

ADULT

SOCIAL

CARE

Annual Report 2014-15

June 2015

WELCOME TO

BRACKNELL

FOREST'S ANNUAL REPORT

Contacting Adult Social Care:

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SECTION 1 – VALUES WITHIN THE COUNCIL AND ADULT SOCIAL CARE

Bracknell Forest Council believes the following is important when staff are working with people. Staff within the 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

For staff working in Adult Social Care and Health, this means:

‘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, staff working in Adult Social Care and Health 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 an 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 2014-15

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 staff in Adult Social Care and Health to improve the lives of people who need support, and also to show what things need to improve. This is the fifth Annual Report that has been written by Bracknell Forest Council.

Adult Social Care's Annual Report tells people:

- What were the most important things that were done in the year 2014-15
- How they improved the lives of people living in Bracknell Forest
- What things are planned for the year 2015-16

The report also shows how Bracknell Forest Council and the Government know how well the Council is doing and what may need to improve. The report also says what staff in Adult Social Care and Health will be doing next year, and what difference this will make to people's lives.

What people thought about the Annual Report for 2013-14:

People have said that they liked the following things about last year's report and these things have been kept in this year's report:

- The report had the right size of font which made it easy to read
- The index at the front meant people knew where to find things in the report
- The glossary at the back explained to people what some words and phrases meant
- Some people told us that they liked the videos on the website and there will be two new videos this year (there is more about this on page 7)

What has improved about the report for 2014-15?

Some people have told us how the report could be improved. Here are some of things that people said they wanted to see, and what was done about them:

<i>What people said</i>	<i>What Adult Social Care and Health did</i>
The contact details for Adult Social Care should stand out more in the report	There is now a section on page 2 of the report showing how to contact Adult Social Care
The report should mention the work of the <u>Dementia Action Alliance</u>	This has been included on page 27
It is important that people in the community should know about the report and how they can get a copy	The report this year will be more widely publicised, by being advertised in the local press and through social media
People said that facts and information in the report should be simpler, in a table form and with comparisons with last year	This has been done and is on pages 10 and 11
People said that they liked the three videos which added to the report for 2013-14	Adult Social Care have produced two videos to add to the report for 2014-15 and more information is on pages 7 and 13

How people can get a copy of the Annual Report and say what they think about it:

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

[http://www.bracknell-forest.gov.uk/annual report2014-15](http://www.bracknell-forest.gov.uk/annual%20report2014-15)

If you are reading this report online, and you want a paper copy, please call Bracknell Forest Council on 01344 351433 or write to the Council at the address on page 2 or send an email to ASCBI@bracknell-forest.gov.uk saying how many copies you want and your address.

People can let Adult Social Care know what they think about the report. The online version has a section where people can give their views. There are also some questions which help Adult Social Care to know what to say in the report in future. Section 7 on page 20 shows other ways in which people can give their views.

Copies of the report will be distributed to partners and organisations within the community.

More about the report for 2014-15:

Two videos have been produced this year which show two important things for Adult Social Care. These are:

- Priority 1 - Working together with other organisations to support people
- Priority 2 - Supporting people to find the right accommodation and stay living in their own homes and communities

The videos can be found at the link below:

<http://www.bracknell-forest.gov.uk/annual-report2014-15>

Small summary version of the report

A small summary credit-card sized leaflet of this report will also be produced this year. This is a convenient size and can easily fit inside a wallet or handbag.

Glossary

Some words in the report have been underlined and these are explained in the glossary on page 37.

SECTION 3 – CHANGES TO CARE AND SUPPORT IN BRACKNELL FOREST IN 2014-15

Care and support in England is changing. As people are now living longer and have a better quality of life, the care and support needs they have are different and therefore the way this is provided has to change to reflect this.

“Care and support” is the term used to describe the help some adults need to live as well as possible with any illness or disability they may have. It can include help with things like getting out of bed, washing, dressing, getting to work, cooking meals, eating, seeing friends, caring for families and being part of the community.

It might also include emotional support at a time of difficulty and stress, helping people who are caring for an adult family member or friend or even giving others a lift to a social event. Care and support includes the help given by family and friends, as well as any provided by the Council or other organisations.

Many people will need care and support at some point in their lives and most people will pay something towards the cost of their care, if they can afford to. The new national changes are designed to help people plan for the future and puts them more in control of the help they receive. Any decisions about a person’s care and support will consider their wellbeing and what is important to them, their family and carers, so that they can stay healthy and remain independent for longer.

What is changing?

There will be:

A new national level of eligibility for care and support

The level for care and support at which people will become eligible for help from Councils will change nationally. This is now the same for all Councils and will make care and support more consistent across the country, so if people move to another area of England, they will get the same level of support.

New support for unpaid carers

In England, millions of people provide unpaid care or support to an adult family member or friend, either in their own home or somewhere else. Caring for someone covers lots of different things, like helping with their washing, dressing or eating, taking them to regular appointments or keeping them company when they feel lonely or anxious.

