
Sheffield City Council

Making our Conversations Count

This report explains how we help people in Sheffield stay independent, safe and well. It explains our achievements, priorities and challenges in 2018, and our plans for the next year.

2018 Adult Social Care Local Account



welcome

This has been another challenging year for the Council, and the city.

As well as continuing Government cuts in funding, we have faced significant increases in demand for health and social care support, for adults and for children and young people.

Sheffield is now recognised as a leading city for the way in which organisations are working together to face these challenges.

For example, the Local Government Association recently shared details of our work to reduce the number of people remaining in hospital when they didn't need to be there with other councils, to help them to learn how to tackle issues of disjointed systems, processes and decision-making. You can read more about our work in this area so far, and our next steps, later in the account.

We think we now need to bring together all the services that support children, young people and adults with a disability, to make sure all our citizens can access all areas of the city and all parts of city life. We want everyone to be

independent and equal in society, and have choice and control over their own lives.

We know it's often the way services are organised that creates barriers for people, not a person's physical or mental impairment, illness or difficulty. And many times people face problems because of the way services are provided at key points in their lives, such as when they move from being a young person to an adult, and in later years as they become an older person.

So a key part of this work will be to make sure services are provided 'seamlessly', and help people as early as possible to grow and develop, and build a good life. As with all the different topics in this account you can get more information about this work from our Information Service (details on page 12).

***Councillor Christine Peace,
Cabinet Member for Health and Social Care
Councillor Jackie Drayton, Cabinet Member
for Children, Young People and Families
Health and Social Care, and all age disability***

What does ADULT SOCIAL CARE do?

Adult Social Care helps people over the age of 18 to get the care and support they need to remain independent, safe and well. This includes care and support for adults, older people, adults with a learning disability, adults with autism and adults with a mental health condition. We also provide support for carers and for families with a disabled young person (as part of their journey into adulthood).

'Care and support' is the help some people need to live as well as possible with any illness, disability or impairment they may have. It can include help with things like washing and dressing yourself, preparing and eating meals, getting out and about and keeping in touch with friends and family.

Social care affects the lives of many Sheffield citizens and their families. In the year 1 April 2017 to 31 March 2018:

- more than 11,000 adults received an adult social care service.
- we spent over £187 million pounds on providing adult social care services.

Adult Social Care works with many other organisations and services in the city, to:

- improve the health and wellbeing of all our citizens.
- help patients in hospital return home as quickly as possible.
- protect people from harm (also called safeguarding).

There's more detail about this work later.

For the 2018-2020 improvement plan the focus of our work will be:

- increasing independence and inclusion.
- increasing the shift to prevention.
- increasing adults able to live at home.
- developing a sustainable provider market.
- ensuring fairer charging.

Find out more



For a copy of our improvement plan contact our Information Service (details on page 12).

So... how did we do?

Every year we collect information about how many people we help, what services we provide, and how people feel about the support they get. We compare our performance to 14 other councils in the Yorkshire and Humber area, like Barnsley, Doncaster, Leeds and Rotherham.

You can download all of the details from NHS Digital (see below). Comparing our scores over the year April 2017 to March 2018, we:

- **supported more people in their own home**, so they didn't have to go into a care home. We know people prefer to stay independent in their own home for as long as possible, so we continue to work to help even more people stay in their community. The number of people moving to a care home each year in Sheffield is similar to that of other councils in the area, but we're working to reduce this further.
- **arranged home care services for many more people**. We know we provide home care for more people compared to most other

councils in the area, helping people to stay in their own home so they don't have to move into a care home.

- **helped more people with a learning disability find employment**. We know employment can make a huge difference to a person's health and well-being. While we have improved this year, we know there's a lot more we can do to help even more people into employment.

- **helped more people return home quickly after a stay in hospital**. We work closely with hospitals to make sure people can return home as soon as they are well enough.

This year the number of people who were well enough to return home, but remained in hospital, reduced from 24 each day, to 19 each day. While this is good progress we continue to focus on reducing this with our NHS partners.

You can read more about this work on page 10.

So... how did we do?

We continue to work to improve things where we compare poorly to other councils in the area, including:

- **the quality of home care services.** The Care Quality Commission inspects the quality of all the companies that provide home care services. While the quality of Sheffield services improved this year, we're committed to helping home care providers raise the quality of their services even further.

We're working closely with NHS Sheffield services to help home care companies improve their services. Similar work on improving the quality of local care homes has significantly increased the Care Quality Commission rating of care homes in Sheffield. We continue to work with local nursing homes to improve their services.

