



Adult Social Care Local Account

2014/15

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Introduction

Dear Resident,

Welcome to the fourth edition of your Local Account of Adult Social Care in Waltham Forest. In the context of a growing population and fewer financial resources the challenges of meeting the expectations of our residents has never been more demanding. This has given the Council a great opportunity to re-think the way it delivers services, what services should be prioritised and how new innovations and approaches can be utilised to help people live as independently as possible, and to meet the needs of our residents at a realistic financial cost. I'm pleased to report that 2014/15 has seen some exciting new achievements and developments in Adult Social Care including:

- We improved our overall proportion of people who receive Self-Directed Support (i.e. a direct payment or personal budget) to 72.9%.
- 78.5% of people who use services stated that those services have made them feel safe and secure (an increase from 74.6% last year).
- People using our services scored their quality of life an average of 18.5 out of a possible 24 (an increase from 18.1 last year).
- The NHS in Waltham Forest and the Council have set up Better Care Together, which brings together all integration programmes for health and social care covering: prevention and early intervention, care coordination and Integrated pathways.

Although we are proud of all our achievements, we know there are still areas where we can do better, and these are included within this report.

Since we produced the first Local Account in 2011/12 we asked local residents for their feedback on ideas for improving the layout and structure of this report. In order to continue this process I would encourage you to add comments and suggestions so that we can incorporate them into the 2015/16 edition. Please see the last page of this report [here](#) for contact details.

I hope you find reading the 2014/15 Adult Social Care Local Account informative and interesting.

Jana Burton

Interim Divisional Director of Adult Social Care
London Borough of Waltham Forest

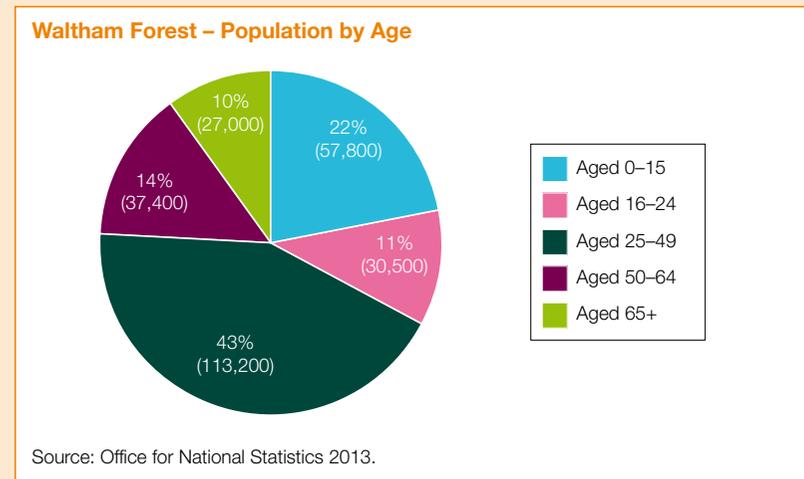
Waltham Forest

Total population

Waltham Forest has a population size of approximately 265,800 people who live in around 96,900 households. The 2013 Population Projections by Greater London Authority (GLA) suggest that Waltham Forest’s population will reach 300,000 by 2022 and over 340,000 by 2041.

Age

The average age of the population is 34.7 years, which compares with an average age of 35.8 years for the London region, and 39.9 years for England. There are around 64,400 people (24%) aged over 50 in the borough in 2013/14. This is proportionately fewer people aged over 50 living in Waltham Forest compared to the UK average (35%).



Ethnicity

Our borough is one of the most diverse areas in the country with almost two thirds (62%) of the population from minority ethnic backgrounds. According to the 2011 Census the main ethnic categories are: White British (English, Welsh, Scottish, Northern Irish): 38%, Asian/Asian British: 21% and Black/Black British: 17%.

