

A report about
Adult Social
Care and
support in
Sheffield

2017

Independent, Safe and Well



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1. Introduction

Welcome to Sheffield's Independent, Safe and Well report. In this year's report we give you an overview on how we did during 2016/17 in Adult Social Care. We also look at some of the things citizens told us, and what we plan in the year ahead.

We've included some figures to show you how we've done compared to last year. These figures are mostly based on the Adult Social Care Outcomes Framework (ASCOF). This is a tool all local authorities use to measure themselves against. You can read more about this at: <https://digital.nhs.uk/catalogue/PUB21900>

Our vision for Adult Social Care continues to be about working with others, including with NHS Sheffield Clinical Commissioning Group (CCG) and all our partners. We aim to help you stay independent, safe and well through:

- **Active Joined-up Support** - people who have experienced some difficulty, perhaps after a period of poor health, get joined-up support from different organisations to regain their independence.
- **Thriving Communities** - helping people to feel part of their local community, and to be supported by the local community. People feel listened to - there are a variety of opportunities for people and communities to have voice and influence.
- **People Keeping Well** - making sure people get support, as and when they need it, to maintain or improve their wellbeing. People at risk of declining wellbeing are identified and supported.

The impact of austerity on adult social care funding has been well publicised in recent years. Sheffield City Council has always taken the steps necessary to deliver the best possible services to the people of Sheffield and will continue to do so.

We continue to see an increase in the number of people needing support, and the complexity of peoples needs. The cost of providing services also continues to increase alongside reduced budgets nationally.

Therefore to meet the ongoing financial challenges ahead, we will need to focus more on prevention and well-being. Access to universal services and early help and preventative support will be an important part of this shift in our approach. This will improve outcomes for local people and promote better use of adult social care resources.



Cllr Cate McDonald
Cabinet Member for Health and Social Care

2. What is Adult Social Care?

Adult Social Care helps people over the age of 18 to get care and support to remain independent, safe and well. This includes care and support for adults, older people, people with a learning disability and people with a mental health problem. We also provide support for carers, and for families with a disabled young person (as part of them moving to adult care and support).

'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.

As a service, our commitment to you is that we will always aim to:

- work hard to bring out the best in each other
- be clear on what we aim to achieve
- take responsibility, and do what we say we will do
- encourage people to grow and develop, giving people the opportunity to be innovative
- be fair, honest and open in all we do, valuing diversity and difference

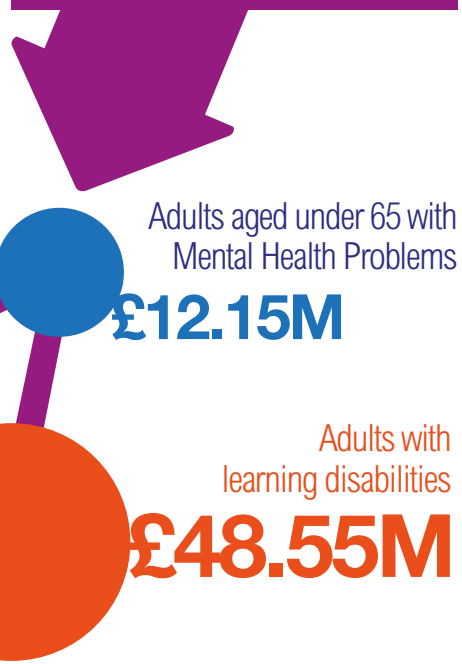
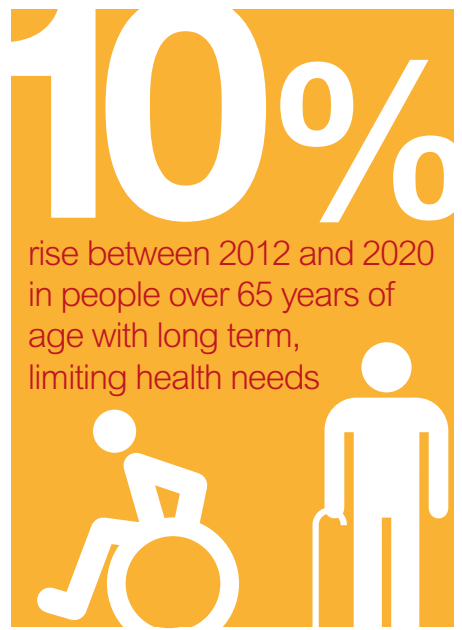
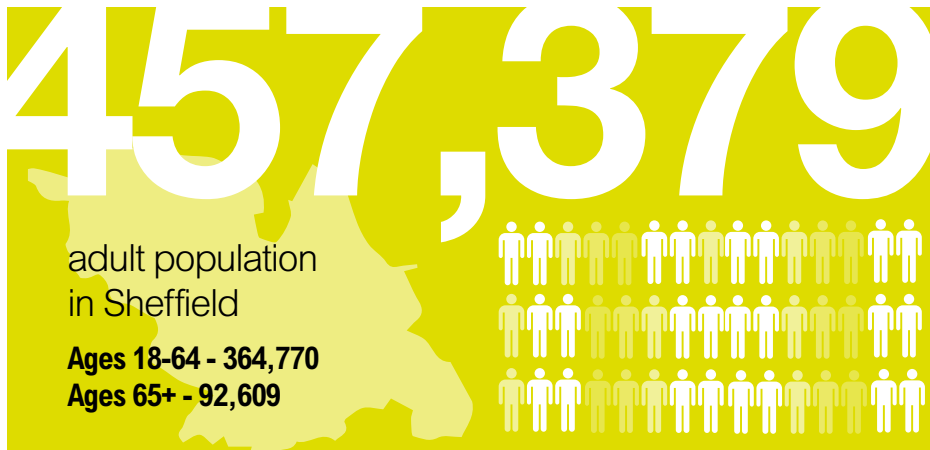
Find out more about our vision at:

www.sheffield.gov.uk/socialcarevision

www.sheffield.gov.uk/asc



Sheffield in numbers



3. What we did during 2016/17

Locality Working

In 2017 we've restructured our Adult Social Care services.

Most of our social care workers are now based in one of seven areas of Sheffield, which we call Localities. Rather than having several different social care teams involved in providing support, people will benefit from more consistency and reduced delays. The new structure will provide a greater emphasis upon better information and advice including more accountability to local neighbourhoods

The First Contact Team is our 'front door' with a focus on helping new customers. The team has great knowledge and expertise about how to help people stay independent, safe and well, allowing us to have a better conversation with people at an earlier point in time. If people still need support after the 'first conversation' we have with them they will be supported by locality workers for the rest of their involvement with us, meaning our teams can build up a relationship with people in their local area.

The Hospital and Out of Hours Team help people get the support they need at the earliest opportunity so they can return home from hospital as soon as possible and remain independent.

The 0 to 25 team works closely with children's social care services, making sure the change to adult social care services is as easy as possible. We've had lots of feedback from customers telling us that it's important that we make this transition easier for young people and their families, and this feedback has helped us to improve this part of the service. We have now placed an adult social work team within the SEND (special educational need or disability) service. This team works alongside children's services to consider the needs of children and young people at a time that is right for them. This means that we can decide quickly if a person needs adult care and support. We hope that this approach will help prevent or delay the development of care and support needs.



We've made the changes:

- based on feedback from Adult Social Care customers and carers
- to be able to work alongside some of the Council's other services, which are now starting to work more in neighbourhoods or localities
- to make better use of the resources that we have

We have consulted about this with staff, partnership organisations and customers since the proposals were launched in February this year.

We held a Service Improvement Forum in March to ask for the views of our customers and carers. They told us that they welcomed the proposal for adult social work teams to work in localities, and hoped this would lead to more person centred care and support, as well as better access to community services. They supported the move to working in teams which supported different client groups (older and working age people) as this would help make sure everyone is treated equally.



Last year we told you about our plans for...