- **the time taken to assess people's needs, and arrange their support.** Our processes and the way our services worked needed to change to allow us to have better conversations at an earlier point in time.

As part of a major improvement programme we began last year, we've made significant changes in our working practices, and replaced our IT system.

We now have a specialist team that talks to new people asking for help for the first time, often providing advice and help immediately, without having to wait for an assessment.

We also have 7 teams that work in specific areas of the city. These new locality teams have detailed knowledge about community support in the local area, and can respond quickly to help people work out what matters to them about their life, what's working and what isn't. We call this new way of working 'Conversations Count'.

Find out more 

Read more about the impact of Conversations Count on page 8. To compare Sheffield's performance to other councils in the area visit NHS Digital: <https://digital.nhs.uk>.

Keeping
people safe

Adult Safeguarding Partnership

Lots of different organisations in Sheffield help to keep people safe, from the Police, the Council and the Fire Service, to small organisations like home care providers. Many of these organisations work together as part of the Sheffield Adult Safeguarding Partnership. The partnership makes sure these organisations work well together to prevent abuse and neglect (also called safeguarding), promote safety and wellbeing, and support people who have been abused. A Customer Forum makes sure local people (including those with a learning disability) are fully involved, including representation on the Executive Board.

This year we received 3,156 safeguarding concerns, 35% fewer than last year. Of these 973 we resolved quickly, with 2,183 needing further investigation before being resolved.

The partnership reviews their work every year, identifying new ways to further reduce abuse and neglect, and opportunities to improve practice across the city.

The four current priorities are:

- Prevent abuse and neglect of people at risk taking place - people at risk suffer less abuse and feel safe.
- Make safeguarding personal - people experiencing harm are supported to achieve the outcomes they want.
- Make sure safeguarding works well.
- Protect adults who have care and support needs from abuse and neglect.

The partnership website has advice for carers, plus advice and support to make your home safe (like escape plans and fitting smoke alarms). There's also advice about support across the city when you're out and about. The Safe Places scheme provides temporary safe refuges where adults who find themselves in difficult situations can get assistance.

Find out more 

For more information about the partnership contact our Information Service (details on page 12), or visit the partnership website: www.sheffieldasp.org.uk.

Better city-wide working together

There are many organisations in Sheffield all working to keep people healthy, independent, safe and well. How these organisations work together must improve if Sheffield is to meet the challenges and pressures on health and social care.

In March the Care Quality Commission looked at how Sheffield's NHS services and adult social care work together (or don't) to keep older people healthy and well. They found we hadn't got it right, but there was "a strong commitment to achieve the best outcomes for the people of Sheffield".

We have now begun to work in a radically new way with partners like the NHS Sheffield Clinical Commissioning Group, to find more ways we can support each other, and better deliver services that prevent people from becoming ill, needing hospital or needing support. We've agreed new rules that will make us work better together. We call this our Joint Commissioning Approach, and it's a significant commitment by all of us.

Through this approach we will make decisions together, agree joint aims, share our resources and funding, and share the risks and pressures on the city (like winter pressures, when many more people are admitted to hospital). A key focus of our work will make sure we can get support to people as early as possible, to prevent their illness, impairment or problems getting worse.

Through the approach we will make sure:

- people get health and social care support closer to home, without a stay in hospital.
- health and social care support is provided in a much more coordinated way, so people feel support is provided 'seamlessly'.
- we improve the lives of all our citizens. We know people living in some wards have poorer health and need greater support. We are committed to ending health inequality.

Find out more



For more information about our Joint Commissioning Approach please contact our Information Service (details on page 12).

Conversations Count

We've been changing the way we support people since 2017. Instead of a focus on forms and processes like assessments and reviews, we now:

- listen to people - what matters to them about their life, what's working and what isn't.
- recognise people's skills and strengths, and their experience in managing their support, their family and their whole life.
- focus on wellbeing, prevention and independence, to help the person build a good life.
- help people to get support from their community and neighbourhood. Often these are creative solutions that are far better than our traditional support services like home care and care homes.

- make sure support fixes the things that aren't working now, and helps people to plan for the future.

Many of our teams now work in this way, and we expect the whole service will have changed to this way of working in 2019.

As part of planning this change we've involved people and carers, to help us develop our approach and involve our local experts by experience. This includes regular briefings at Service Improvement Forums and the Learning Disability Partnership Board.

'Stories of difference'

These changes are making a real difference, for our staff and the people we support.

Staff tell us they feel free to listen to people, and to work together on building a good life.