These changes to the way care and support is provided in England mean carers may be able to get more help so that they can carry on caring whilst making sure they look after their own health and wellbeing. Until now, Councils only supported carers

of people who were eligible for care, but now carers of people who are not eligible for care and support may also get help, provided they meet the eligibility criteria.

Support for carers

It is important to recognise that certain carers have always been able to receive support from Adult Social Care. However, more carers may now be eligible for support, such as a Direct Payment to spend on the things that make caring easier, or practical support, like arranging for someone to step in when they need a short break. Or, they may prefer to be put in touch with local support groups so they have people to talk to.

Carers can ask for a carer's assessment and as a result, a carer may be eligible for support from the Council. The Council will also offer advice and guidance to help carers with their responsibilities.

Please visit <http://www.bracknell-forest.gov.uk/carers> or <https://www.gov.uk> or <https://www.berkshirecarers.org> for more information about support for carers.

Deferred payment agreements

From 1 April 2015, these were available across the whole country for any person who owns the home they live in, has less than £23,250 in the bank, and needs residential or nursing care. This means that people should not have to sell their homes in their lifetime to pay for their care. People in Bracknell Forest have been able to have a deferred payment agreement for many years, but up until this year, this has not been available from all Councils.

A deferred payment agreement is an arrangement with the Council that will enable some people to use the value of their homes to fund care home costs. If someone is eligible, the Council will pay the care home bills on their behalf similar to a secured loan agreement. They can delay repaying the Council until they choose to sell their home, or until after their death.

To find out more about these changes and how they will affect people, please contact Adult Social Care or phone on 01344 351760.

SECTION 4 – KEY FACTS AND INFORMATION FOR BRACKNELL FOREST

Summary of facts and figures about Adult Social Care support:

2013-14	What is being measured	2014-15
100%	Percentage of adults, older people and carers who had as much choice and control as they wanted about how they were supported (sometimes called self-directed support)	100%
98	People aged 18 or over who moved to live in residential or nursing care	74
17%	Percentage of people with a learning disability who were helped to find or keep a job	19.5%
87%	Percentage of people with a learning disability who were helped to live at home	88.8%
5.7	People per 100,000 of population who had to stay in hospital longer than they needed to because the right support was not ready for them to leave	9.1
2.1	People per 100,000 of population above where Adult Social Care was responsible for the delay	3.9
42%	Percentage of carers who received either a break from their caring role, or other carers services, including information and advice	43.8%
81.3%	Percentage of people who left hospital and had support to help them get some or all of their skills back (reablement)	82.7%
92.7%	Percentage of new adults whose assessments were completed within 4 weeks of the initial referral	98.3%
19	Complaints about Adult Social Care services	21
138	Compliments about Adult Social Care services	67

Other information:

2013-14	What is being measured	2014-15
97%	The percentage of Financial Assessments completed in 5 working days	97.5%
8	The number of repeat safeguarding referrals	7
99.4%	Percentage of Enhanced Intermediate Care Referrals seen within 2 hours	97.3%

Where important changes have occurred to the fact and figures from last year

People aged 18 or over who moved to live in residential or nursing care

This is a direct result of more people being supported to live independently at home.

Percentage of people with a learning disability who were helped to find or keep a job

The percentage of people with a learning disability helped to find or keep a job is higher than the previous year, which shows a better performance against this measure.

People per 100,000 population who had to stay in hospital longer than they needed to

Comparing 2014-15 figures with the previous year, shows there has been a 34% increase within Bracknell Forest of the number of people requiring support to leave hospital. Combined with this, over the same period, there has also been a 25% increase in the number of people within the community requiring both short and or long term support. Against this backdrop, the 2014-15 figures actually represent an improvement in performance.

Compliments

There have been a reduction in the numbers of compliments compared to the previous year about Bridgewell, Heathlands, Blue Badges and Community Response and Reablement (CR&R) services, leading to an overall reduction in compliments. The reductions in compliments about Heathlands, Bridgewell and CR&R are due to both Heathlands and Bridgewell running at reduced capacity in 2014-15. The reduction in compliments about Blue Badges is due to the Government introducing a new Blue Badge scheme in 2014-15, which some applicants have found more challenging than the previous scheme.

Percentage of new adults whose assessments were completed within 4 weeks of the initial referral

More assessments were completed within 28 days compared to the previous year which shows better performance against this indicator.

Approaching Adulthood

Staff in Adult Social Care work closely with practitioners in Children's Social Care to work with young people as they approach adulthood. For people who will be eligible for support from Adult Social Care, plans are developed well in advance of the young person's 18th birthday, to that the change is as smooth as possible.

Where young people will not be eligible for support from Adult Social Care, young people and their families are given advice and information on a range of options that can help them to achieve their required outcomes.

