with mental health needs requesting support in 2012/13 compared with the previous year.

increase in the number of patients referred to hospital teams in 2012/13 compared with the previous year

+17%

+29% increase in the average cost of a support package in the last five years.

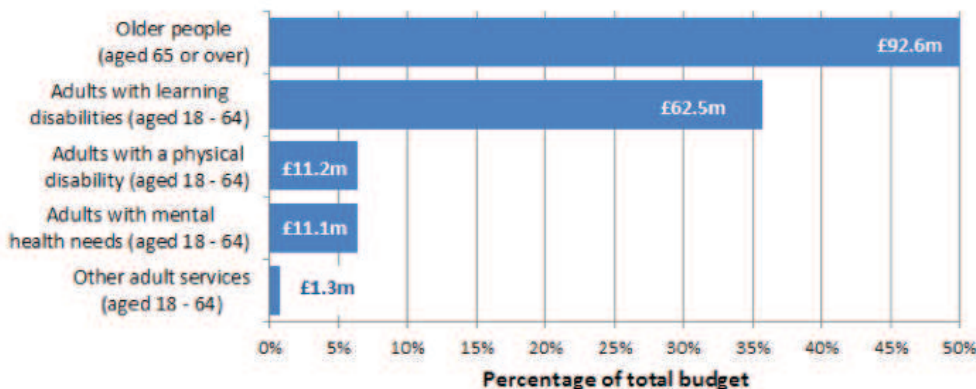
What we are doing

- Protecting frontline services as much as possible
- Providing the care and support that people need to stay safe and well
- Reviewing all spending and potential savings including administration costs
- Reducing staff costs
- Reviewing management processes
- Working with the NHS to support more people to live independently at home and to avoid unnecessary admissions to hospital and to care homes
- Making sure funding goes fairly and consistently to people who need assistance most

Spending in 2012/13

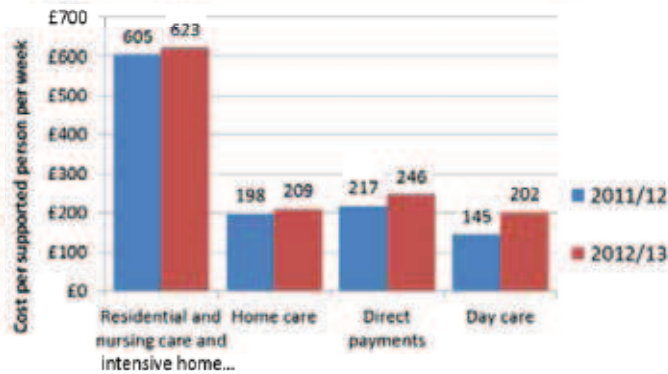
The graph below shows how much was spent on different groups of people last year and what proportion that was of the total budget. Caring for older people is half the total budget, at £92.6m, followed by Adults with Learning Disabilities, which costs the Council £62.5m.

Spending on adult social services by client group, 2012-13



We also calculate the average weekly cost of supporting each person. This cost has gone up slightly across social care services. The biggest increases in unit costs are in day care. This is due to a 15% fall in people using these services, with running costs not yet reduced.

The cost of providing adult social care in Sheffield over the past two years (pounds per person per week)



The average costs of supporting people in Sheffield are similar to the national average and other councils in our region. However, Sheffield spends more per person for direct payments. This is something that we are looking at to find out the reasons why.

Measuring our performance

All councils in England must regularly provide information about our services to the government. In this report you will see how Sheffield compares with the average results from the following groups of councils:

National - all the councils in England

Yorkshire and Humberside - all fifteen councils in our region

Throughout this report we use some symbols to show how our performance has changed since last year (the arrows) and how we compare to the other Yorkshire and Humberside councils (the colours). You can see these symbols with many of the graphs and tables.

	Sheffield is performing above the average of councils in our region	↑	Sheffield's performance is better than last year
	Sheffield is performing very close to or the same as the average of councils in our region	↔	Sheffield's performance is very close to or the same as last year
	Sheffield is performing below the average of councils in our region	↓	Sheffield's performance is worse than last year
		⊙	Information collected for the first time , this year

By comparing ourselves with other councils, we can see where we need to improve. You can see if we improved the things we wanted to in “Last year we said...” on page 25.

We are generally doing well at...

- Offering reablement services to people being discharged from hospital
- Getting people back home without delay after being in hospital
- The number of people who have ‘self-directed support’

We need to get better at...

- Providing people with information about support services
- Increasing service users’ satisfaction with the care and support they receive
- Keeping carers informed and involving them in the organisation of services
- Helping people with learning disabilities find paid employment

Getting others to check our performance

Sheffield has worked with other councils in the region to come up with ways of checking how we are doing and making improvements. As part of this we have all agreed that we will let customers check our services – this is often called ‘mystery shopping’.