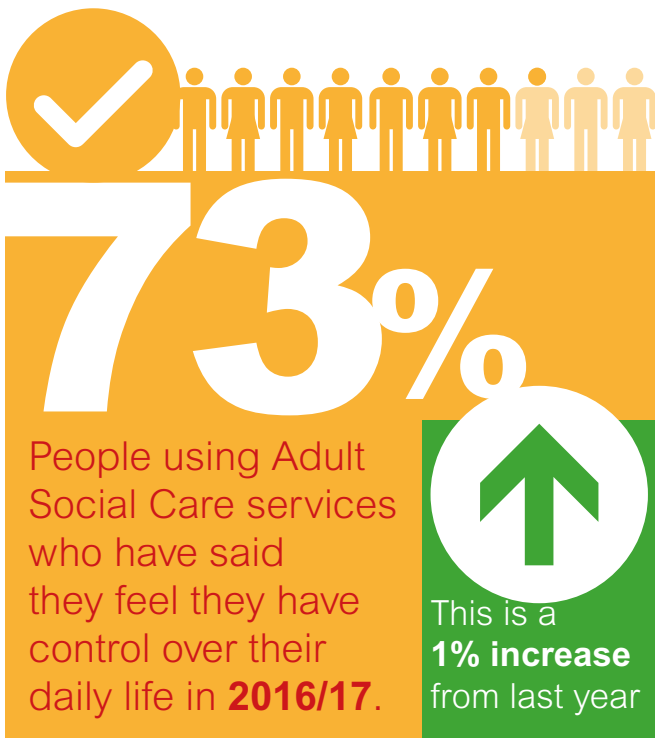
Better Conversations - we told you that staff doing assessments and reviews would be trained to refresh their skills and learn new techniques for 'better conversations' with customers.

What's new? We've used national guidance and advice from experts to develop training which we now give to staff across the Council. This makes sure all our staff help people at the earliest opportunity to stay independent safe and well and improve the quality of their life with help from their family friends and their community.

Support for people with complex moving and handling needs - we told you that Occupational Health Therapists, along with health colleagues, were working on a project to support people with complex moving and handling needs to use equipment more independently. We said if these improvements worked well, we'd extend them so more people could benefit.

What's new? The project was successful and the Care Handling Team is now well established, with four occupational therapists helping people to find different ways of getting around. The team gives advice about the best ways people can support themselves to move and get around, and loans specialist equipment free of charge. Feedback from people using the service is that it has "helped restore their dignity".

Find out more by watching this video, showing a customer talking about the help they got from the Care Handling Team: www.sheffieldnewsroom.co.uk/newcareservice



Information and Advice - we told you that we planned to review and improve the information and advice that we offer.

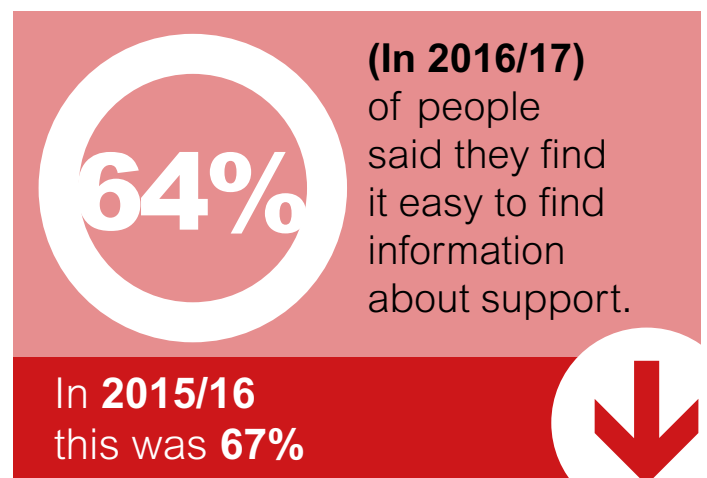
What's new? Last year we reviewed the information and advice available to keep people independent, safe and well. We are now working on three key areas of improvement:

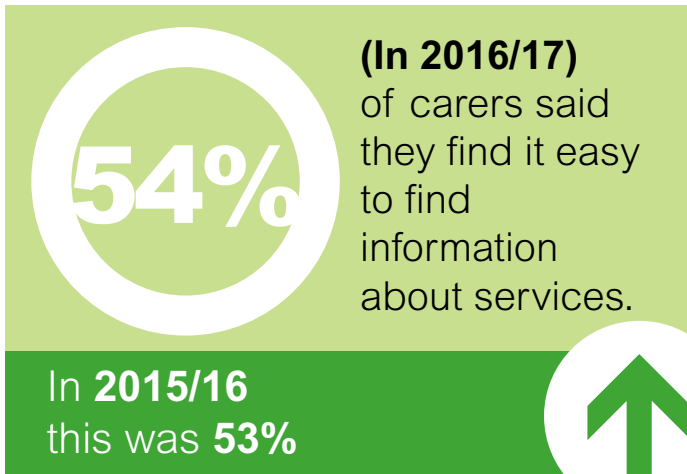
- **Quality.** People asked for more up to date information, in more detail. We're reviewing the information and advice we provide – both in print and online – to make sure it's accurate, and given in the right detail at the right time, so people are better informed, and not experiencing 'information overload'.
- **Availability.** People said they want more information about them – be that their age, their disability or condition or interest, and about services where they live. They also want it to be easier to find and filter information quickly and easily. We're improving our online information like Sheffield Directory (www.sheffielddirectory.org.uk) to make it easier for people to search for information, and filter results for their age, health/disability, location and so on. We've also just finished trials of two community

guides (one in the North, and one in the East) promoting community groups, organisations and services that help people live more active, healthy and independent lives. Feedback on these trial guides will be used to help us decide how to improve the availability of printed information.

- **Co-ordination.** People said they find it difficult to work out where they should go for information and advice, making it hard to know what's available and who to contact. We're now working on making it clearer where to go for the best sources of information, and where to get help to find and use information and advice. We're also working much more closely with our partners to make it easier for us to share and promote resources, and develop our information and advice so that it's more detailed, accurate and up to date.

If you'd like to get involved in improving information and advice in Sheffield, or just be regularly updated on the work we're doing, please get in touch. Email information@sheffield.gov.uk or call us on (0114) 273 4119.





People keeping well

People have better lives when they feel part of their local community, helping them stay independent and well for longer, and increasing the quality of their life.

What's new? We have a service called People Keeping Well which helps link people with sources of support within the local community. The service helps people make contact with support that improves their health and wellbeing. This means:

- people feel more confident about reaching out for support, and what to do in future
- people have a greater understanding of how to self-manage their condition, so feel more positive and able to cope
- people make strong links with others, helping them feel more connected and supported

The People Keeping Well service is a partnership of Sheffield City Council and a range of voluntary and community organisations – so the service is located in the heart of the community. Each service knows what groups and activities are available in the area, and what makes a real difference.

We work closely with lots of other services like GPs, community nurses and health visitors who let us know when people need support like this

- but people can also contact the service direct to ask for help. As well as providing information, we support the person if they need support to deal with problems such as housing, caring or employment issues. We also help people to deal with money, debt or benefits problems.

We help local areas increase the number of groups, activities and support available, including:

- community activities - like walking groups and knitting clubs
- support with conditions - like dementia, diabetes, weight management and exercise
- help with tasks in the home - like gardening and cleaning
- help to take part in the community - like lunch clubs, befriending and volunteering

There's more news and information about the People Keeping Well on the Sheffield Directory - www.sheffielddirectory.org.uk

To understand how People Keeping Well works in practice, you can read Walter's story at: www.sheffieldnewsroom.co.uk/joining-up-health-and-social-care-in-sheffield

Quality of Providers

Making improvements

We support providers to improve the quality and choice of their services, for customers who have a council arranged service. We visit our providers and care homes at least every three months. This includes announced and unannounced visits to check the quality of their service, helping them improve. All of our visits are supported by a quality framework that has been shared and agreed with providers. As part of this we watch staff working, and then give feedback and advice to service managers

Home Care

The Council has already achieved a significant improvement in the efficiency and effectiveness of the home-based support it provides (via the Short Term Intervention Team) and used the money saved to invest in better home care across the city. This has helped enable a large reduction in older people waiting to leave hospital over the course of 2017. To increase the choice of care provision available, we have encouraged more organisations to work with us. We now have around 29 providers delivering home care and supported living to people across Sheffield.

We have completed a tender exercise and now have a formal Home Care Framework in Sheffield covering all areas of the City which has created both capacity and quality. The Framework can be reopened on a regular basis to ensure that both quality and capacity are maintained.