More information can be found at <http://www.bracknell-forest.gov.uk/approaching-adulthood-strategy.pdf>

Annual Complaints Report

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 the year 2014-15 can be seen at the link below:

<http://www.bracknell-forest.gov.uk/complaintsprocedure>

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. More information about the performance returns (sometimes called Social Care Collections) can be found at the link below:

<http://www.hscic.gov.uk/socialcarecollections2014>

SECTION 5 – TWO PRIORITIES FOR ADULT SOCIAL CARE AND HEALTH AND FOR PEOPLE LIVING IN BRACKNELL FOREST

Adult Social Care video podcasts

In 2013-14, Bracknell Forest Council produced three videos which added to what was said in the Annual Report. The videos showed three important things for Adult Social Care:

- **Personalisation**
- **Dementia Friendly Communities**
- **Prevention and Early Intervention**

They can be viewed at the link below:

<http://www.bracknell-forest.gov.uk/localaccount2013to2014>

People said they liked the videos and for 2014-15, Bracknell Forest Council has produced a further two videos which add to what has been written in this report and show two priorities for Adult Social Care and Health. The video titles and website links are shown below.

The two priorities are:

- **Priority 1 - Working together with other organisations to support people**
- **Priority 2 - Supporting people to find the right accommodation and stay living in their own homes and communities**

The videos can be viewed at the link below:

http://www.bracknell-forest.gov.uk/annual_report2014-15

Priority 1 - Working together with other organisations to support people

“It’s really helpful to know that Health and Social Care people are working together because if we have any problems at all, then all we need to do is pick up the phone”

Adult Social Care works with many different organisations to keep people as independent, fit and well as they can be.

What was done in 2014-15:

- Self-Care Week is a national week-long initiative that takes place each year in November. Adult Social Care worked with the NHS and other organisations like the Police, the Fire Service, Healthwatch and the voluntary sector to talk to local people about their health and wellbeing. Events were held during the week and people were offered Health MOTs, and given advice about maintaining a healthy weight, not drinking too much alcohol and how to stop smoking
- Sometimes people need extra support to keep well and to avoid accidents, such as people who are at risk of having a fall. The Council has a Falls Prevention Advice Service to visit people in their own home. The specialist trained Wellness Coaches give people advice and information about how to avoid a fall, or may advise people to visit their optician to have their eyes checked or visit their GP or pharmacist to review their medication. There is also a Falls Clinic at the Bridgewell Centre
- People who are at more urgent risk of or have had a fall, sometimes need more specialist help. People can be asked by their GP to go to the Rapid Access Community Clinic at the Bracknell Health Space for a test and a consultation with a health professional
- Things can happen that prevent people from being independent and the support of others is sometimes needed to help them to get back to normal. There are a range of rehabilitation services in Bracknell Forest which support people to recover from illness and injury and to keep well
- Intermediate Care in Bracknell Forest is provided by Adult Social Care together with the NHS. There are a range of services, such as support at home, physiotherapy and equipment loan that can help to keep people at home rather than having to go into hospital. This can also help people who have been in hospital to get back home and back to normal more quickly. Sometimes people need help to be able to say what they want through an advocate. An advocate is someone who can help people to understand information in order to make decisions about their lives and speak about things that are important to them. Be Heard is a group of people with a learning disability in Bracknell Forest. They are known as self-advocates. The group meet every week and are supported by an advocate to speak for themselves on the things that are important to them
- Adult Social Care has been working in partnership with the Public Health team to deliver high quality health improvement services. These have been nominated for four national awards in 2014-15. Specific achievements this year include a significant increase in the number of people quitting smoking (with quit success rates being one of the highest in England), a four-fold rise in access to our weight management services and the best delivery rate of NHS Health Checks in the Thames Valley region. Work has also included the “What’s in Your Glass” alcohol

harm reduction campaign, which was recognised as an example of best practice by an all parliamentary group, and the launch the new Falls Free 4 Life service aimed at reducing falls related injuries among our older residents.

- There are many sources of advice and information to help people to keep healthy and well and to stay at home. Adult Social Care works with a wide range of different organisations to provide specialist advice. This includes the Housing Team at the Council, Healthwatch, Bracknell Forest Homes, the NHS, Local Care Providers and Voluntary Organisations. A full list of partners can be found by visiting www.bracknellforestpartnership.org.uk
- The Council also produces the Helping You Stay Independent Guide with information on how to become and stay independent. Another way to find out information about support and activities is by browsing the Adult Social Care iHub, which is an A to Z online directory of services and events taking place in the local community, and can be found by visiting <http://www.bracknell-forest.gov.uk/healthandsocialcare>
- The Joint Prevention and Self-Care Board brings together people from Health and Social Care to agree how to give information to the local community about dementia, healthy eating, physical and mental wellbeing and diet and nutrition. The information has been made available through social media, the press, and flyers

Priority 2 - Supporting people to find the right accommodation and stay living in their own homes and communities

“Living independently means I get more freedom to do the things I want to do”

One of the main goals of Adult Social Care is to help the people that we support to live in the right accommodation and to stay living as independently as possible in their own homes and communities. Staff work with people to support them to do this.

