

# **Adult Social Care Annual Report**

**June 2014**

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## **Section 1 – Values within the Council and Adult Social Care**

The Council's values say what is important about how staff behave when they are working with people. Staff within Brackell Forest Council will be:

- Friendly and approachable – open, listening, & clear
- Accountable – taking responsibility for actions.
- Efficient – providing value for money, quality services and use resources sensibly.
- Fair – to act in a fair and equitable manner towards all to meet individual needs appropriately.
- Innovative and forward thinking – having the freedom to come up with new ideas

The values of the Adult Social Care, Health & Housing department build on the Council's values above, and at the heart of this is the following principle:

**'Every person is an individual with a unique history that has helped to develop the person they are today, and the circumstances in which they live. The fact that a person may be in need of support in relation to housing, social care or healthcare does not diminish their rights to be treated with dignity and respect, and all support and interaction will be within that context.'**

In supporting people, Adult Social Care will:

- listen to people in order to support them to make choices to meet their needs in a way that helps them live the life they want to lead
- not make judgements about those choices, so that people are in control.
- treat people with dignity, and have understanding of their circumstances
- treat people, each other, and partner organisations, with respect

- be open and honest
- be hard working and dedicated.

## **Section 2 – Welcome to the Annual Report for 2013-14**

### ***What is the Adult Social Care Annual Report and who is it for?***

The Government introduced the Annual Report (sometimes called a Local Account) in 2011 so that local people could see what things were being done by Adult Social Care to improve the lives of people who need support, and also to show what things need to be done better. This is the 4<sup>th</sup> Annual Report that has been written by Bracknell Forest Council.

Bracknell Forest Council's Annual Report says:-

- what people said were the most important things to do in 2013,
- how well they were done, and
- how they improved the lives of people living here.

The report also shows how Bracknell Forest Council and the government know how well the Council is doing.

### ***What has changed about the Annual Report this year***

People said that the report could be improved – here are some of things that people said they wanted to see, and what was done in response:

<p>The introduction of the report should include why it has been written and who it is written for.</p>	<p>This year the report provides details who the report is written for.</p>
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<p>The report on the internet (on-line version) should allow people to give views and feedback on what they like/don't like about the report.</p>	<p>The web-page asks people to provide their own views and what they like or don't like about it, if they want to. There are questions about the report for people to answer which will help improve it in future.</p>
<p>There has been a lot of work done this year to support people with autism</p>	<p>The section which details support for people with autism has been expanded to include all of this work</p>

***How to get a copy of the report and say what you think about it:***

An on-line copy of this report can be found at the link below.

(link)

In writing the report in future, it is important that the views of the people who receive support, and their families and carers, are considered. The on-line version has a section which allows people to give their views and feedback, and also ask for more copies of the report. Also included are a series of questions which will help tell us how to write the report in future. You can also write to Adult Social Care at the address at the back of the report.

***More about the report for this year:***

Adult Social Care have also created three short videos which show three important areas of work:

- Personalisation,
- Dementia Friendly Communities,

- Prevention and Early Intervention.

The videos can be found at the link below:

[link]

Some words in the report have been underlined and these are explained in the glossary on page 33

## **Section 3 – Focus on Bracknell**

### ***Summary***

Bracknell Forest has a population of 88,076 adults, of which 14,921 people are aged 65 or over. During 2013-14, Adult Social Care:

- Received 3,919 new contacts and referrals compared to 3,821 last year.
- Assessed 716 people and 777 carers for long term needs (this figure was not counted last year).
- Supported 2,232 people with packages of care compared to 2,464 last year.
- Supported 230 carers to have a break from caring for their loved one, and/or other carer specific services and 547 who received information and advice.
- Helped 1,190 people and carers with on going support needs to have as much choice as they wished about how they were supported.
- Supported 247 people through Direct Payments.

### ***Residential Care and Nursing Care***

- 42 people moved to live in residential care, of which 40 people were 65 and over and 2 were aged 18 to 64.
- 56 people moved to live in nursing homes, of which 53 people were 65+ and 3 were aged 18 to 64.

### ***People with Learning Disabilities***

- 54 people with a learning disability were helped to find and/or keep a job.
- 271 people with a learning disability were supported in their own home, or with their families at their last review.

## ***People with Mental Health Problems***

- 48 people with mental health problems were helped to find and/or keep a job.
- 257 people with mental health problems were supported in their own home or with their families at their last review .

## ***Complaints and Compliments***

During the year, there were 138 compliments and 19 complaints for Adult Social Care. This compares to 169 compliments and 21 complaints in the previous year. The numbers of complaints has been falling for a number of years.

It is important to learn from complaints to make sure that the same things do not happen again. A report is written each year to tell people about the complaints and compliments in the year. The report for 2013-14 can be found at the link below:

[\[link\]](#)

## ***Other information***

- In total in 2013-14, there were 60 people who had to stay in hospital longer than they needed to because the right support was not ready for them when they came out. Bracknell Forest Council were responsible for 10 of these delays, and shared the responsibility for a further 12 delays with the NHS.
- Bracknell Forest Council received 562 safeguarding alerts of which 168 required further investigation.
- 63 older people out of 78 left hospital and had support to help them get some or all of their skills back (reablement), (81%), and were still able to live in their own homes 91 days later.