A group of customer inspectors from outside of Sheffield recently tested our services. They looked at how customers contact our services (in person, on the phone and on the internet).

Here’s some of what the customer inspectors found...

- “Reassured. Provided clear answers to questions that I was able to understand”
- “Not straightforward, difficult to find. Struggled to find or access information”
- “Easy to read and understand, layout good, lots of information”
- “Felt like I was wasting his time and he could not get rid of me quick enough”
- “The safeguarding page is excellent and includes everything you would need to know. The layout, pictures and text size are very good.”

Here's how they rated us, compared with last year...

Customer contact	2012 Rating	2013 Rating
Telephone	UNSATISFACTORY	GOOD
Website	UNSATISFACTORY	GOOD
Face to face	GOOD	GOOD
Reception	UNSATISFACTORY	GOOD
Out of hours service	FAIR	UNSATISFACTORY
Safeguarding access	Not tested in 2012	GOOD

The customer inspectors rated five of our contact types as being good but the 'out of hours' contact as unsatisfactory. Even though this rating is based on just one sample, we believe that every contact should be good, so we will investigate what went wrong on this occasion.

Complaints

There was a small fall in the number of complaints about adult social care in 2012/13. The time taken to resolve complaints and satisfaction with the process both improved.

	2012/12	2012/13	
Number of complaints about adult social care	172	163	↑
Proportion of complaints that were resolved within 6 months	84%	86%	↑
Proportion of people who were satisfied with the complaints process (Target is 80%)	63%	69%	↑
Average time taken to resolve (or respond to) a complaint	119 days	90 days	↑

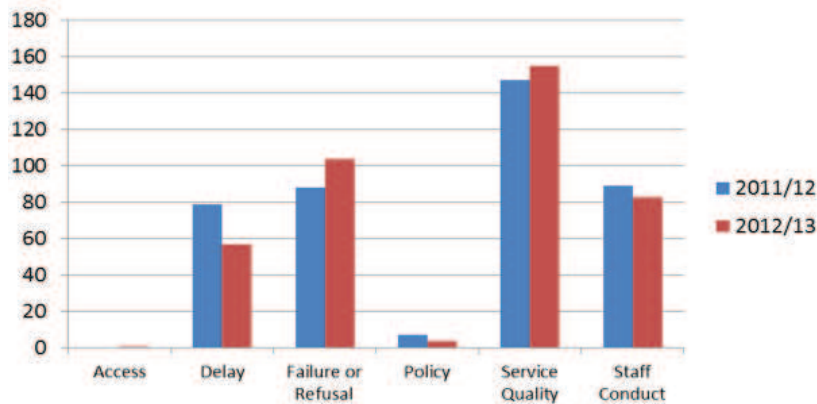
In last year's report, we said that we were going to focus on improving:

- The time taken to respond to complaints
- Taking action to minimise complaints about staff conduct

The table above shows we have reduced the average time taken to respond to a complaint by 29 days. The graph below shows we have also seen a small reduction in the number of complaints about staff conduct, but there is still more work to do in this area.

The number of complaints received in 2011/12 and 2012/13, by subject

Note that each separate complaint can include more than one subject



Comments and compliments

If you have a comment on a service please let us know. It helps us to improve our services and we use it to inform the planning for better services in the future. It is also important for us to know what works, as well as what doesn't, so we welcome any compliments too.

Complaints Team
FREEPOST NEA 5527
Town Hall
Sheffield S1 2ZZ

You can telephone the Complaints Team on 273 4660 or fax on 273 4652 or by email at: complaint@sheffield.gov.uk



What we did

Outcome One - Enhancing the quality of life for people with care and support needs

Choosing your support services

Self-directed support (SDS) enables people to choose the support to help meet their needs. Last year just over half of all service users self-directed their support. This has risen to nearly 70%, putting us well above the national and regional averages for self-directed support.

Money allocated to pay for someone's support is called their personal budget. This money can be paid directly to the service user for them to arrange some or all of their care.

Whilst self-directed support is important it has to have a purpose. The purpose for adult social care in Sheffield is about people being independent, safe and well, with services that are good quality, respond to customers and are affordable.