Some of the ways in which staff in Adult Social Care support people:

Teams 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.

One of the main aims of all teams within Adult Social Care is to help people to live as independently as they can.

Please note that the following does not represent all of the ways in which people in the community receive their support:

- Small changes can be made in the home with equipment such as hand rails and bed rails so that everyday tasks like getting around and getting in and out of bed become much easier and enable people to look after themselves
- Sometimes bigger changes are needed. A Disabled Facilities Grant meets the cost of things such as a stair lift which helps in getting up and down the stairs safely and easily, or a specially adapted shower on the same level as the floor which means that people can get in and out without difficulty
- The lifeline alarm system used by someone who has a fall or other type of accident, connects them to the Forestcare Team where help is available 7 days a week, 365 days a year to people living in Bracknell Forest. Forestcare also provides Keyholder Service and Care Calls
- Support at home from a support worker can help with things like preparing a meal, bathing, getting dressed and undressed and getting in or out of bed. People also receive support to look after their money, to deal with paperwork and bills and to remind them to take their medication
- The Support with Confidence Scheme helps people to find a Personal Assistant they can trust. As well as helping people in the home, Personal Assistants provide people with a real opportunity to get out and about to enjoy social and leisure pursuits, go to the bank or have a meal out
- Teams in Adult Social Care provide a service called Professional Support, which is one to one support offered over the telephone or through a visit. This might sometimes be over a shorter period when someone is recovering from an illness at home, or has just been discharged from hospital, or over a longer term for people with long term conditions
- There is a range of support for carers such as respite care to give carers a break (see also 'Support for carers' on page 9)

What was done in 2014-15:

- The Carers Joint Commissioning Strategy has been reviewed to ensure that there is the appropriate range of choices to meet the needs of carers
- Adult Social Care has paid (and continues to pay) for carers to have support and training to help them to return to paid or voluntary work
- The Hospital Discharge Service will be reviewed to ensure that 7 day working occurs across all teams in Adult Social Care and Health

What is planned for 2015-16:

- Extra-care housing will be available at Clement House, which is a new extra care scheme of 65 one and two bedroom apartments, developed by Bracknell Forest Homes in partnership with Bracknell Forest Council. The accommodation and support have been designed to meet the needs and aspirations of older people, and to enable independent living. There is a restaurant, atrium lounge and activity area, computer room, library, hair dressing salon and hobby room, and a range of social activities
- The Safe Place Scheme will be improved to support a wider range of people, for example people with mental health problems, people who require sensory support, people with dementia, and people who are physically disabled.

SECTION 6 – LISTENING TO LOCAL PEOPLE

Staff in Adult Social Care are committed to listening to what local people have to say and to making sure that people have the chance to tell us what is important to them. This means that the support and services that people can have are right for their needs.

How staff in Adult Social Care listen to local people:

- Partnership Boards include people with different disabilities or medical conditions as well as people from local organisations such as the NHS and Voluntary Organisations. They give people in the community an opportunity to be involved in planning and decision making within Adult Social Care and Health . More information on Bracknell Forest Council Partnership work can be seen at the website link below:

<http://www.bracknellforestpartnership.org.uk/>

- Every year, Adult Social Care carry out consultations and surveys which enable people to give their views on a range of different subjects. These views and opinions help Adult Social Care and Health to understand where things can be improved. Wherever statutory consultation periods apply, the Council will observe the relevant consultation period. More information can be found at the website link below:

<http://www.bracknell-forest.gov.uk/haveyoursay>

- Members of the public take part in special meetings, sometimes called focus groups, where they are able to give their views on a range of different subjects. In addition, members of the public are able to attend Council meetings. A list of forthcoming meetings can be seen at the website link below:

<http://democratic.bracknell-forest.gov.uk/mqCalendarMonthView.aspx?GL=1&bcr=1>

- Adult Social Care staff learn more about what people want through complaints, and the Council publish what has been learnt each year in an annual report. The report for 2014-15 can be seen here:

<http://www.bracknell-forest.gov.uk/complaintsprocedure>

- Joint Commissioning Strategies are plans which show how Adult Social Care has listened to local people, and how what has been said might change the way support is provided to different groups of people. These plans are regularly checked to make sure that they are up to date

- Everyone who is supported through Adult Social Care is encouraged at all times to say what they think of the support they get.

SECTION 7 – PREVENTION AND SELF-CARE

Being independent means people having the freedom, choice, dignity and control at home, at work and in the community to live life the way they want. There is a strong link between a person's independence and their health and wellbeing.

Independence does not necessarily mean people living on their own without support. It means people having the support they need which allows them to join in the community and live as active a life as they can if they so choose.

Adult Social Care produce a 'Helping You to Stay Independent Guide' which can be found at the link below:

<http://www.bracknell-forest.gov.uk/selfcare>

A strong emphasis has been placed on giving people information and advice to encourage them to take responsibility for their health and wellbeing.