Each year the Council does a survey of people who use adult social care, and last year this is what people told us:

- 549 people out of a possible 719 (76%) said they thought they had as much control over their daily life as they want or adequate control over their daily life. This is the same as in the previous year.
- 349 people out of a possible 555 (65%) were happy with the support they received, a slight increase on the previous year (64%)
- A slightly different survey goes to people with a learning disability. 123 people out of a possible 168 were happy with the support they receive.
- 530 people out of a possible 708 found it easy to find information about adult social care.

### ***Performance Returns***

Each year, Adult Social Care needs to send information to the government. These are called performance returns and they contain some of the information shown above.

### **Section 3 – Three priorities for Adult Social Care and for people living in Bracknell Forest**

As mentioned on page 5, for the year April 2013 to March 2014 Bracknell Forest have produced 3 videos which add to what we have written about in this report. The videos look at three of the most important things for Adult Social Care. These are:

- making sure that local communities are dementia friendly places for people to live.
- achieving more choice and control for people (sometimes called personalisation)
- ensuring prevention and early intervention for all

#### ***Choice and control for everyone***

Having more choice and control continues to be very important for people living in Bracknell Forest. Allowing people the freedom to have support that helps them live their lives in the way they want to, when they want it, is one of the most important parts of what Adult Social Care do.

Teams continue to make sure that everyone who has support paid for by the Council has a personal budget, unless they live in a residential care home, or nursing home. People can have the money to pay for their support paid to them as a Direct Payment, or the Council can arrange their support for them (managed budget). People can choose to have a combination of the two.

This year, over 99% of people have received their support in this way which is an increase from 97% last year.

People have been finding new ways to use their money to meet their needs and next year, Adult Social Care are aiming to provide even more choice to people about how they they receive their support.

### **Prevention and Early Intervention for all**

*“Living on my own, it’s nice to know I can call for help if I feel ill during the night or suffer a fall.” (Person using a telecare device)*

Being independent means having freedom, choice, dignity and control at home, work and in the community. It does not have to mean a person living on their own without support. Everyone has the right to support that allows them to join in the community and live as active a life as they can, if they choose to.

The Council thinks it is important to give people information and advice so they can take responsibility for their own health and wellbeing. By keeping healthy, and knowing who to turn to for support when things don’t go as planned, people can get help early so that things do not get any worse.

There are many ways in which Adult Social Care help people in Bracknell Forest to stay independent. The Council has worked with other partners including the NHS to improve people’s awareness of the importance of prevention and early intervention, and to improve the delivery of services.

*What was done in 2013-14:*

- The Prevention & Early Intervention Guide was reviewed in 2014. First published in 2011, the guide contains a sample of the opportunities that are available for people to remain healthy for longer and what good support services look like.

- The Hospital-In Reach team made sure that when people were ready to leave hospital their move home was as soon as possible, and as smooth and trouble-free as possible. The team had national recognition of this when they won the Social Worker of the Year awards in November. The service has now been further expanded to include an in-reach Therapist, working closely with the Social Worker for each acute hospital.
- Free health checks for the over 75s involves staff in local GP surgeries and Adult Social Care working together to help people to stay independent, and to reduce the risk of their health getting worse.
- The work of carers is well recognised in helping people to remain independent. Staff in Adult Social Care have worked with Carers UK to arrange 4 carers lunches this year. Representatives from the Council were invited to the lunches to provide updates and also listen to carers' ideas and feedback.
- Carers Emergency Respite provides carers peace of mind by helping them to complete a plan to deal with emergency situations that may arise. As an example, a carer was rushed to hospital in the morning. The scheme was able to activate that part of the agreed emergency plan which made sure a trained carer was in place to support the individual in their own home until the carer returned from hospital later that afternoon.
- The Falls Prevention Services based at the Bridgewell Centre launched a programme called Positive Steps. The programme provides dietary information, exercise, and a plan to reduce the likelihood of further falls.

## ***Making sure that local communities are dementia friendly places for people to live***

*“Dementia is a diagnosis which affects families, not just individuals” (Carer of someone living with dementia)*

In Bracknell Forest, there were an estimated 1,062 people aged 65+ who had dementia. This figure is set to rise to 1,420 by 2020<sup>1</sup>.

Helping people to understand more about dementia is one of the three key areas that was identified in the The National Dementia Strategy – Living Well with Dementia in 2009.

In 2013, people with dementia in Bracknell Forest and their carers were asked what was important to them. Here are some of their priorities:

- A dementia friendly town centre
- More accessible transport
- People working in local shops and businesses having better dementia knowledge and awareness
- Specialist support and services for people with dementia
- Having improved information and advice
- Improved support for carers.

*What was done in 2013-14:*

- In November 2013, Bracknell Forest Council was recognised by the Alzheimer’s Society for being a council that was committed to improving awareness, access and support for people with dementia and their carers.