Finding paid employment

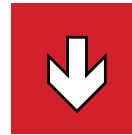
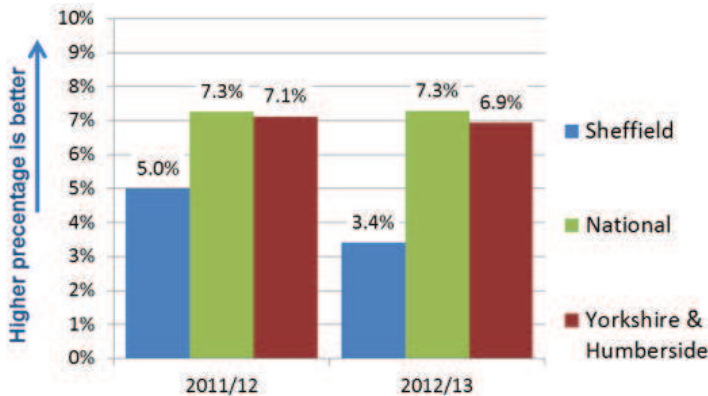
There is a strong link between employment and quality of life for people with a learning disability or with mental health problems. We aim to support people wherever we can to help them find work. In 2011/12, 5% of people with a learning disability were in paid employment. In 2012/13, this fell to 3.4%, which is under half the national and regional averages.



There have been some improvements since the end of the year, but the budget pressures mean we are unlikely to improve our performance in this area.

There is a similar picture with adults using mental health services. 5.1% of these service users are in paid employment, compared to a regional average of 8.6%.

The proportion of adults with learning disabilities who are in paid employment



Living in a settled home

People's quality of life is greatly affected by where they live. For people with a learning disability it can have a huge impact on their safety and their feelings of being socially included. People benefit from living in a settled home, either independently or with their family, as opposed to less settled places such as temporary accommodation, care homes or staying as a short-term guest with family or friends.

There has been a 10% increase in the number of adults with a learning disability living in settled accommodation, bringing it to 78%. This is higher than the national average and the same as the average in our region.

What you have told us

This year we sent out the third annual Adult Social Care Survey to a random sample of people using care services. All councils in England do this survey, so we can compare the experiences of people in Sheffield with those across the country.

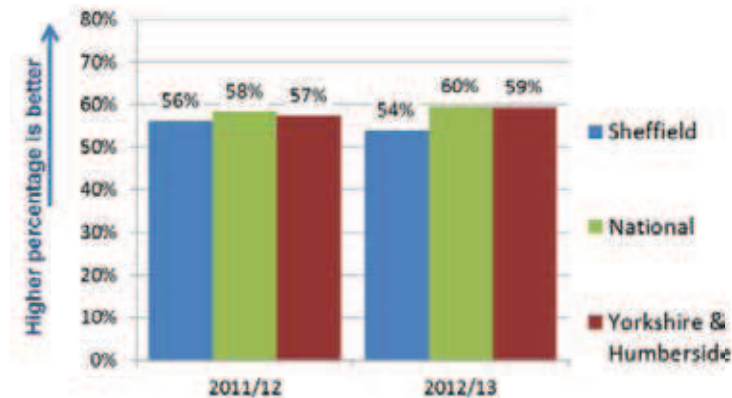
'I have the information and support I need in order to remain as independent as possible'

These sections of the report, called "What you have told us", use some 'I statements', written by people who use services to show what they expect from a high quality service.

How you rate your quality of life

One of the questions asks how people feel about their lives in general. When compared with the national and regional averages, fewer people in Sheffield said that they felt either “good” or “very good” about their lives. The result is also a little lower than before.

Proportion of people using social care who receive direct payments



Meeting basic needs

Our annual survey asks about some of the basic things that many people take for granted, like keeping clean and presentable, getting enough food and drink and keeping their home clean and comfortable. Despite a small increase in the number of people who feel their homes are adequately clean and comfortable, Sheffield scored slightly below the national average and there are improvements to be made. We will report back on our progress in next year’s report.

Feeling in control

Feeling in control is also an important factor in ‘quality of life’. 76% of people who responded to the survey felt that they had enough control over their daily lives. This is slightly lower than last year, but is similar to the national and regional averages.

Carers’ views

This year we also surveyed carers for the first time, to ask how caring for someone impacts on their lives. A ‘quality of life’ score showed that carers in Sheffield scored the same as the national average and slightly lower than the average in our region.



Working with William

The Woodcraft Project started out as a day service for adults with a learning disability. It is now a thriving social enterprise. It has a workshop at Graves Park where members of the project make wood products such as garden benches, rabbit hutches and planters.

Products are sold by those involved in the project at the shop based at the animal farm on the other side of the park.

William Calvert, one of the workers, told us about his work in the shop, which he loves. He said about the social enterprise, "It's helping people go out and get a job in a shop".

Talking about the support workers at the project, William said, "Derek and them help me. In case I make a mistake in the till. It works well. I've learnt a lot".

We talked a bit about the shop and how it's been doing since it opened last year. William said, "It's been doing a lot. It's busiest at school holidays and while kids come in".