Adult Social Care and Health want people to remain healthier for longer, and people who are healthier are much more likely to be more independent, and to have more choice and control about how they want to live their lives.

Prevention and Self-Care means people doing things that lead to better health and wellbeing, and being self-reliant. This helps people to reduce the risk of things like heart disease and other long term problems with health such as diabetes or depression.

Most people can do something for themselves to stay fit and active so they can remain independent and happy in their own home for as long as possible. Keeping healthy and well is not just about physical exercise; feeling low or lonely, or having poor mental health, can be as bad for people as being physically unfit.

There are many things people do in Bracknell Forest to keep active and healthy, whether that's doing something energetic like going out for a walk, taking up a new hobby to keep the mind active or just seeing family and friends to make sure people don't become isolated.

Sometimes people need some help to keep well, whether that's just some advice and information, some equipment or more intensive support for people to get back to normal after being unwell.

What will be done in 2015-16:

- A Prevention and Self-Care Strategy will be written which will show how Bracknell Forest continues to support people to be as fit and healthy as they can, and to stay as independent as they can

- Adult Social Care will organise Self-Care Week to make sure that people continue to receive advice and information on ways in which they can help themselves to be fit and healthy
- The Helping You to Stay Independent Guide which contains information on some of the ways local people are able to remain healthier for longer, will be reviewed and updated. This is done every year.

SECTION 8 – CARE GOVERNANCE AND QUALITY ASSURANCE

The Department has developed a robust approach to Quality Assurance and Care Governance, ensuring that the quality of care and support that people receive is high.

The support arrangements for every person supported by the Council are reviewed at least once a year, often more frequently. People and their relatives and advocates are encouraged to be as honest as possible about whether the support is as they want it.

Any concerns about a provider organisation are raised through things such as:

- Reviews
- Care Quality Commission inspection reports or other concerns
- Complaints
- MP enquiries
- Safeguarding alerts
- Contract monitoring/Quality Assurance processes

These are considered by the Care Governance Board, and an appropriate course of action is agreed. This may include suspending further use of the organisation until the issues have been addressed, and identifying an officer of the Council to work with the provider to help improve quality.

More information can be found at <http://www.bracknell-forest.gov.uk/care-Governance-policy-and-procedures.pdf>

The Learning Disabilities Partnership Board is developing a charter to state very clearly the quality of support they expect from organisations and workers.

Compliance with this will become part of our contracts.

SECTION 9 – SUPPORT FOR PEOPLE WITH AUTISM

What support is offered to people:

The Community Team for People with Autism Spectrum Disorder (CTPASD also known as the Autism Team) provides support for people who have difficulties because they have autism, and support for their carers. People are offered counselling, support and information on benefits and voluntary groups. Support is also offered to help with daily living skills, education and employment, accommodation and for people to travel independently and use public transport.

What was done in 2014-15:

- The second Adult Autism Joint Commissioning Strategy was completed after asking people and partners what sort of services they wanted to enable them and their families to lead fulfilling and rewarding lives
- Awareness training was given by the Berkshire Autistic Society to staff in Adult Social Care, to college students who are mentoring people with autism, to tutors at Bracknell & Wokingham College and to the Elevate staff. The training has increased people's awareness and understanding of autism and how people with autism want to be supported
- The Autism Team has worked closely with the Probation Service, the Police and the Prison Service to increase people's awareness and understanding of autism
- The Autism Team has also worked with local shops and offices to help people to find or keep a job, and has helped employers with reasonable adjustments.
- Breakthrough have helped people to look for, apply or keep jobs, and supported people with one on one job coaching, preparing for interviews and with travel
- People with autism can go to skills workshops to help them to improve their confidence when they are looking for or keeping a job
- The Autism Team worked with Elevate to make sure that people with autism receive the right sort of training so that they are able to find or keep a job

What is planned for 2015-16:

- A 6 week skills programme called Training on Skills for Independent Living will be given to small groups of people with autism. The training includes maintaining health and wellbeing, cooking, home repairs and shopping, along with other topics, and will help people to be more independent

- Training will be provided to GPs and surgery staff to raise awareness and understanding of autism and to help surgeries to make changes that help people of all ages with autism
- Teachers and other school staff will receive training to raise their awareness and understanding of autism.

SECTION 10 – SUPPORT FOR PEOPLE WITH LEARNING DISABILITIES

What support is offered to people:

Adults with learning disabilities often need support to understand new information, find or keep a job, or to learn new skills. The Community Team for People with Learning Disabilities (CTPLD) has staff from the NHS and from Adult Social Care who support people. Support is also offered through Waymead provider services where people with learning disabilities who live at home with their main carer can come for a short stay, in order for their carer to have a break. In addition, the Breakthrough supported employment service offers a personalised approach to support people to look for, find and keep a job.