- Local projects this year have included provision of free dementia awareness training for staff working in shops, restaurants and other customer service teams throughout the community.
- Dementia Awareness week. During Dementia Awareness Week, the team worked alongside the Alzheimer's Society in promoting awareness of Dementia and local services. Members of the Alzheimer's Society and the Community Mental Health Team for Older Adults (CMHT-OA) had information stands outside two different supermarkets. This was very successful with over 40 people requesting further information.
- People said they found having lots of information in different leaflets and web addresses to be overwhelming. Therefore, a Dementia Directory has been developed which lists many options for support, advice and activities in the local area, so now the information is all in one place.
- Stronger links have been developed with GP practices. Staff have attended GP training days and presented talks on the Memory Clinic and other services available through the team. The Memory Clinic team have also talked to various GP surgeries to discuss how services could be improved.
- New Local Dementia Strategy. The Bracknell Forest Joint Commissioning Strategy for Dementia 2014 – 2019 responds to
  - the needs of people with dementia and their carers, and to
  - the priorities identified within local and national policy, and
  - current best practice in line with national and local research.

Improving diagnosis rates, access to early intervention and improving the knowledge and awareness of the whole community are all important

in achieving better outcomes for people with dementia and their carers. This will lead to an action plan for better support.

- Neighbourhood Return scheme. This year, a new scheme called Neighbourhood Return was set up, which helps with locating people with memory difficulties if they become lost.
- The Community Mental Health Team for Older Adults (CMHT-OA) organised a 'World Mental Health Day Event' for the general public with an emphasis on 'Living Well with Dementia'. During the day there were presentations from various voluntary organisations as well as Health and Social Care. There were also various stands which helped people to find out about services, activities and support.
- CMHT-OA also worked closely with local voluntary groups, including: Alzheimer's Society, Triple A, Rethink, Age Concern and Berkshire Carers to raise awareness of mental health conditions to the general public.
- A workshop for homecare providers was held so that staff can improve their skills and knowledge and are able to provide the right kind of support for people with dementia.

*What is planned for 2014-15:*

- The Bracknell Forest Dementia Partnership Board are developing a local Dementia Action Alliance. This will involve people from health and social care, public services such as the police, voluntary services and other local business leaders. Each organisation represented will commit to an action plan to improve support and access for people with dementia and their carers.

## **Section 4 – Support for people with autism**

*What support is provided by the Community Autistic Spectrum Disorder team:*

The Community Autistic Spectrum Disorder Team provides support for people who have difficulties because they have autism, and their carers.

The team can provide or organise the following

- Counselling, support and information on welfare benefits and voluntary groups
- Personal, practical and social care support to help people become more independent
- Aids, equipment and adaptations to the home to help with daily living
- Short-breaks to experience life away from home and give carers a break.
- Support to arrange long-term support and accommodation
- Support to travel independently and use public transport.

*What was done in 2013-14:*

The Floating support service for people with autism was set up. Support is provided in ways which would not be possible through more traditional services because it is needed at irregular times, and often at short notice for the following reasons.

- Crisis Support
- Emotional Support
- Social Support (Interaction, Imagination and Communication)
- Supporting Independence



- Signposting & making social connections to help people to be part of the community, use leisure facilities, and undertake other physical activities which have helped them to be more active and healthy.
- Wellbeing checks are home visits which support people to live independent lives. People can get help with more serious problems like hoarding, and help with how to pay bills, what to do with letters and other things that people have to do to be independent. .
- A lot of work has been done in partnership with the Berkshire Autistic Society to help people in Bracknell Forest understand more about autism, and what can be done to help. People who may have been struggling alone with autism are now much more aware of the support and help that they can have.
- Many staff working in the Council have had training to help them understand how they can work better with people with autism.

*What is planned for 2014-15:*

- The Community Autistic Spectrum Disorder Team will talk with people in Bracknell Forest, especially people with autism and their carers so that the Department understands what else staff can do to help make life better for people. A new plan will then be written to tell people what is going to happen.

## **Section 5 – Support for people with learning disabilities**

People with learning disabilities often need support to understand new information, find or keep a job, or learn new skills

The Learning Disability Service includes the

- Community Team for People with Learning Disabilities (CTPLD) which has staff from the NHS and from Adult Social Care.
- Waymead provider services
- The wellbeing and leisure team
- Breakthrough supported employment service

*What support is provided by the service:*

- helping people to live as independently as they can
- supporting people to manage behaviour, learn new skills
- providing overnight breaks, holidays and daytime breaks for people and families
- supporting people to get jobs, either paid or as volunteers
- helping people to go to leisure services, and do things like drama and painting

*What was done in 2013-14:*

- The team worked with people to help them to say what they want when their support is planned. People have a personal budget to pay for support, giving them more choice and control over how their support is given.
- People can choose from a wide range of activities and college courses.
- Members of CTPLD met with everyone from Bracknell Forest who live elsewhere in the country, to make sure that they were getting the help they needed. They paid for somebody to help with this to make sure that the team do everything in the best way they can.