Greater flexibility has been given to providers to ensure that they are responsive to the needs of service users and that the Council can support them in reacting to changing needs of individuals. A Home Care Provider Forum

is held every two months, allowing the Council and Providers to resolve any issues that may occur.

Supported Living

Provision for adults with a learning disability has been improved by developing “supported” options to replace residential care and give people more independence and dignity. The Council has successfully tendered for a Supported Living Framework and have recruited 17 providers. The Framework manages supported living services to people with learning disabilities in the City. This means for the first time Sheffield has a consistent approach to both quality and price when supporting people in Sheffield to live as citizens and be active across the City.

The Framework is supported by a range of quality assurance standards and each provider is met with every 3 months. The Framework will continue to operate in the City for at least the next 3 years and can be reopened to encourage new providers to work in the City.





4. Keeping people safe (adult abuse and neglect)

The Care Act places a legal requirement on the Council and other agencies to make sure that all adults (aged 18 and over) should be able to live without being harmed or at risk of abuse and harm. Adults who have care and support needs (visual impairment, hearing impairment, physical disability, physical ill health, learning disability, mental health issue etc) may be less able to protect themselves from harm and may struggle to share their worries.

Safeguarding means protecting people at risk of abuse or neglect, in a way that means their individual needs and meets the outcomes they want to achieve.

We received **4,884 safeguarding concerns during 2016/17** (3,680 of these were able to be resolved quickly, with 1,204 needing further investigation before being resolved).



In 2016/17 87% of people who use care and support services, said that those services made them feel safe and secure.

In 2015/16 this was also 87%.

What we do

If you report abuse or neglect to us, the first thing we'll do is to make sure the person concerned is safe. In Sheffield we have a safeguarding partnership which is made up of a range of organisations including ourselves, NHS, Police, South Yorkshire Fire and Rescue, and the voluntary sector. These organisations work closely to make sure that all cases of suspected abuse are investigated fully and, where it is needed, a safeguarding plan is put in place for the person.

Find out more at: www.sheffield.gov.uk/abuse.

If you or someone you know is being abused (or you suspect they are) then speak out, and report it. If there is no immediate danger you can tell someone you trust. This could be family, friends or professionals.

If you don't want to tell someone you know, you can contact us on 0114 27 34908. You can share your concerns without giving your name.

If you or someone else is in immediate danger call 999.

5. Listening and Improving

Involvement

Our approach

We try and find ways for services to work together with people who use services, and carers, to make services better for people.

We run 4 Service Improvement Forums (SIFs) for carers, service users with a physical disability or sensory impairments, service users with a learning disability and service users with a mental health condition.

When we look at changing the way we deliver services, we make sure anyone who wants to have their say can, by arranging city wide consultations. We use Citizen Space our online consultation management system. Find out more at: <https://sheffield.citizenspace.com>) as well as face to face meetings with customers.

Have your say

Customers and carers have a wealth of expertise based on the experiences they have had.

These are some of the service developments, and improvements, that they used their expertise to help develop during 2016/17:

- Choosing new home care contracts
- Looking at the quality of our Supported Living Scheme
- Improving information and advice
- Designing the training and development framework for social workers, care managers, and team managers across South Yorkshire
- Writing our new carer's strategy and choosing the new carer support service
- Helping us look at how we improve services for people with a Learning Disability
- Designing and implementing the new First Contact Team

- Working together on Adult Social Care's Dignity Awards
- Helping to review how we commission support and services
- Writing a guide to help our services improve the way they work together with customers and carers to improve services
- Creating our innovation fund initiatives, then deciding how to spend funding

THANKS...