What was done in 2014-15:

- Innersense have provided training for staff so that they have more awareness and understanding of people with a learning disability
- There are flats at Waymead where people can learn to do things such as daily activities on their own. As a result of this, some of the people who have stayed there have been able to move into their own accommodation
- Staff in CTPLD have worked closely with housing providers to ensure that people with learning disabilities have been able to move into houses that meet their specific needs and are affordable
- Staff have worked with local shops and offices to help people to find or keep a job, and also to help employers with reasonable adjustments
- Breakthrough have helped people to look for, apply or keep jobs, and supported people with one on one job coaching, preparing for interviews and with travel
- The Fulfilling Lives Group has reviewed their education, employment and employment action plans for next year. A questionnaire will now be sent to people with learning disabilities to enable them to say what they want in the development of these services

What is planned for 2015-16:

- Learning Disability Awareness Training will be provided to staff during Learning Disability Awareness week in June to make sure that staff in Adult Social Care are more aware of what it means to have a learning disability. There will be 7 people with a learning disability working on the project and training will also be provided to the local workforce in Bracknell Forest.

SECTION 11 – SUPPORT FOR OLDER PEOPLE AND PEOPLE WITH LONG TERM CONDITIONS, INCLUDING PEOPLE WHO REQUIRE SENSORY SUPPORT

What support is offered to people:

The Older People and Long Term Conditions (OP<C) Team works with people to see what support they need and then helps them to plan how their needs will be met in the way that they want.

What was done in 2014-15:

- Homecare providers have attended a workshop to help them understand how to support people with dementia which will improve the quality of care provided
- The Sensory Needs Service at the Bridgewell Centre for people who require sensory support has been made available to more people, to help them to stay living independently at home
- Working in partnership with the Clinical Commissioning Group (CCG), support has been provided to people with a long term condition to manage their support and improve their health and wellbeing
- The OP<C Team work with Elevate to provide support for young people with physical or neurological conditions. They can provide one to one support for example to help them to access hobbies and social activities

What is planned for 2015/16:

- The OP<C Team will be carrying out a review of care and support at Clement House, in particular the night care “peace of mind” service to improve the support people receive and make sure people’s needs are being met
- There will be a review of the Sensory Needs Service making sure that people’s needs are met, and that people receive services in a more effective and efficient way
- The way in which people apply for and receive a Disabled Facilities Grant will be reviewed to make sure that the service is more streamlined and responds to people’s needs in a more efficient way.

SECTION 12 – SUPPORT FOR PEOPLE WITH MENTAL HEALTH PROBLEMS

What support is offered to people:

There are two teams that provide support for adults with mental health problems – the Community Mental Health Team (CMHT) and the Community Mental Health Team for Older Adults (CMHT OA). The Memory Clinic sits within CMHT OA. Specialist assessments and services are offered to people who may need special mental health support including support for a first onset of psychosis (people who are seeing or hearing things, or who are very frightened of what other people are doing). The Dementia Advisor works with people who have just learned that they have dementia and their families and loved ones.

What was done in 2014-15:

- The Memory Clinic was awarded Memory Clinic Accreditation with the Royal College of Psychiatrists
- A programme aimed at increasing people's awareness of mental health has been delivered each quarter, known as the mental health first aid course
- A new Dementia Action Alliance has been formed which involves people from health and social care, public services such as the police, voluntary services and other local business leaders. Each organisation has put together an action plan to improve support and access for people with dementia and their carers. A Dementia Action Alliance co-ordinator has been appointed to support this work
- CMHT have been supporting more people to find and/or keep a job or educational course. This is one of the areas that has been a particular focus for the service and the number of people being supported in this way has more than doubled in 2014-15 compared to the previous year (from 45 people to 98 people)
- Staff have received more training to enable them to provide psychological support to individuals to help them manage better. This has included training to help people to deal with problem solving and anxiety related conditions

What is planned for 2015/16:

- Through the Dementia Action Alliance, CMHT OA will continue to improve support to people living with dementia. Dementia Friendly Communities will be promoted so that people feel welcome and part of the community
- In partnership with GPs and the Memory Clinic, CMHT OA will do more work on the early diagnosis of dementia, so that better care and support is provided to people
- CMHT will promote healthy lifestyles to people which will include helping people to reduce or give up smoking
- People who are leaving secondary care will be supported by a new CMHT staff member and services have been commissioned through Rethink to support them to recover more quickly.

SECTION 13 – SUPPORT FOR PEOPLE TO REGAIN AND MAINTAIN THEIR INDEPENDENCE

What support is offered to people:

Sometimes people become unwell and the support of others is needed to get better. The Community Response and Re-ablement (CR&R) Team provide services that help people to stay at home rather than having to go into hospital, and also help those who have been in hospital to get back home. The CR&R Team also make sure that when people first contact Adult Social Care, that they are put in contact with the right team to help them. The CR&R Team are available 7 days a week 24 hours a day service, and respond to urgent needs within 2 hours.