- Adult Social Care staff have worked with Housing Associations. This is to make it easier for people with learning disabilities to get homes where they can afford to pay the rent. Where people have wanted or needed to move home they have been helped to do this. 87% per cent of people with a learning disability in Bracknell Forest now live in their own home, or with their family. This is usually better than living in residential care homes, because people can choose where they live, who they live with and who supports them.
- Be Heard members are teaching social work students at the University of West London. They are then checking how well they have learned.
- A new joint Learning Disability Strategy was developed by staff from Adult Social Care with the local Clinical Commissioning Group. People with learning disabilities were asked about the things that are most important to them. The strategy is a plan to make sure that staff from Adult Social Care and the Clinical Commissioning Group work to support people in the ways that they have said are important to them.

*What is planned for 2014-15:*

- Staff will be making sure that the things that people have said are important are done. Most people with learning disabilities and carers said that they were very happy with their lives and the support they get, and wanted their support to continue. Things that could be better, or that must carry on are:
  - Fulfilling Lives - Having even more flexible support which helps people and their carers live their lives in the way they choose
  - Housing – Having the right place to live

- Economic Wellbeing – Having control of money, access to jobs and money to pay for activities
- People with Complex Needs – Helping people to have more choice and control
- Learning Disability Awareness Training – To do more work with children and young adults in schools and colleges to help them to understand about what it is like to have a learning disability
- People Approaching Adulthood – having the right support for young people when they become 18

## **Section 6 – Support for older people and people with long term conditions, including people who have visual impairments or who are deaf or hard of hearing**

*What support is provided by Older People & Long Term conditions team:*

Looking after the health and wellbeing of older people, and people with physical disabilities or long term conditions helps people to become, or stay, as independent as possible, so that they do not have to rely on other support.

Services provided by the team include

- equipment and adaptations to help people to get around the house, use the bathroom and prepare meals.
- Telecare (for example pendant alarms from Forestcare) to help people live safely
- Assistance such as home care to help with normal daily activities, particularly personal care
- Short breaks away from home to give a carer a break

*What was done in 2013-14:*

- A new Sensory Needs service was started in July 2013. The Sensory Needs service supports people with eyesight or hearing loss to live at home safely and securely.
- Continuing Healthcare training has been provided to staff which helps managers and practitioners to better understand the rules that say whether someone is entitled to NHS continuing healthcare.
- There is guidance and training for staff to help them to understand how assistive technology (special equipment) can help people to stay independent.
- The team, in partnership with Berkshire Carers have been working to identify carers that the Department does not know about. Work has included sending out leaflets, and working with GP practices, The GPs are reminded to make sure that carers are referred for support, and kept up to date with what is happening for their loved one whenever possible.
- Other partnership work has been undertaken with the Stroke Association to ensure that people who have had a stroke have a review after six months to make sure that they continue to receive the support they need, and that the wider family and carers are provided with information, advice, including information about carers' services.
- People who have had strokes have been also been helped to leave hospital with support in order to get their independence back more quickly.
- Work with communities that don't often contact Social Care has included setting up the Nepalese Cafés in both Bracknell and Sandhurst. These

were set up in September and both cafés offer people from the Nepalese community the opportunity to meet new friends and to get information on what is happening locally and nationally.

- A carers forum has been started and there are plans for this to run independently from the council.

*What is planned for 2014/15:*

- The Carers Strategy will be reviewed to ensure that there is the right range of choices to meet the needs of carers
- The development of extra-care housing at the Clement House site will ensure that the people who live there will be able to have a range of support to meet their needs, which can be for up to 24 hours a day 7 days a week.
- Homecare providers will be invited to a workshop to help them understand how to support people with dementia.
- The Department will pay for carers to have support and training through to help them to return to paid or voluntary work. This will be available to all carers.

## **Section 7 - Support for people with mental health problems**

*What support is provided by the teams:*

The aim of the mental health teams is to provide all people with mental health problems with as much choice and control over their care and support as possible, and to help them to lead their lives the way that they want.

There are two teams who provide support for people with mental health problems – the Community Mental Health Team (CMHT) and the Community Mental team for Older Adults (CMHT-OA). The teams provide:

- Specialist assessments and services for people who may need special mental health services
- Support for people with a first onset of psychosis (people who are seeing or hearing things, or who are very frightened of what other people are doing).
- The Home Treatment team can visit people in their own homes 24 hours a day, each day of the year.
- A Dementia Advisor works with people who have just learned that they have dementia and their families, to help them to understand about dementia, and to stay as independent for as long as possible.

*What was done in 2013-14:*

- The safeguarding surgery is taking place weekly to ensure a more consistent approach from staff in order to make people safe.
- A new member of staff has been appointed with specialist knowledge about drug and alcohol misuse, and perinatal mental ill health (around the time a baby is born). This person makes sure that staff in different services talk to each other so that people who have support needs because of both mental illness and substance misuse issues find it easier to access the support they need.
- A qualified nurse has been appointed who will be the link with the Community Team for people with Autistic Spectrum Disorders (see p16)

team. This nurse will will make sure that staff in different services talk to each other so that, where appropriate, people have access to the right support including access to health services.