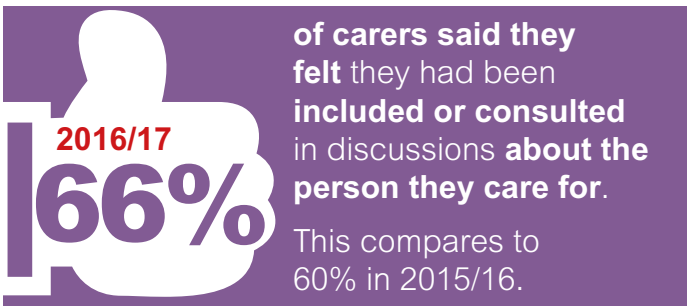
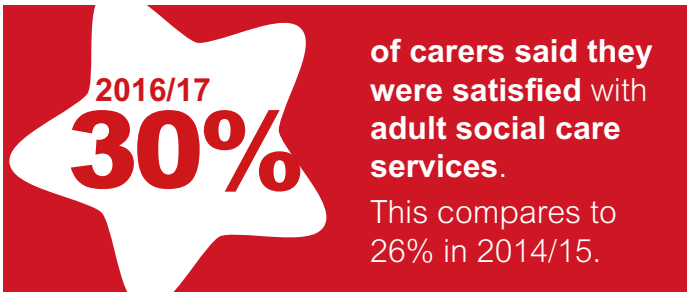
to all the customers and carers who contributed to involvement and consultation activity over the last year...

Support for Young Carers, Parents and Adult Carers

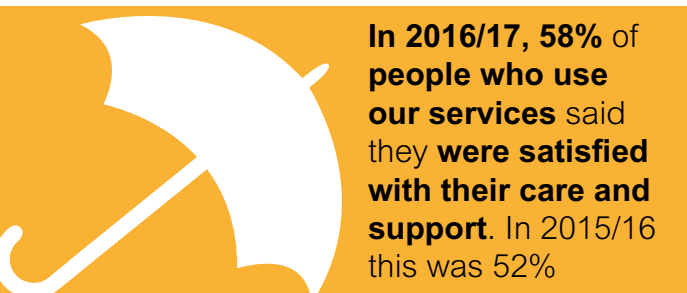
A carer is someone who (unpaid) looks after a relative or friend who is unable to manage alone due to disability, severe illness or frailty. This year we reviewed our support for carers, young carers, parents and adult carers. We wanted to know what it was like being a carer in Sheffield, including what was difficult or challenging. Nearly a thousand carers told us via surveys, meetings, phone calls and one-to-one discussions what they thought. To respond to this feedback, a range of expert partners, including carers, NHS colleagues and the Voluntary, Community and Faith sector created a plan to improve carers' lives. This focused on the challenges and issues that carers told us about. This is called the Young Carer, Parent, and Adult Carer Strategy. If you would like to read the Strategy in full, the document can be found here: www.sheffield.gov.uk/carersstrategy.

Support for Carers is now commissioned via the Sheffield Carers Centre using a "one-stop shop" approach that enables more coordinated information, advice and access to resources.

You Said	We Did
Carers told us:	What the Council has done:
A number of carers said they don't realise their right to a carers assessment.	The new support service (with Sheffield Carers Centre) will contact 4,000 carers each year. This will mean more carers than ever before are aware of their rights to an assessment, as well as having one when appropriate. Find out more at the Sheffield Carers Centre website - http://sheffieldcarers.org.uk
Our services should link with health services to help identify and get information to carers sooner.	We have asked the new service we fund (The Carers Centre) to work closely with the health service, including by offering carer awareness raising sessions for health professionals in how to spot when people are carers. We are making it easier for carers to be identified by GPs by investing in the People Keeping Well programme (see Keeping People Well section of this document).
Information for carers should be relevant and timely.	The new service will offer 'personalised information packs' to carers when they register with the service, which will include details of support about the cared-for person's condition. We have developed our online Information and Advice website www.sheffielddirectory.org.uk
They want short breaks from caring.	We continue to fund 'Time for A Break' which gives carers a break from their caring role. You can find out more on the Carers Centre website at - http://sheffieldcarers.org.uk/respite We continue to offer the Shared Lives service for emergency and long term respite placements. Shared Lives supports independent living for adults across Sheffield - find out more at: www.sheffield.gov.uk/content/sheffield/home/social-care/sharing-lives.html We set up a short breaks advice page on the Sheffield Directory - www.sheffielddirectory.org.uk/shortbreaks
Support for carers to plan for emergencies is needed.	Emergency planning is part of our new carers support service with a minimum of 1,000 plans being created each year. Please contact on the Carers Centre on 0114 272 8362 for more information.
Health and social care systems are difficult to understand.	Carers can join the Carers Service Improvement Forum to feedback on adult social care services. We have expanded the Carers Service Improvement Forum so it now has people attending from health services, so both health and social care issues can be discussed. To find out - www.sheffield.gov.uk/carersforum
Caring can have a negative impact financially.	We are funding Disability Sheffield to create a Carers Access Card. Organisations will be encouraged to offer carers a discount when they show the card. For further information please contact www.disabilitysheffield.org.uk/ and they will let carers know about the Carers UK national carer discount scheme 'CarerSmart'. More information on this at https://sheffieldcarers.org.uk/ Sheffield Carers Centre can provide information and advice about money issues for carers.