Additional information on this service can also be seen in *Section 5 under Working together with other organisations to support people* (page 13) and *Section 7 – Prevention and Self-Care* (page 20).

What was done in 2014-15:

- There is a new Joint Intermediate Care Strategy, which says how work should be done and services provided so that the needs of local people continue to be met. The Action plan is being developed, and will take effect in 2015-16.
- The CR&R Team have worked on the Winter Wellbeing project which has meant that older, vulnerable and isolated people are safe and have enough food and medication. Many of the people were recovering from an illness or a fall or recently came out of hospital and have no family, friends or neighbours to help them
- Staff have continued to work with hospitals and other care providers to ensure support to people when they are ready to leave hospital. The Hospital In-Reach Service is now available 7 days a week, increased from 5 days the previous year
- Working together with the NHS, the Council has a Falls Clinic which offers an assessment to people who are at risk of falling followed by information and advice, and an exercise programme to reduce their future risk of falls.

SECTION 14 – SUPPORT FOR PEOPLE TO ACCESS DRUG AND ALCOHOL SERVICES

What support is offered to people:

Bracknell Forest's Drugs and Alcohol Action Team (DAAT) work with people who take illicit drugs, drink too much alcohol or take too many prescription drugs. The team help people to find new ways of drinking less, taking fewer drugs, or stopping altogether. There are a number of special services to help them. The team is one of 8 nationally selected areas to adopt Payment by Results, a new approach to supporting people.

What was done in 2014-15:

- The review of Payment by Results showed that people with drug-related problems, and people who drink too much alcohol, were helped more than the national average. The scheme was shown to significantly improve outcomes for people
- The DAAT worked on a plan to improve the health and wellbeing of people who misuse drugs and alcohol
- Further training was provided to local pharmacies to build on the previous year's activities, in order to improve the level of advice offered to their customers on reducing harm caused by drugs and alcohol abuse

What is planned for 2015-16:

- New staff who join Adult Social Care and some existing staff will receive specific drug and alcohol training. This will enable staff to recognise where someone they are working with is experiencing drug problems, or drinking too much alcohol
- The DAAT will be employing a health and wellbeing nurse, who will support people with drug problems and people who drink too much to eat healthily, join exercise programmes, provide advice on healthcare and how to access local healthcare services
- Staff within the DAAT will be working with Children's Services to deliver on the recommendations identified in the Adult Social Care and Housing Overview and scrutiny Panel's 'Review of Substance Misuse Involving Children and Young People'

SECTION 15 – ADULT SAFEGUARDING

What support is offered to people:

Safeguarding staff work closely with the other Councils in East Berkshire, the Police, the Probation Service, the Health Service and other private and voluntary organisations to try and prevent adult abuse occurring and to stop it when it happens.

The service ensures that:

- Staff and providers give the best support for people wherever there are safeguarding concerns
- Training on Safeguarding and the Mental Capacity Act is provided to staff so that they offer people the right support and comply with the law
- The Safeguarding Adults Partnership Board plans are achieved

What was done in 2014-15:

- Adult Social Care in Bracknell Forest was part of a national project which helped to make sure that people with care and support needs get the outcomes they want from the Council's safeguarding practice

What is planned for 2015-16:

- A review of the Bracknell Forest Safeguarding Adults Board will be done to make sure that it does what the Care Act says it must
- The team will be working with partners to identify how local agencies can best work together to safeguard people at risk of abuse. This will include the option of developing a local Multi-agency Safeguarding Hub (MASH)

SECTION 16 – EMERGENCY DUTY SERVICES

What support is offered to people:

The EDS Team provides an emergency 'out of office hours' service for adults and children across all of Berkshire, and has particular responsibility for people who are vulnerable or at risk, who need social care, or who are homeless and need help.

The EDS Team also provide advice and information, carry out mental health assessments, and also deal with things that are urgent and cannot wait until the next working day.

What was done in 2014-15:

- The service worked with the NHS and with social care providers to make sure that people who were about to leave hospital, did not have to stay in hospital longer than they needed to
- The service has over 20 volunteer Appropriate Adults working with it and offers regular training and supervision for them
- The service was inspected by OFSTED and the Care Quality Commission (CQC) and received good comments from both of these organisations about what was being done well

What is planned for 2015-16:

- The service will be reviewed to make sure that it continues to offer the best support to people who use it
- More volunteer Appropriate Adults will be found to make sure that the right amount of safeguarding is received by the people who need it.