- The Wellbeing Group is now well established and meets weekly. This group ensures that the people who use mental health services are provided with information and advice on how to optimise their health. People with mental health support needs are supported to have the physical health checks that they are entitled to and so are better able to manage their overall health and wellbeing.
- A GP link worker is now in place in Mental Health services and now attends the GP Cluster meetings. These meetings involve practitioners who discuss people with complex support needs who need a lot of support, and may benefit from an assessment or additional input from mental health services. People with complex support needs experience a quicker referral and assessment to expert services as well as having a joined up care plan between community health services and mental health services.
- The “psychosis forum” is now running weekly. People who are experiencing psychosis are better supported by clinicians who have a good understanding of psychosis and how to help. It is also a way that people can get to be part of the Hearing Voices Group. People attending the Hearing Voices Group are encouraged to support one another, share ideas and promote recovery. Training is being provided to ensure that practitioners have the right skills to support people.
- 12 Carers of people with dementia went on a Carer’s education course. This was a one day event aimed at carers in employment, and more have been planned for 2014.



*What is planned for 2014/15:*

- The memory team are working towards Memory Clinic Accreditation with the Royal College of Psychiatrists. Memory Clinic Accreditation means that different areas of work meet certain requirements and standards.
- There is a plan to bring services for people with dementia under one team. The Community Mental Health Team for Older Adults supports people with dementia.
- An evaluation and review is planned for local mental health services including Common Point of Entry, looking at what is done well for people, and things that could be done better in order to ensure that the Mental Health needs of the local population are being met.
- There is a plan to deliver a range of programmes aimed at improving mental health in the local population, including at least one mental health first aid course delivered per quarter.

## **Section 8 – Support for people to regain their independence**

*What support is provided by the Community Response and Re-ablement team:*

Many people who are helped each year by Adult Social Care receive support because they have had a setback of some kind, and need assistance to get back on their feet and to regain their independence. The Community Response and Re-ablement team provide short-term services that aim to help people back into a more independent life. Services include:

- Helping people to become independent after a fall, stay in hospital or other setback.

- Ensuring that people do not stay in hospital longer than they need to.
- Making sure that when people first contact Adult Social Care, that they are put in contact with the right team to help them.
- Providing a 7 day a week service, and responding to urgent needs within 2 hours.
- Working with people to help them to return home from hospital if they can, and supporting them to stay as independent as possible.

*What was done in 2013-14:*

- The Duty District Nurse now works with the other Duty teams at Time Square. Work has been done by the team with Berkshire Healthcare NHS Foundation Trust to establish a nursing service within the duty team so that people receive a more comprehensive health and social care assessment.
- Joint approach with hospitals on hospital discharge. Work is being done with Wexham Park, Frimley Park and Royal Berkshire Hospitals and Adult Social Care now has membership on the Urgent Care and Transformation Board for all 3 acute trusts to ensure a joint approach to hospital discharge.

*What is planned for 2014-15:*

- Re-location of the Bridgewell Centre. Adult Social Care are currently working with partners to identify a suitable place for the Bridgewell Centre to move to.
- Review of Intermediate Care. There will be a commissioning strategy developed, which will say what Intermediate Care services are needed in Bracknell Forest..

## **Section 9 – Support for other vulnerable people**

There are other teams within Adult Social Care who work to improve the lives of people within Bracknell Forest who need extra support. These teams include the Adult Safeguarding Team, the Emergency Duty Service, the Drugs and Alcohol Action Team and the Joint Commissioning team, and the Direct Payments team.

### ***The Drugs and Alcohol Action Team***

*What support is provided by the team:*

Bracknell Forest's Drugs and Alcohol Action Team work with people who take illegal drugs, drink too much alcohol or take too many prescription drugs. The team help people to find new ways of drinking less, or taking fewer drugs, or stopping altogether. There are a number of special services to help them.

*What was done in 2013-14:*

- In the year to the end of January 2014, the number of people who successfully completed treatment increased from 77 people to 139 people. This is an increase of 80.5%.
- There has been an increase in the numbers of people who have stopped taking drugs and alcohol, from 66 to 122. This is an increase of almost 85%.
- The outreach service at North Ascot Youth Centre started in February. Staff will provide a range of services one day per week at this venue in order to better serve people living in Ascot. This is a joint venture with the Drugs and Alcohol Action Team in Royal Borough of Windsor & Maidenhead.

*What is planned for 2014-15:*

- There will be a review of the effectiveness of payment by results which will be undertaken by June 2014.
- In 2013-14, the team provided training for local pharmacies (Chemists). This was to improve the level of advice offered on reducing harm caused by drugs and alcohol abuse. This was successful, and the team will provide training to more pharmacies in 2014-15.

### ***The Adult Safeguarding team***

*What support is provided by the team:*

The Adult Safeguarding team work with staff and people in other organisations to support people to lead the life they want in the safest way possible. The team make sure that:

- Staff and providers give the best support for people wherever there are safeguarding concerns
- Training on Safeguarding and Mental Capacity is provided to staff so that they do the best job they can and comply with the law.
- They help to achieve the plans of the Safeguarding Adults Partnership Board.