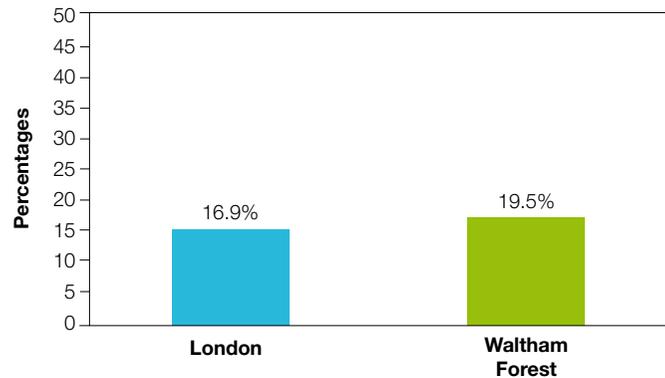
The top 5 languages spoken in the borough besides English are Urdu, Polish, Romanian, Turkish and Lithuanian.

Health and disability

The 2011 Census shows that 5% (13,500) of residents in Waltham Forest considered their health to be bad or very bad. As many as 37,600 (15%) of residents said in the Census that their day-to-day activities are limited because of their health; 7% said their day-to-day activities were limited a lot (17,900 people) and 8% said their activities were limited a little (19,700).

Data from the most recent Annual Population Survey (2012) suggests there are 30,000 disabled people of working age (16–64) living in Waltham Forest. This is 19.5% of the resident working-age population which is higher than the London average of 16.9%.

Waltham Forest – Percentage of working age population with a disability



Source: Annual Population Survey 2012.

Health problems and disabilities increase further with age, with more than half of residents aged 65 and over (57%) having a limiting long-term health problem or disability.

Religion

The largest faith community in Waltham Forest is Christian (48%), followed by Muslim (22%), and 18% of residents claim no religion.



Ensuring people have a positive experience of care

We aim to support people with long-term complex health conditions to live independently at home for as long as possible, because that is where most people want to be. The Council is committed to building on people's existing support and enabling them to keep doing the things they value most.

By working in partnership across the whole health and social care sector, we can achieve better outcomes and make the best use of our limited financial resources. Through partnership arrangements with the NHS and others we can pool local resources to improve the way we organise ourselves collaboratively.

Pooling resources helps us to agree shared priorities and align local services accordingly. This helps to deliver 'joined up' care and support, for example when an individual is discharged from hospital back into the community with support from health and Adult Social Care. Our priority is ensuring that people feel safe whatever their home environment, and are treated as with dignity and respect. But experience tells us that Council efforts alone are not sufficient to guarantee success. We want people to be committed to helping themselves too by managing everyday risks in partnership with your families and networks and the wider community. We will work with you to prevent, avoid or delay the development of your need for care and support.

Case study: Extra Care Sheltered Housing

Lisa 53 – Following a stay at hospital, Lisa who has several support needs including Dementia, and a physical disability but wants to remain as independent as possible, was assessed for support by Waltham Forest Adult Social Care. Lisa was assessed as suitable for living at *Verdon Roe Court Extra Care Sheltered Housing*. Verdon Roe Court is an Extra Care purpose-built building designed to support people to maintain as much independence as possible, including self-contained flats, with care staff on-site, assistive equipment and a large communal lounge/dining area to encourage social inclusion.

In order for her move to be smooth, a transition plan was agreed for Lisa, involving several visits for her to Verdon Roe Court including taking part in group sessions on site and meeting the staff that would be working with her. Lisa was involved in the Tenancy sign up process by use of an easy read guide to ensure that she understood the process.

Following the transition plan, Lisa moved into Verdon Roe Court in August. Now settled, Lisa says: 'I like the ease of the building layout for me to get around in my wheelchair. I really like my flat and knowing I can sit with people in the lounge if I want to. The staff that work with me are really friendly and listen to my views.'

Enhancing quality of life through person-centred care and promoting independence and choice

Person-centred care is a way of thinking and doing things that puts the individual at the centre of decision making with professionals and carers involved as equal partners who work together to ensure good outcomes are achieved.

Case study: Supported Living

George, 33 – George recently moved to Everall Court Supported Living and says this has contributed to his recovery from mental health issues:

“I’ve had mental health problems since 2011, but I’ve had lots of support and now I feel like I’m back to my former self. I’m really looking forward to living much more independently here (at Everall Court) and having my own kitchen where I can practice cooking. I’m also looking forward to joining the East Living Football Club.

“I’m really happy to be moving to Everall Court and with the way things are moving along with my progress. I’m looking forward to developing my skills and in the future I have my sights on starting a food delivery business. I’m just happy all round really! I want to thank everyone who has made Everall Court possible.”