Customer Feedback



Some of the feedback from our Service Improvement Forum members during 2016/17:

“I need time away from caring where I can be sure that my loved one is being well looked after”

“I want to be sure the provider I choose is going to take the time to really meet my needs”

“I want to have a named contact so I don’t have to repeat my story all the time”

“I want to feel confident that social workers are getting all the support they need to understand and meet all my support needs”

“I want to know how to find out about all the services in my area”

We will keep listening to the feedback our customers and cares give us, to help us to improve services.

Complaints

Adult Social Care and Support services received 159 complaints in the year 1st April 2016 - 31st March 2017. This is a 5% increase from last year.

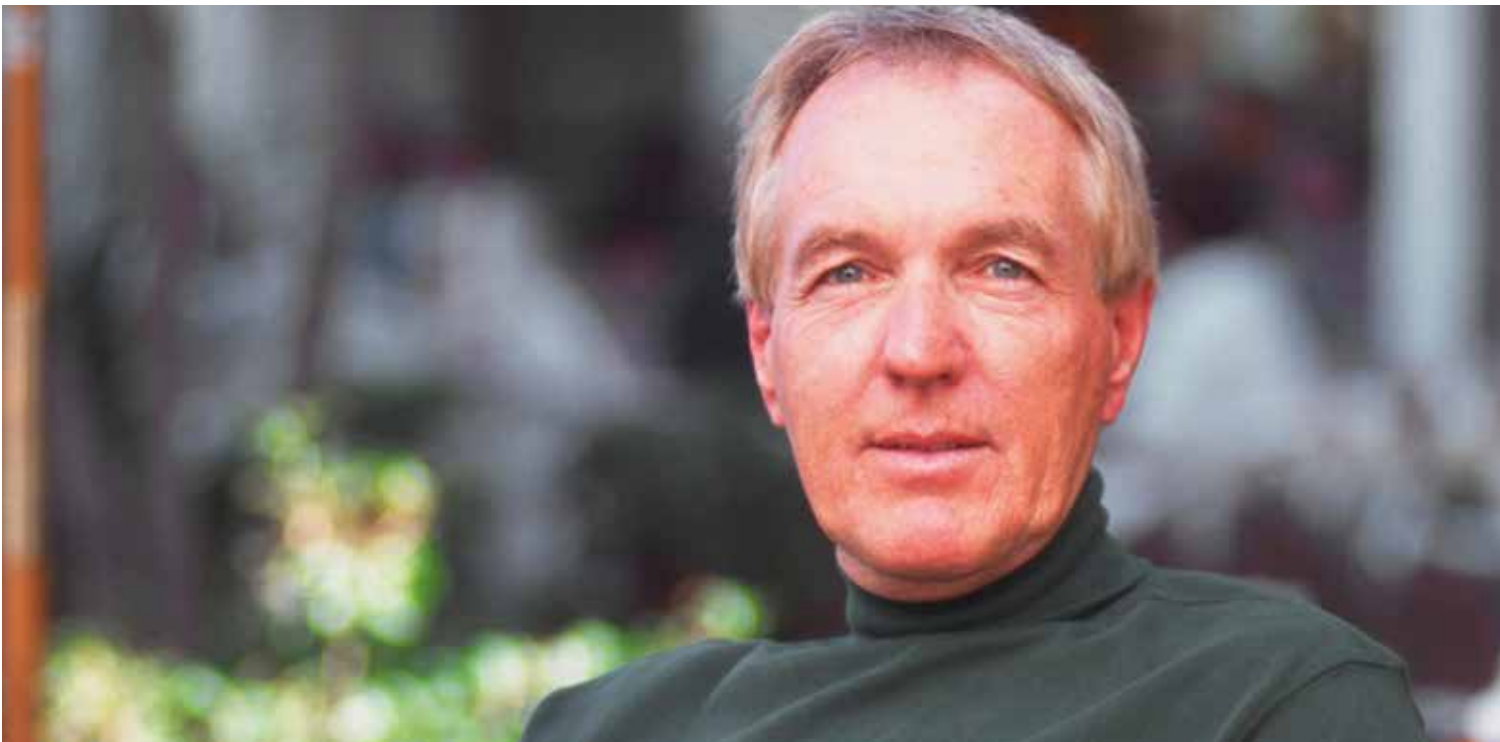
Reasons for complaints included: quality of service, failure or refusal of service, delays, and staff conduct.