*What was done in 2013-14:*

- The team successfully followed the Empowerment Strategy. This meant that all people (or their advocates if appropriate) were supported to help develop their own safeguarding plan. All individuals were able to tell Adult Social Care how well they were supported throughout the safeguarding process.

- The Advocacy Contract is now being monitored. The advocacy provider continues to support an increasing number of people so that their safeguarding plans are developed as they want them to be.

*What is planned for 2014-15:*

- The team will be working with the police to see whether a shared team, (called a Multi-Agency Safeguarding Hub or MASH) would be a better way to support local vulnerable residents from abuse.
- A review of the Bracknell Forest Safeguarding Adults Board will be carried out when we know what changes are needed from what is said the Care Act. This will be to make sure that the Council meets its new legal requirements.

### ***The Emergency Duty Service***

*What support is provided by the team:*

The team provides an emergency 'out of hours' service for adults and children across all of Berkshire, and has particular responsibility for people who need social care, or who are homeless and need help. The team provide advice and information and also deal with things that are urgent and cannot wait until the next working day.

*What was done in 2013-14:*

- Making sure that the Out of Hours Intermediate Care Services worked well. Dedicated co-ordinators are now making sure that there is proper hand over between day and night staff for provision of intermediate care services. This will benefit all people who need the support of this service.

*What is planned for 2014-15:*

- The out of hours Intermediate Care Services will be able to support people if they need to leave hospital over the weekend as well as during the week..
- The team will be working closely with Thames Valley Police to make sure that they work together well when people need support from both services.

## **Section 10 – The Role of Healthwatch**

Healthwatch Bracknell Forest is the new independent body created to gather and represent the views of the public. Healthwatch Bracknell Forest is a group of organisations led by the Ark Trust and also including Mencap, Deaf Positives, Berkshire Autistic Society, Kids, EBE2, Just Advocacy and SEAP . It has been active since October 2013.

Healthwatch Bracknell Forest has taken on the work of the Local Involvement Networks (LINKs) which asked people what they liked and didn't like about Adult Social Care, but has been expanded to include Children's Social Care. It will speak for people who use services, carers and the public on the Health and Wellbeing Boards set up by local authorities. It will also provide information, advice and guidance on health and social care, put people in touch with the complaints advocacy service which can support people who make a complaint about services. Finally it can report concerns about the quality of health care to Healthwatch England, which can then recommend that the Care Quality Commission takes action.

To give some feedback about local Health and Social Care Services or to get involved by becoming a volunteer, you can write, phone or email them at:

Healthwatch Bracknell Forest

The Space  
20 Market Street  
Bracknell  
Berkshire  
RG12 1JG  
Tel : 01344 266 911  
Email: [enquiries@healthwatchbracknellforest.co.uk](mailto:enquiries@healthwatchbracknellforest.co.uk)

## **Section 11 – General changes across Adult Social Care**

### ***The Care Act***

The recently announced Care Act means changes to what Councils need to do to support people with adult social care needs. Some things will change in April 2015, and other things in April 2016.

The Council will be preparing for these changes over the coming year, and letting people know what these changes mean.

### **Better Care Fund**

Council staff will be working with colleagues in the CCG on a range of actions to prevent people going to hospital when they don't really need to, or prevent them having to stay in hospital any longer than necessary.

These plans will include things like:-

- doing everything possible to prevent people falling, but making sure they have the right treatment and support if they have fallen

- Making sure people have the right sort of support when they come out of hospital, including support to help them get back any skills they might now be struggling with

## **Deprivation of Liberty Safeguards (DoLS)**

DoLS are arrangements to make sure that people who don't have the mental capacity to agree to

- living in a care home, and the care they receive whilst there if they are restricted in any way, or
- staying in hospital for the purposes of receiving treatment

This involves some very specific assessments, and the Council can authorise deprivation of liberty, if it is in the person's best interests.

A recent ruling from the Supreme Court has meant that the definition of "Deprivation of Liberty" is now much wider than was previously understood, and that it also applies to people living in their own homes. This will mean that many more people will be considered to be deprived of their liberty, which will mean a great deal of extra work for the Council staff. At the moment the process for authorising the deprivation of liberty in people's own homes is not clear, but it will probably involve the Court of Protection.

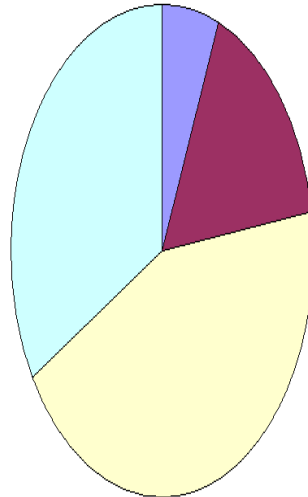
## **Section 12 – Money**

This is what was spent in Adult Social Care in 2013-14. The total amount was £40.6M and spending was managed within budget. The graph below shows what was spent on the different activities.