They are in the process of looking for a bigger workshop so they can expand to meet the increasing demand for their products.

Dignity in care

No one chooses to be in a situation where they need help with everyday tasks, such as eating, bathing and dressing. Where people do need help, it should be given in a way that makes them feel respected and valued, with as much independence and privacy as possible.

Sheffield City Council believes that dignity should be at the heart of services. Last year, we set up the Dignity Champions Network, for anyone who provides care and support in the city. Members receive news and information, meet to share good practice and talk about any problems they have had.

The Sheffield Dignity Code

- Dignity is to be recognised as a basic human right not an optional extra.
- When providing services all staff should show respect and value each customer/service user as a unique individual.
- Services are to respect the privacy of their users and provide the services supporting this.
- Services will enable their users to have their say, value their contribution and actively involve the users in all decisions about the services they receive without the fear that expressing their opinions will be held against them.
- Our aim is for the people of Sheffield to lead a life of dignity, maintain independence and be able to choose how they participate in the social and cultural aspects of their community.



Recognising good practice

As part of the Sheffield Dignity Champions Network, awards are presented to people and organisations that have been outstanding in providing care with dignity and respect:

- **Individual award winner** - Michael Madden, Night Care Assistance, Eagle House
- **Team award winner** - Darnall Dementia
- **Large (national) organisation award winner** - Emmaus, Sheffield
- **Small organisation award winner** - The Burton Street Foundation
- **Practice award winner** - Lynne Allen and Donna Coe, East Bank Care Home, Sheffield Health and Social Care NHS Foundation Trust
- **Innovation award winner** - Eagle House Catering Team

Information on how to nominate someone for next year's awards will be available in early 2014. All nominations, particularly from service users are very welcome.

For further information, please contact DignityNetwork@sheffield.gov.uk



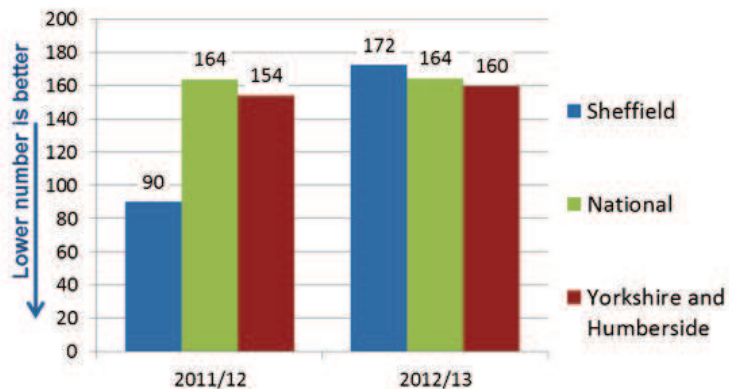
Michael Madden, winner of the Individual award, nominated by colleagues for his compassion, individual attention and high standards of professional care.

Outcome Two - Delaying and reducing the need for care and support

How many people are moving into care homes?

We aim to support people to stay in their own home for as long as they can. Some people eventually need to move into a care home, but ideally this should be as few as possible. The graph below shows that the rate of admissions to care homes almost doubled in Sheffield in the past year and our performance deteriorated significantly compared to other councils.

The number of permanent admissions to care homes per 100,000 population



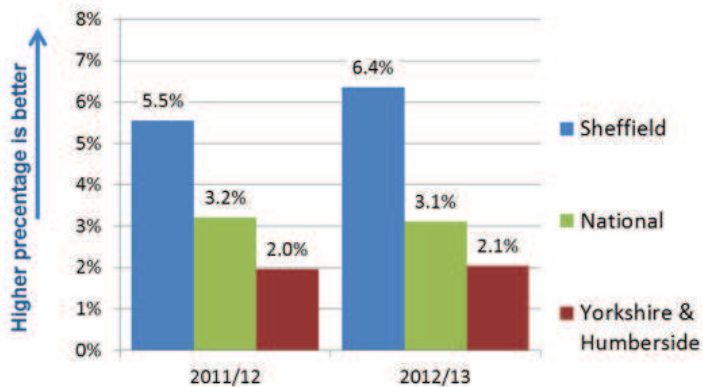
This very large increase was due to problems with an initiative to speed up people's return to independent living after a stay in hospital. Too many patients were being discharged into care homes. A new way has now been introduced and early results show that the number of admissions has already dropped by almost 40% in the first three months of 2013/14. This is in line with our target for the year. We expect to have better results next year.



Being able to live at home after being in hospital

Older people leaving hospital often need short-term help to regain their confidence and live as independently as possible in their own homes. The services that provide this are called 'reablement' or 'rehabilitation' services. In the last year, we offered these services to 6.4% of older people leaving hospital, which is an increase of 1.1% on the previous year and more than double the national average.