People we support say it makes such a difference to be able to talk to a social care worker about their life, rather than answering questions as staff fill-in each box on a form.

Feedback

“ I’ve been able to work with Joy longer to get a better picture of her needs. ”

“ The freedom to talk more and write less really worked for Justin and his aunt. ”

“ I was able to focus on exploring activities for Violet instead of completing forms. I found many resources within the community, which I can offer to other people. ”

“ Family was anxious at first but relaxed as the conversation flowed. ”

“ I feel like I am important - my life is important. I didn’t expect that. ”

Carers and families tell us they feel much more included, respected and listened to.

People say they feel more in control of their own lives, with a plan they helped to create (rather than having support ‘done to them’).

We’re finding the support people need is often less than we would have provided previously, and more creative solutions often cost less for the person and the Council.

Conversations Count is making a difference to the lives of the people we support, for younger adults, people with a physical or learning disability and for older people. Here’s a quote on the difference our new approach is making:

“ I have had input from a wide range of professionals over the last few years, since my injury/illness, a few have been excellent in what they do, fewer still have really inspired my confidence and made me feel like I am in the presence of a caring friend (which is exactly what I need) and I count Jennifer amongst them. ”

Find out more



For more stories of difference, and websites and resources about this approach, please contact our Information Service (details on page 12).

Why not home, why not today?

Adult Social Care works closely with Sheffield NHS services to make sure patients can return home from hospital as soon as possible.

This is much better for the patient, and makes sure our hospitals can help as many people as possible.

While work with Sheffield Teaching Hospitals and the Clinical Commissioning Group in 2016/17 lead to significant improvements, we knew there was more we could do.

So we worked with a company that helps services improve (called Newton Europe) to find new ways to work better together. They looked at financial and performance data, read hundreds of patient stories, and talked to about 100 staff. They found we had some outstanding best practice, and a high desire to improve.

From this work we developed a new plan to reduce the amount we spend on high intensity and emergency care, to less costly, earlier

support, like services from your doctor and community services like district nursing. We also agreed changes so that NHS staff and Adult Social Care staff work together in new ‘multi-agency’ teams.

This has improved the way we support people to return home, and made sure care is arranged quickly to help the person recover at home.

A report on the changes we made in Sheffield was shared with other councils looking to improve (see links below).

Find out more

For a copy of the report Why not home, why not today visit: <https://reducedtoc.com>, or visit the Fab Stuff website: <https://fabnhsstuff.net>, or read the Local Government Association report from their website: www.lga.gov.uk.

For more detail about the work we’re doing to reduce hospital discharge in Sheffield contact our Information Service (details on page 12).

Complaints

We deal with every complaint carefully. Most of the time we identify ways to improve things for the person, and improvements we can make to the way we provide our services.

We received 152 complaints about adult social care services in the year April 2017 to March 2018. This is 7 fewer than the previous year, and compares well to other councils in the area.

We regularly check how long it takes us to respond to complaints. Often we can respond quickly to sort out a minor problem, but it can take longer when a complaint is complicated.

This year on average we took 85 days to respond fully to adult social care complaints, 5 days longer than last year.

We're changing the way complaints are managed and working to speed-up the time to respond to complaints, so we can improve the time it takes in future.

Service User and Carer Surveys

We regularly contact people who get support from us (also called service users and carers) to ask them for their views. We use government advice on what questions to ask, how to contact people and so on. Most councils in England also take part in these surveys.

This year service users told us:

- 6 out of 10 people are satisfied with the support they get. This is better than last year, but we know there's more we can do to increase this.

Similarly, we're looking at how we can improve people's views about:

- their quality of life
- how safe they feel
- how much control they have over their daily life.

Find out more

For a copy of our complaints report for this year, contact our Information Service (details on page 12), or visit the council website: www.sheffield.gov.uk/tellus.

For many of the sections in this account we have told you how you can get more information, either from our website or by contacting our information service:

- telephone: (0114) 273 4119.
- email: information@sheffield.gov.uk.
- in writing: Information Service.
Sheffield City Council People Portfolio.
Floor 9 East, Moorfoot building,
Cumberland Street, The Moor, Sheffield S1 4PL.

We've also produced an email that gives more information and sources of data for many of the topics in this account. To receive this email please email: information@sheffield.gov.uk.

If you have any questions or comments about this report please get in touch. You can also contact us with ideas on how we can improve the report, or what you would like to read about next year.

Sheffield City Council. Adult Social Care Services. 2018 Local Account.

This document can be supplied in alternative formats. Please contact (0114) 273 4119.