## **Actual Gross Expenditure 2013-14 (£000s)**

Actual Gross Expenditure 2013-14 (£000s)



Other Adult Social Care & Health Services (£2,527k)	Care Management (£6,653k)
Personal Budgets (£17,775k)	Residential or Nursing Care (£13,709k)

Bracknell Forest's draft statement of accounts will be available from the beginning of July 2014 and will be available for viewing on the website:

[link]

Once an opinion is issued by External Audit (at the end of September 2014) the Statement of Accounts 2013-14 will be placed at the link above.

### **Section 13 – Annual Report for 2014-15**

An Annual Report will be produced for next year (2014-15). Your views continue to be important to Bracknell Forest Council and therefore people can let the Council know:

- Which social care services they would like Adult Social Care to talk about in the Local Account and what people want to know about them.
- Which services people think Adult Social Care should be focusing on.

Please contact Bracknell Forest with any feedback by email to:

[asc.performance-management@bracknell-forest.gov.uk](mailto:asc.performance-management@bracknell-forest.gov.uk)

or by post to:

Performance Management team, Adult Social Care, Health and Housing, Time Square, BRACKNELL, RG12 1JD. Alternatively, you can provide your views online at [link].

## Glossary

<b>Advocacy</b>	Help for people to express their views about their needs and choices
<b>Assessment</b>	An assessment is the process that helps to find out what support a person needs
<b>Assistive technology</b>	Equipment or adaptations that can help people stay independent with less support. This can range from rails to electronic equipment that can do things such as tell whether people have taken their medication
<b>Autistic Spectrum Disorder (Autism)</b>	Autism is a lifelong developmental disability that affects how a person communicates with, and relates to, other people. It also affects how they make sense of the world around them.
<b>Bridgewell Centre</b>	This is the place people can go when they are too ill to be at home, but do not need to go to hospital. The memory clinic and sensory needs service are also based in the same building
<b>Clinical Commissioning Group</b>	These are groups of GP practices that are responsible for commissioning most local health care services that people need.
<b>NHS Continuing Healthcare</b>	Care arrangements that are funded by the NHS for people who are not in hospital but have complex ongoing healthcare needs that meet the eligibility criteria.
<b>Common Point of Entry (CPE)</b>	This is where all referrals for Berkshire Healthcare Trusts' services are taken. The staff working in CPE will check to see whether people need advice or assessment, and will refer them to the right services if necessary.
<b>Commissioning Strategy</b>	A commissioning strategy is the plan that says what will be done to meet local need, taking into account what the Government expects to be done, and known best practice.
<b>Contacts</b>	The first "contact" - or meeting - between a person and adult social care. Basic personal information is collected, and a brief initial assessment is made of whether the person might have wider health and social care needs. A referral can be made at this stage or at the other stages of assessment.
<b>Dementia</b>	A set of symptoms that may include loss of memory and difficulties with thinking, problem-solving or language, and that get worse over time. This is caused by damage to the brain resulting from diseases like Alzheimers, or a series of strokes.

<b>Dementia Directory</b>	This is a booklet with information on all the services and support local to Bracknell Forest for people with Dementia and their carers
<b>Direct Payment</b>	Money paid to people who need care following an assessment to help them buy their own care or support and be in control of those services
<b>Economic Wellbeing</b>	Having control of money, access to jobs and money to pay for activities
<b>Extra-care housing</b>	This provides people, usually frail older people, with their own home in the community together on the same site as other frail older people and with varying levels of care and support on-site
<b>GP Cluster</b>	Groups of GP practices that are close together, and work together on some things.
<b>Health and Wellbeing Boards</b>	A partnership of senior leaders from the local NHS, the Council, Healthwatch and the voluntary and community sector to improve health and wellbeing and reduce health inequalities
<b>Hoarding</b>	Hoarding is when people have an ongoing difficulty throwing away or parting with things because they think they need to save them. People with hoarding disorders get distressed at the thought of getting rid of the items and can hold on to large amounts of things, regardless of actual value
<b>Hospital in-reach team</b>	Team of social care practitioners who work with the hospitals to make sure that people have the right support to go home as soon as possible.
<b>Housing Associations</b>	These are private, non profit making organisations that provide low-cost (“affordable”) social housing for people in need of a home
<b>Intermediate Care</b>	This is the support provided for people to help them recover when they leave hospital, or prevent them having to go into hospital when they become unwell. It can be provided for up to six weeks
<b>Managed budget</b>	Where a person asks the council to directly provide them with services to the value of their personal budget, and manage money on their behalf
<b>Package of care</b>	Services arranged to meet a person’s assessed needs. This may consist of one or more services, which may be residential and/or provided in or from somebody’s home.