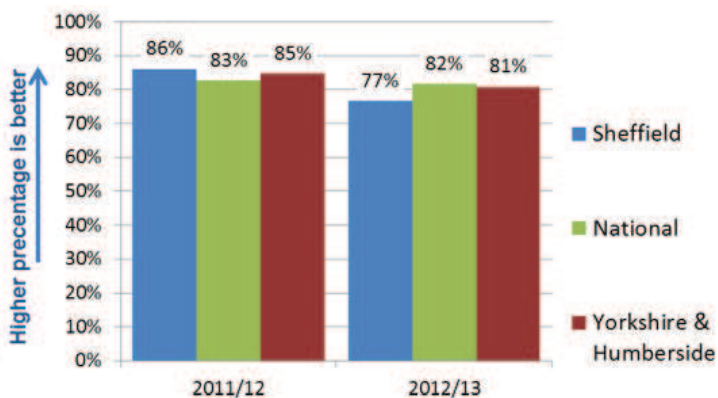
The proportion of older people (65 and over) who were offered reablement services after leaving hospital



We check how many people, who were referred to these services, are still living at home 91 days after leaving hospital. Sheffield's success rate in this area dropped in the last year and we are now below the national average and other councils in our region.

This decrease is also a result of the same problems we had with the permanent admissions to care homes and is expected to improve in 2013/14. Sheffield's numbers are still likely to be higher than average, due to the wider range of people offered reablement in the city.

The proportion of older people (65 and over) who were still at home 91 days after leaving hospital and going into reablement/rehabilitation services

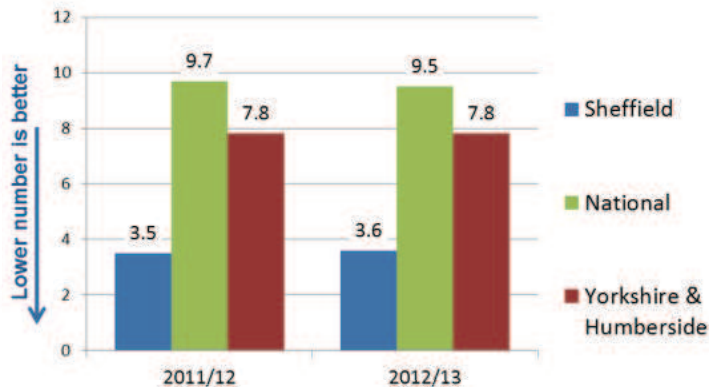


Getting back home from hospital without delay

People usually want to leave hospital and get back home as soon as it is safe to do so. Any delays in getting the right care services organised mean an unnecessarily long stay in hospital.

Sheffield performed well, with delays well below the national average and the third lowest in the region.

Number of delayed beds in hospital per 100,000 population



Helping people avoid the need for ongoing support services

Our reablement service works with people to help them regain their independence after an illness or injury, giving people the small amount of help they need now before things get too difficult for them to manage themselves.

Helping Mr G to be independent

Mr G has cerebral palsy and serious mobility problems. His doctor was concerned that he was becoming socially isolated. Mr G lives in an old, poorly heated property and is prone to falls.

A Community Support Worker worked with him to access the support and services that could help him, including insulation for his home, an emergency alarm and physiotherapy to help him with his problem with falls.

What you have told us

'I have access to a range of support that helps me to live the life I want and remain a contributing member of my community'

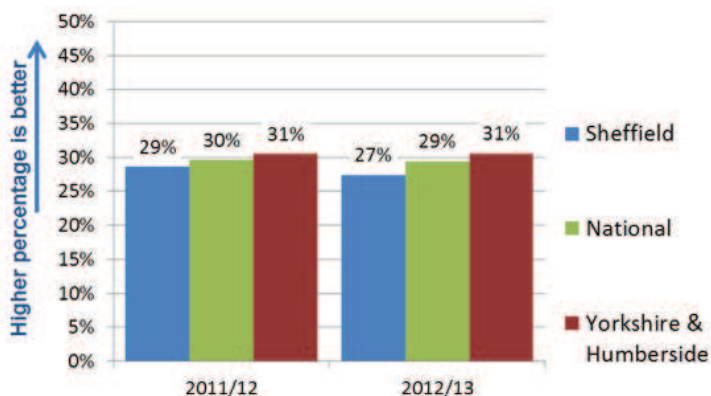
Keeping in touch

To feel part of a community it is important to have contact with the people you like. 45% of people who responded to our survey said they felt able to do this, which is broadly in line with the national and regional averages and a small improvement on last year.