We are committed to working together with customers to resolve complaints. The 2016/17 complaints figures show that in 43% of the complaints responded to, we identified that there had been some fault with the service provided, and this resulted in some remedial action and/or an improvement to services being made.

Complaint response times continue to be a challenge for us. During 2016/17, on average it took us 76 days to reply; this is significantly longer than in 2015/16 when we replied in 55 days.

However during recent months activity to reduce time taken to respond to complaints is starting to make an impact and timescales have now reduced to about 66 days on average (September 2017). We know this is still taking too long, and we will aim to respond to complaints within 28 days.

Adult Social Care publishes an annual Complaints which includes more detailed analysis of complaints over the year. This will be available on the Council's website: www.sheffield.gov.uk.



6. What next?

Plans for the year ahead

Our priorities include:

- Increasing people's independence and inclusion – for example, by helping older people to stay at home safely for longer or supporting working age people into employment (where this is right for them) or to link in with support in their community
- Work with public health to review dementia support in Sheffield to ensure we have the right services in place.
- Meeting our budget challenges, and making the best use of the resources we have to deliver good quality, sustainable support
- Improving customer and carer satisfaction with our services - for example, by:
 - o improving our systems to reduce bureaucracy through the “three conversations” approach/new practice framework and a new electronic case management system
 - o involving customers and carers more in decision making
 - o responding to complaints more quickly
 - o continuing to improve carers support
 - o continuing to improve our information and advice
- Developing our preventative approach with our partners (for example Health and the Community and Voluntary sector) and across the Council (for example housing, transport, and leisure)
- Working with local NHS organisations so that people get the right support from the right person at the right time without confusion or delay
- Building on the success of our First Contact ('front door' team) to help people stay independent, safe and well
- Developing our “all-age” approach that provides seamless support between childhood into adulthood and through to later life
- Continuing to reduce hospital discharge delays, to give people the best chance possible of returning home as independent and confident as they were before going into hospital
- Reviewing and developing the specialist equipment and services that can help people stay safe and be more independent at home
- Assessing the impact of any changes we make on different groups of people to help us make better decisions and to try to ensure that the services we provide and commission are fair and accessible to all
- Keep listening to the feedback our customers and carers give us, and use this to help us improve services
- Continue to improve how we engage with customers/carers to ensure they have a say in how we develop services
- Provider development – for example, better support for adults with complex needs with our new provider framework and reviewing some of our in-house provision
- Continuing to develop our workforce to help them meet the needs of customers
- We will build on the success of our three social cafes that support people with low level mental health problems. We will continue to fund social cafes and look at training more local volunteers so they can support people with Mental Health.
- We will work with providers to help more people with mental ill health to move from residential care to more independent living.

7. Contact

If you would like more information about adult care and support, you can find out more on the Sheffield City Council website - www.sheffield.gov.uk

You can also contact:

First Contact Team
Howden House
1 Union Street
Sheffield
S1 2SH

Information can be provided in alternative formats and other languages on request.

If you have any questions or feedback about this report please contact us using one of the options below:

Email information@sheffield.gov.uk

Call us on (0114) 273 4119

Call on (0114) 273 4908 or email adultaccess@sheffield.gov.uk



This is a report about adult care and support in Sheffield.
It tells you about our performance as a council over 2016 and 2017.

We would welcome your feedback about this report.
Please contact us. Our details are inside.

All images are stock photography except page 17 - Sheffield City Council

This document can be supplied in alternative formats,
please contact 0114 273 4119

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