We will:

- Continue to offer personal budgets so people can manage their own care and support.
- Further promote and give service users and carers the option of employing their own Personal Assistants.
- Develop and promote more independent living opportunities for people with learning disabilities, including recommissioning our supported living accommodation.



Independent, safe and well

People are more likely to stay independent if they stay healthy. Good relationships with family and friends, opportunities for employment, learning and leisure, keeping active and healthy, having sufficient money and a secure home help us to live well and stay independent for as long as possible.

Whilst individuals are responsible for the lives they lead, the Council and our partners can help by offering a range of prevention-type services, including support via the voluntary sector. We want people to access the right care at the right time in order to prevent problems from getting worse. This helps to maintain quality of life by avoiding, delaying or reducing the need for more intensive support later on.

We aim to do this by offering useful information, advice and guidance to help people make informed decisions, whether this is about a healthy lifestyle or about their care and support needs. People with lower-level needs can benefit from a wide range of universal services available to everyone in the local community e.g. schools, GP surgeries, libraries, leisure centres, advocacy etc.

More targeted support includes support like our Rehabilitation services which offer intensive short-term support to help the individual to recover from an unexpected hospital stay, injury or illness.

These vital services are delivered jointly with our health partners and support people to regain lost skills or learn new ways of doing things so they can cope with changed personal circumstances.

We also offer home adaptations like hand-rails, commodes, stair-lifts etc, to enable people to adapt if their mobility is reduced.

We want to make assistive technology a more significant part of peoples' care packages and will offer more Telecare options to help people keep safe, independent and secure in their homes.

Waltham Forest Direct provides a single point of contact through which anyone can access the full range of Council services. It also offers information and advice about what people can do to help themselves and it signposts them to alternative local community support or available resources.

Health and social care integration: Better Care Together

Better Care Fund is a government initiative aimed at integrating Health and Social Care to provide coordinated, streamlined and timely care to those in need. This is so that there are no duplications and delays in the system and the clients and patients don't have to repeat their story to each professional they see. It also aims to avoid hospital admissions, by timely care provision in the community.

In Waltham Forest, we call this programme *Better Care Together*. You will hear more about this in the coming years. This is funded by the Better Care Fund (BCF), which comes from pooled money already in the LA and the NHS budgets for the year. The NHS and the Council have agreed to jointly manage and spend this amount with a focus on what is best for local residents.

Better Care Together brings together all integration programmes for health and social care covering:

- Prevention and early intervention, including working with the voluntary sector to improve health and care advice and to support carers.
- Integrated pathways, that will ensure we improve discharge from Whipps Cross hospital, prevent falls and help people who have fallen to recover and avoid another incident, improve end-of-life care, improve urgent care and help care homes to raise their standards of clinical care.

- Reablement support to help people regain their health and sustain the skills needed for independent living.
- All of this work will be supported by fit-for-purpose IT systems, joined-up commissioning and a highly motivated and well-trained workforce.

We know that people don't like to keep repeating their story to every professional they meet in the health and care system and it can be confusing and unsettling to see too many different people. To address this we have begun to share information between health and care professionals in seven 'multi-disciplinary' teams of GPs, community nurses, social workers and hospital specialists for the people at the highest risk of hospitalisation to try to avoid unnecessary and especially emergency hospital admissions.

We have piloted integrated working in Waltham Forest, and 1,000 people have already had integrated care plans created since 2011. This means that more Waltham Forest residents are able to receive the integrated care and treatment they need in their own home by a multi-disciplinary team, helping their recovery and avoiding unnecessary hospital admission. We know that people live longer and are happier when they are able to live in their own homes.

We now have an integrated discharge team, including social workers, Occupational Therapists and ward staff at Whipps Cross Hospital which is already proving successful in ensuring patients are discharged safely and in a timely way.

In line with the NHS and the Council's commitment to give equal weight to services for mental health as for those covering physical health we have invested in a rapid response service for people needing psychiatric help. Our Rapid Access Integrated Discharge service (RAID) aims to deliver improved psychiatric liaison with mental health needs (including mental health range of problems, dementia & delirium) with a specific focus on the elderly pathway. This helps people recover and return to independent living more quickly and more effectively and allows those who need hospital care to access it in a timely manner by freeing capacity.