Getting out and about

Being active in the community means being able to get around your local area. Of the people we asked, only 27% said they can get to all the places they want to. This is slightly lower than last year and lower than the average for our region.

When we asked: Thinking about getting around outside your home, which statement best describes your present situation? (People who answered "I can get to all the places in my area that I want")



Outcome Three - Ensuring people have a positive experience of care and support

What you have told us

'I have care and support that is directed by me and responsive to my needs'

Satisfaction with services

We asked what people think of their overall care and support. Sheffield has done less well than last year, with only 56% of people saying they are “extremely satisfied” or “very satisfied”.

Carers in the city also have a below average view of the services received by the person they care for. We are not performing as well as most other councils in our region, with only 39% of carers saying they are either “extremely satisfied” or “very satisfied” with services.

Finding information and advice

It is important for people to easily find information and advice about care and support. In the past year, 66% said information was easy to find. This is a little lower than last year and the lowest in our region, so we need to improve. We are reviewing our guidance on adult social care services - simplifying things in line with customers' views. We will put new information on our website about how to access services and how to keep people independent, safe and well.

Feeling included in decisions

Decisions made in planning care for someone can also have a huge impact on the lives of those who care for that person, so carers should feel consulted when support is planned.

Of the carers responding to our survey, 71% said they “always” or “usually” felt involved or consulted. This is the lowest result in our region so we are looking to improve this.

What is Healthwatch Sheffield?

Healthwatch Sheffield is a new independent voice for the people of Sheffield, helping to shape, challenge and improve local health and social care services. We work with local people to improve services and help you to get the best out of those services.

Sheffield City Council is providing the funding for Healthwatch Sheffield but it is a new independent organisation set up by a consortium of three local voluntary organisations, which is led by Voluntary Action Sheffield.

How can Healthwatch Sheffield help you?

We can help you by:

- Providing advice and information about local services that might be useful for you, a relative or friend.
- Getting your views on health and social care heard in the city, so you can help to make improvements.
- Ensuring that everybody in the city is able to be involved, by building a wide range of networks and activities, which include adults, children and young people.

Looking for information and advice?

We have a self-help section online at: www.advicesheffield.org.uk/self-help/

If you would like to speak to an adviser, who can help you to find the information and support you need, please call: **Sheffield Adviceline (0114) 205 5055**
(Lines open Monday to Friday 10am-4pm)

What's your experience of using social care services?

We want to hear about your experiences (good and bad) of health and social care services in Sheffield. We can use your views to influence, challenge and make a difference to the way services are delivered. You can telephone, email or write to tell us about your experience.

Are you interested in getting involved?

We have a regular newsletter with updates on our work and we are developing a range of volunteering opportunities.

Please contact us to sign up for the mailing list or to register your interest in volunteering. Let's work together to help improve your local health and social care services.

Contact Us

Healthwatch Sheffield

33 Rockingham Lane, Sheffield, S1 4FW

Tel: (0114) 253 6688

Email: info@healthwatchsheffield.co.uk **Twitter:** @HWSheffield

www.healthwatchsheffield.co.uk

Outcome Four - Safeguarding people whose circumstances make them vulnerable and protecting them from avoidable harm

What you have told us

'I feel safe, I can live the life I want and I am supported to manage any risks'

Feeling safe

Our survey asked people who receive services, how safe they feel. Two thirds said they felt as safe as they want to be – similar to results across the country and in similar big cities.

We also asked people if the services they get help them feel safe and secure. 78% said they did, which is better than last year and about the same as national and regional averages.



Safeguarding Adults

Sheffield's Safeguarding Adults Partnership, is made up of a number of organisations responsible for protecting vulnerable adults at risk of harm. They work together to:

- Help promote awareness and understanding of adult abuse
- Involve services in the development of our policies and services
- Make sure lessons are learned from the worst cases of abuse

Contact and information

To get in touch or for more information, please write to:

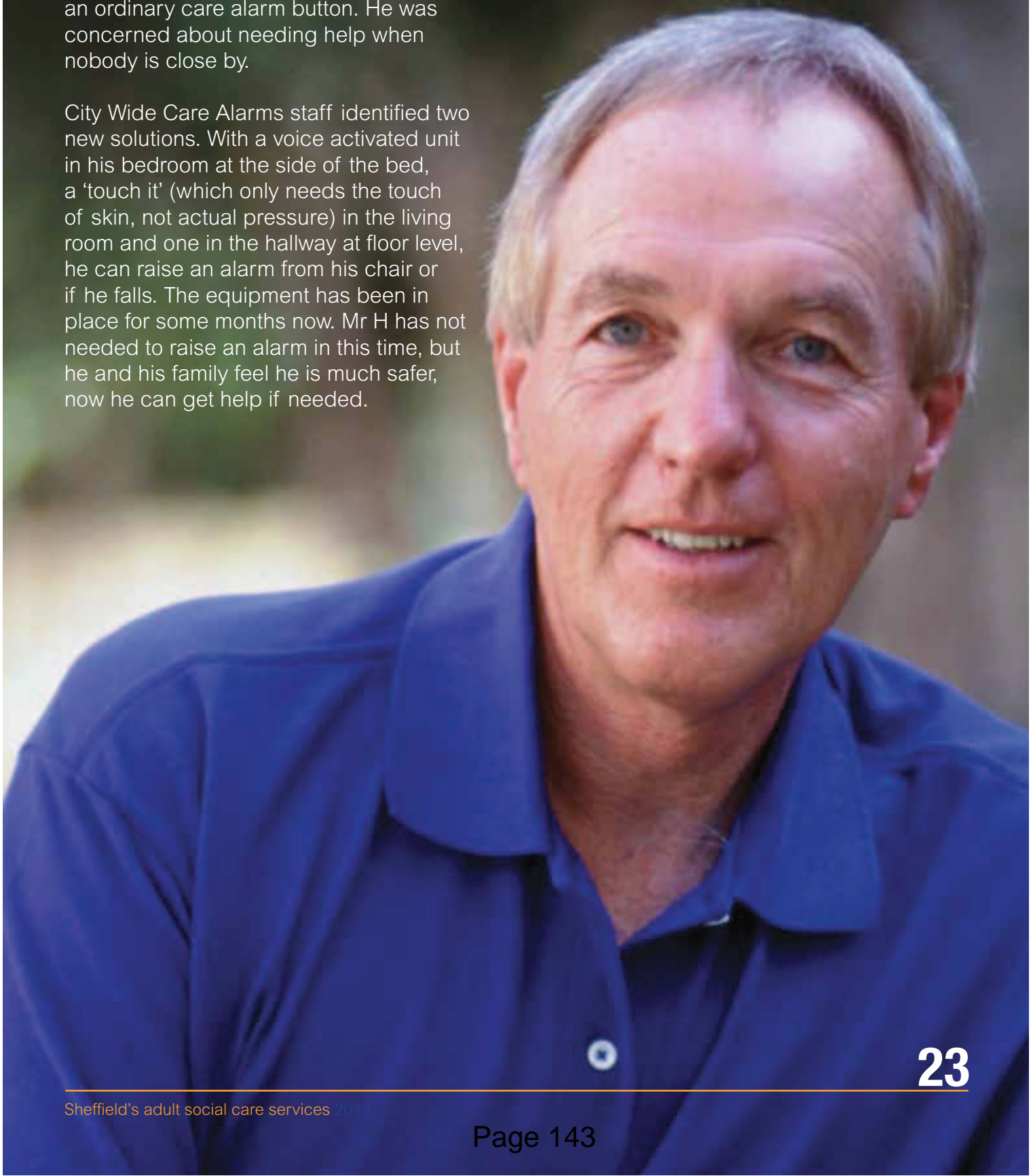
Sheffield Safeguarding Adults Office, Redvers House, Union Street, Sheffield, S1 2JQ

Or go to: www.sheffield.gov.uk/caresupport/adult/adult-abuse/partnership

Peace of mind for Mr H

Mr H has Motor Neurone disease and is unable to use his arms, so could not use an ordinary care alarm button. He was concerned about needing help when nobody is close by.

City Wide Care Alarms staff identified two new solutions. With a voice activated unit in his bedroom at the side of the bed, a 'touch it' (which only needs the touch of skin, not actual pressure) in the living room and one in the hallway at floor level, he can raise an alarm from his chair or if he falls. The equipment has been in place for some months now. Mr H has not needed to raise an alarm in this time, but he and his family feel he is much safer, now he can get help if needed.



Care alarms on show

Thanks to a new site at the Wicker Mobility Shop, people can now try out different City Wide Care Alarms (CWCA) to see if any would be useful in their homes.

Councillor Mary Lea, Cabinet Member for Health, Care and Independent Living, said: “When Wicker Mobility Shop offered space in their showroom, it was a great opportunity for people to see the range first hand. Customers get completely impartial information and are free to take up the service or not as they wish”.

Ellie Bennett, Operations Manager at Wicker Mobility Shop, said: “We are delighted to link with the Council on this. Not only do we have the general CWCA equipment – we can also show some of the sensors available to help people at risk of falling or with memory problems”.

Councillor Jenny Armstrong, Cabinet Assistant for Health, Care and Independent Living, said “As CWCA is the only service to provide their own trained staff to assist in an emergency, this can be a real help in taking some of the pressure off carers”.