<b>Partners</b>	Organisations and/or people who work together to make sure things happen in the best way possible.
<b>Partnership Board</b>	This is a group of people from a range of organisations, people who have support, and their carers, who meet to develop the commissioning strategy, and make sure that everybody is playing their part in making sure that the plans happen.
<b>Payment by results</b>	A contract where the provider gets paid based on what they achieve rather than how much they do; for example, for Drugs & Alcohol, the provider will be paid according to how many people recover following treatment, rather than how many people they see.
<b>Pendant alarms</b>	An alarm worn around the neck that can be pressed in an emergency to ensure help is provided as soon as possible
<b>Perinatal mental health</b>	This is about the emotional well-being of women and their child, partner and families, from the time they are pregnant up until the baby is one year old
<b>Personal Assistant</b>	Someone employed by a person using Direct Payments to support them with some or all of their support needs
<b>Personal budget</b>	Money allocated to someone who needs support where the money comes from the council's social care funding
<b>Personalisation / personalised approaches</b>	Making sure that the person who needs support has as much choice and control as possible over how they are supported.
<b>Prevention and Early Intervention</b>	Support, advice or information that is given to people to help them to stay well, healthy and independent, and prevent them from needing support or services for as long as possible.
<b>Referrals</b>	Request to adult social care for assistance or specific action. People may self refer or re-refer themselves as their care needs change.
<b>Review</b>	A check to make sure that the support provided for a person still meets their needs in the most appropriate way. If not, then more appropriate arrangements will be made.
<b>Safeguarding alert</b>	When a suspicion or allegation of harm or abuse to a vulnerable adult is made to the Council
<b>Statutory agency</b>	An organisation that is set up by law. In Bracknell Forest this would include the Local Authority, the NHS, the Police and others

<b>Telecare</b>	Equipment, devices and services to help vulnerable people stay safe and independent at home (eg fall sensors and safety alarms)
<b>Urgent Care and Transformation Board</b>	
<b>Wellbeing</b>	“Wellbeing” is difficult to describe because it means different things to different people. Generally it means feelings of happiness, feeling life is worthwhile, not being anxious and being satisfied with life.

## Organisations

<b>Age Concern Bracknell Forest</b>	<p>A local charity to help older people of the borough and support their families and carers</p> <p><a href="http://www.ageconcernbracknell.org.uk/">http://www.ageconcernbracknell.org.uk/</a></p>
<b>Alzheimer's Society</b>	<p>A national charity that provides support and information for people with dementia and their families. There are local groups.</p> <p><a href="http://alzheimers.org.uk/">http://alzheimers.org.uk/</a></p>
<b>Ark Trust</b>	<p>A local charity providing support and advice to people with disabilities and mental ill health.</p> <p><a href="http://www.theark.org.uk/">www.theark.org.uk/</a></p>
<b>Be Heard</b>	<p>Self advocacy group for people with learning disabilities in Bracknell Forest.</p>
<b>Berkshire Autistic Society</b>	<p>Berkshire Autistic Society is a charity providing comprehensive services for all ages of people with autism, their families, carers and professionals working in the field</p> <p><a href="http://www.autismberkshire.org.uk/">http://www.autismberkshire.org.uk/</a></p>
<b>Berkshire Carers Service</b>	<p>A charity the provides support information and advice to family carers of people who need additional support</p> <p><a href="http://www.berkshirecarers.org/">http://www.berkshirecarers.org/</a></p>
<b>Deaf Positives</b>	<p>An organisation whose aim is to give Deaf and DeafBlind people the power to achieve independence and equality, and raise the national standards of Deaf services. They do this through advocacy, career advice and expertise delivered by Deaf professionals.</p> <p><a href="http://www.deafpositives.org/">http://www.deafpositives.org/</a></p>
<b>EBE2</b>	<p>EBE2 (Experts by Experience) is an organisation who carry out quality audits of care providers. It is staffed by people who use care services.</p>
<b>Just Advocacy</b>	<p>Offer independent advocacy support to people who may find it difficult to be heard or speak out for themselves. This may include people with disabilities, older people, and those with mental health issues. They also offer help with person centred planning</p> <p><a href="http://www.justadvocacy.org.uk/">http://www.justadvocacy.org.uk/</a></p>

<b>Kids</b>	<p>Kids is a charity that works with young people with disabilities up to the age of 25.</p> <p><a href="http://www.kids.org.uk/">http://www.kids.org.uk/</a></p>
<b>Mencap</b>	<p>A national charity giving support and advice to people with learning disabilities and their families. There is a local group.</p> <p><a href="http://www.wokinghambracknellmencap.org">www.wokinghambracknellmencap.org</a></p>
<b>Rethink</b>	<p>An organisation that provides advice, information and support to people affected by mental illness.</p> <p><a href="http://rethink.org">http://rethink.org</a></p>
<b>Triple A</b>	<p>Ascot Area Alzheimers – a local group providing support and advice to people and families affected by dementia.</p> <p><a href="http://www.ascotareaalzheimers.co.uk/">http://www.ascotareaalzheimers.co.uk/</a></p>
<b>SEAP</b>	<p>Provide independent advocacy services to help resolve issues or concerns a person may have about health and well-being or health and social care services.</p> <p><a href="http://www.seap.org.uk/">http://www.seap.org.uk/</a></p>
<b>Stroke Association</b>	<p>Provide support advice and information to people and families affected by having a stroke. There are local services.</p> <p><a href="http://www.stroke.org.uk/">http://www.stroke.org.uk/</a></p>