Care Act 2014

The Care Act 2014 has been the biggest change in Adult Social Care for over 60 years and has introduced significant changes to the way that social care services in local authorities are delivered. Some parts of the Care Act came into effect in April 2015 and others will come into effect in 2020. The Act also places new legal duties on the Council and is also intended to offer an improved service to anyone who needs social care. In addition to our on-going services, we have been working over the last year to ensure that we fully meet the new legal duties placed on us by the Care Act which is to:

- Promote physical and mental wellbeing.
- Prevent or delay people needing social care services.
- Put people at the heart of the system.
- Focus more on the outcomes people want to achieve in their lives rather than just meeting practical needs.

We have engaged and worked closely with the Department of Health and other London borough Councils to shape how the Care Act works in practice. Engagement with residents around the Care Act is on-going:

- New **national eligibility criteria** has been built into our assessment system for adults with care and support needs and carers for adults with care and support needs which consists of three criteria, all of which must be met for a person's needs to be eligible.

- Improving our **information and advice** services has resulted in a review of the service and a new contract that now enables people, carers and families to take control of, and make well-informed choices about, their care and support and how to fund it.
- The introduction of the new **deferred payments** scheme means that our older residents will not be required to sell their homes in their lifetime to cover the cost of residential care.
- Our focus on **Wellbeing** means that provided prevention services will prevent the need for social care services.
- **Carers** now have a new legal right to ask for an assessment of their own needs.
- We will respond to requests for help from **Self-funders** (people who pay for all their own care and support) to arrange and manage their social care by using our expert knowledge of the local social care market which may be very helpful to people who may not know how to find services to meet their care needs.

Work around the Care Act will continue until 2020 when the second part is expected to be implemented.

Safeguarding adults at risk

Every person has a right to live a life free from abuse and neglect. Keeping Waltham Forest's vulnerable residents safe is fundamental to the delivery of Adult Social Care services. Adults at risk can receive help from the Council and its partners (such as the NHS, Police or Fire Service) if they, or people who know them, are concerned that they may be suffering from neglect, or physical, financial, psychological or verbal abuse. Our Safeguarding Team promotes work across social services, health and providers of services to ensure safe practice and that people at risk of abuse are safeguarded.

Our achievements in 2014/15 and plans for 2015/16 include:

- There were slightly fewer people telling us about safeguarding concerns in 2014/15.
- We further developed a "Making Safeguarding Personal" approach to working with adults at risk who have experienced abuse. This has involved encouraging greater involvement of service users in the safeguarding process, by being flexible to their needs and supporting people to make decisions around risk, which are not always the same as the people supporting them. This has involved work with all our partners. In doing this, we have also now begun to routinely ask people about what they thought about the support we provided. So far they have told us that they were mostly very satisfied with our involvement, with:
 - 95% of people saying that they found it easy/fairly easy to make contact and tell someone of their concerns
 - 97% of people satisfied/very satisfied with the outcome of the safeguarding process.
- In 2015/16 we will carry on with this approach, and make sure that we ask people what they want to happen from the safeguarding concern at the beginning of our involvement.
- The Care Act has brought in new legislation in regard to Self-Neglect, Domestic Violence, Sexual Exploitation and Modern Day Slavery.
- New Pan-London Safeguarding arrangements were published in December 2015, which help all of the London Boroughs to work together and make sure that everybody gets the same safeguarding experience no matter where they live.
- We have continued to work with health services to look at quality and one of the outcomes has been to make sure that people know more about pressure ulcers, how to get support and what things are available to stop these getting worse.
- We have continued to ensure that people in hospitals, residential and nursing homes are given the right protections, by undertaking assessments to see if they are being deprived of their liberty and if they are, then ensuring that this is being done in their best interests. We completed 655 assessments in 2014/15.

Case study: Safeguarding

Mrs Brown, 80 is a widowed woman who has lived on her own for the past ten years. She has a number of carers who provide support to her during the day. Her next-door neighbour also visits on a daily basis. The neighbour informed our safeguarding team that Mrs Brown was giving money to one of the carers because they had told her that they were not able to pay their bills.