For more information, please contact:

City Wide Care Alarms, Priory Office, Station Road, Darnall, Sheffield S9 4JT

Telephone: 0800 013 0980

Email: citywidecarealarms@sheffield.gov.uk



Councillor Jenny Armstrong (left) and Ellie Bennett at the official opening of the new CWCA demonstration site

Last year we said we need to get better at...

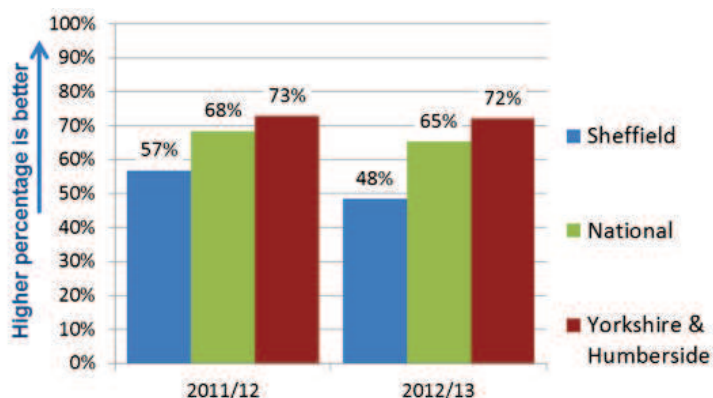
- Making sure that everybody has an annual review of their needs
- The time it takes to complete assessments for support
- The time it takes to receive services after an assessment
- The time it takes to respond to complaints
- People's satisfaction with the complaints process

Here's how we are doing...

Making sure that everybody has an annual review of their needs

In 2012-13, the proportion of people having an annual review fell to 48% compared to 57% the year before. We don't expect to review 100% (those who have only recently taken up a service will not need a review until next year) but it is a priority for us to improve. We are developing quicker, fairer processes to review and reassess people's needs and we have set a target to meet the Yorkshire & Humberside average

The proportion of people receiving a service who had a review of those services in 2012/13



The time it takes to complete assessments

All people new to social care services must be assessed for their level of need. It is important this happens as quickly as possible, so people get the care and support they need. In 2011/12, it took an average of 88 days to do these assessments, from the point that we first had contact with the person. Last year, that time increased slightly to 90 days.

Thanks to some changes we have made, things are now starting to improve and we aim to bring the average waiting time down to 28 days within the next two years.

The time it takes to complete assessments

Support plans include all the care and support services someone is going to have. In 2011/12, it took an average of 74 days from the assessment to the finished support plan. Last year, we reduced it to 48 days. Improvements to the process will help make it even quicker.

The time it takes to respond to complaints

This is the time taken from the complaint being made to the point it is resolved. In 2011/12 the average time taken was 119 days. In 2012/13, this fell to 90 days, so it is improving.

People's satisfaction with the complaints process

After a complaint has been resolved, we ask people how satisfied they were with the process. We have set ourselves a target of 80% of people saying that they are satisfied. We have not yet met that target but we have improved, with satisfaction rising from 63% in 2011/12 to 69% in 2012/13. We hope to improve more next year to get us closer to our target.

What we are doing to improve...

We will do some extra work on those things that are not improving and where we are not doing as well as other councils. We are inviting representatives from other councils to look at how we do things and to challenge the way we work. We will also be looking at what we can learn from others. In next year's report, we will tell you what we have learned and how we are using this to improve.



Get involved and have your say

If you are a service user or carer, we welcome your views about the quality of our services. You can use your own experiences to help us improve services. The Quality Improvement Network provides a variety of ways for people who use adult social care services to get involved.

If you'd like to get involved, we will talk with you about your interests and how much time you have available to find a way of being involved that suits you. To find out more please contact:

Support

If you come to meetings with us, we'll make sure they are always held in an accessible, city centre venue. We'll ask you if you have any support needs or need any adjustments so that you can take part. We will always reimburse you for any travel or Personal Assistant expenses you incur on the day.

The Quality Team, Redvers House (Floor 8),
Union Street, Sheffield, S1 2JQ

Email: PracticeDevelop@sheffield.gov.uk
Telephone: 0114 273 4119

Feedback

We would really like you to tell us what you think about this report, to help us improve it next year. Please contact:

Howard Middleton - Development Manager
Email: howard.middleton@sheffield.gov.uk

Planning and Performance,
Redvers House (Floor 8), Union Street, Sheffield, S1 2JQ

Thank you

The Care and Support Readers group, Healthwatch, the Healthier Communities and Adult Social Care Scrutiny Committee and everyone who helped to produce this report.

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