A social worker visited Mrs Brown in order to find out more details. Mrs Brown reluctantly explained that she had felt sorry for the carer, but she was getting a bit frustrated because the worker had not paid her any of the money back as promised. Mrs Brown did not really want the worker to stop coming as she liked her.

The social worker explained that the worker should not be asking for money, and that they might be doing this with other people that they were visiting as well. Mrs Brown agreed for the social worker to make contact with the care agency who discovered that the worker had asked for money from several people. They suspended the worker and the worker was referred to the Disclosure & Barring Service to ensure that they did not work with vulnerable people again.



Supporting carers

We want to identify carers at an early stage. We recognise the value of carers' contribution and the importance of involving them in planning their care and support.

Our Progress in 2014/15:

- We improved access to services for carers, including ensuring that carers' breaks more closely meet the needs of carers.
- Waltham Forest Carers' Association continued to support carers through a variety of support groups, events and activities.
- Pilots were undertaken by Waltham Forest Clinical Commissioning Group to improve GP/surgery staff recognition of carers.

Areas for improvement and our plans for 2015/16 include:

We have a new Carers Offer that is modernised and Care-Act compliant, that includes:

- Ensuring that carers have access to good information and advice.
- Increasing the number of carers' assessments and reviews and fully representing carers' views.
- Working more closely with health partners including GP's to support carers to maintain their own health and wellbeing.
- Supporting carers to maintain their own health and wellbeing and to ensure they can have access to a life outside caring.

Case study: Direct Payment/Carers' respite

Mary, 58 – Is the main carer for her mother in law, who has diagnoses of several health conditions including congestive heart failure, hypertension and Alzheimers Dementia. Mary's mother in law is cared for in bed 24 hours a day and she is not able to carry out any activities of daily living without support.

Mary advised LBWF Adult Social Care Services that she was 'at the end of her tether' and she was unable to go out for any social/leisure activities, due to her full-time caring responsibilities. Mary herself has diagnoses of high blood pressure, back problems and diabetes.

Waltham Forest Adult Social Care agreed *Direct Payments* to Mary to pay for a family friend who the client was comfortable with to "live in" as a carer, and Mary was able take a holiday for 3 weeks to visit her country of birth. This arrangement worked well and was extended to include 4 hours weekly ongoing *Take a Break respite* to allow Mary time for her own social and leisure activities every week.

Delivering affordable services

The Council's primary function is to support the local community and in doing so it has a responsibility to ensure that public money is used responsibly.

Equally, those who are eligible to receive Council-funded support have an obligation to ensure that the Council gets value from the money it spends.

We aspire to give individuals greater choice and control over their own care and support by developing a local care market which is made up of a broad and diverse range of service providers. We aim to ensure that Waltham Forest has a sustainable health and social care system which meets the needs of our local community today as well as tomorrow.

We want to build local resilience and capacity so that individuals will be supported to be able to manage their own needs and, if necessary, support others to manage theirs e.g. through volunteering opportunities with one of our many community support groups.

Residents' needs vary depending upon their age, health and individual circumstances. And because the Council has a duty to distribute local resources fairly, we carry out a Needs Assessment and a Financial Assessment free of charge for anyone who appears to need community care support.

We routinely use the government's national eligibility framework to determine who is entitled to Council-funded support and who is expected to contribute towards the cost of their care. This helps to ensure that decisions taken are both fair and consistent.

Eligible individuals are routinely offered a personal budget to purchase support services. These can either be arranged by the Council or purchased directly by the individual through a 'direct payment'. In return we expect the individual to respect our financial rules around managing this type of purchasing.

As promoting and enabling people to remain living independently is at the heart of our service philosophy, we will only consider placing Council-funded individuals in a residential care home after we have exhausted all other viable alternatives.

Individuals who do not qualify to receive Council funding will be given further information or advice and may be signposted to alternative sources of community support.

Why have we written this report?

In 2011, the Department of Health recommended that all local authorities' Adult Social Care services publish an annual Local Account. The Local Account informs residents what the Council is doing and what it has achieved for adults with health and social care needs.

If you would like to comment on any part of the Local Account or provide feedback

Please contact:

ASC Performance and Information

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Or: Healthwatch Waltham Forest

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For a summary of Waltham Forest Adult Social Care

Key Performance Measures in 2014/15 please see the Appendix below.