SECTION 17 – THE ROLE OF HEALTHWATCH

Healthwatch is the name that has been given to organisations that help children, young people and adults to speak up about health and social care. Healthwatch England is a national organisation. Healthwatch Bracknell Forest works locally and is led by people from the Ark Trust. It includes people from Mencap, Deaf Positives, Berkshire Autistic Society, Kids, EBE2, Just Advocacy and SEAP. Healthwatch is here to:

- Be a champion of everything to do with health and social care in Bracknell Forest. A champion means standing up for things and people
- Listen to what the public and patients have to say about things to do with health and social care
- Be trusted by people as a good place to go to find out more about health and social care in their area
- Help people to find out more about the services they need

Healthwatch England is part of the CQC who check all health and social care services in England. They do the following things:

- Speak up on things about health and social care services that affect children, young people and adults all over England
- Find out what is happening and what people want from services by collecting information from people who use services, local Healthwatch groups and other organisations who work with people such as charities
- Use this information to find out about problems so that services are improved where necessary

Healthwatch Bracknell Forest helps people to get good health and social care services by doing the following things:

- Give everyone a chance to say what services they need in the area
- Give people information, advice and support about health and social care services
- Find out what people in Bracknell Forest think about services
- Check how good services are
- Tell services what support people need and how they want to get this

To have your say about health and social care services or to get involved by becoming a volunteer, you can write, phone or email Healthwatch using the contact details below

Healthwatch Bracknell Forest
The Space

20 Market Street
Bracknell
Berkshire
RG12 1JG
Tel : 01344 266 911

Email: enquiries@healthwatchbracknellforest.co.uk

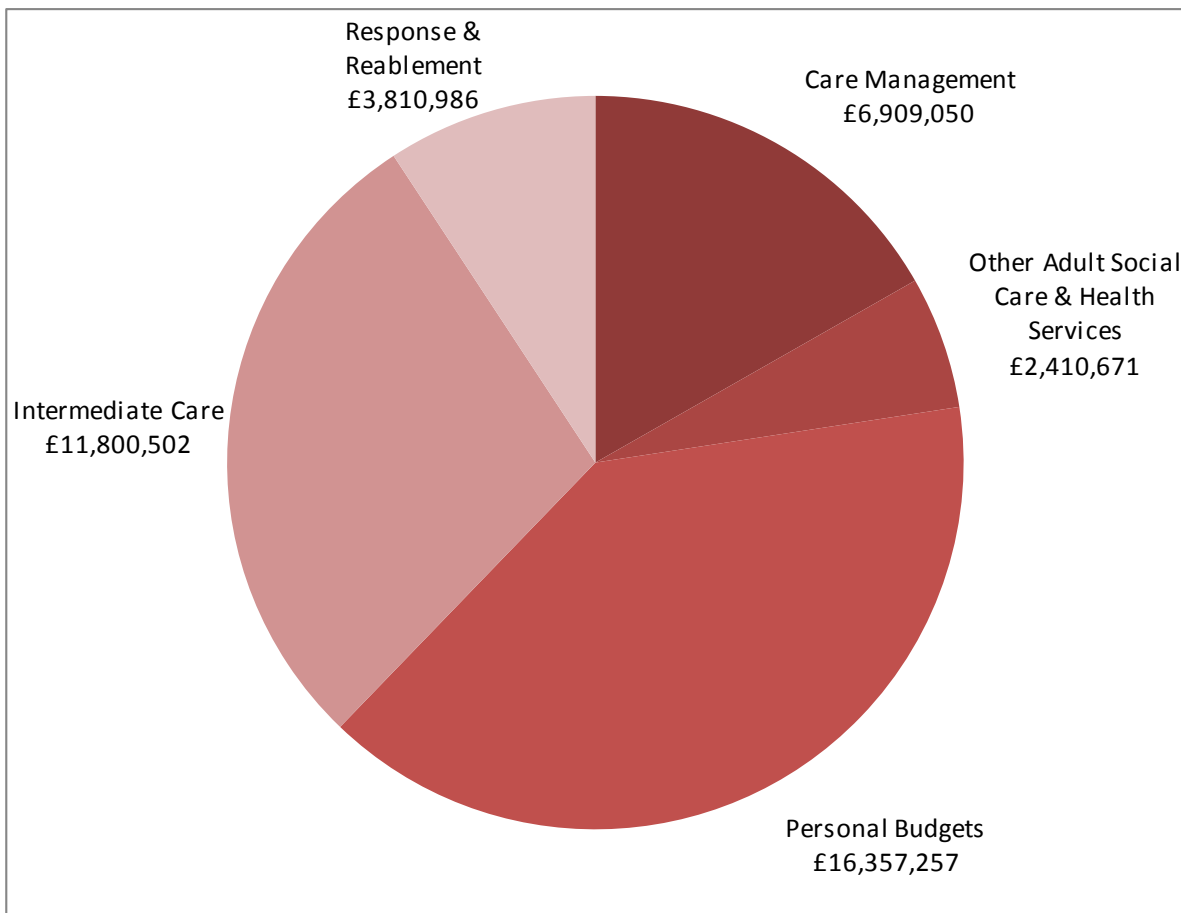
Website: <http://www.healthwatchbracknellforest.co.uk/>

SECTION 18 – MONEY

This is what was spent in Adult Social Care in 2014-15. The total amount was £41.3M and this was within budget. The underspend on the Adult Social Care part of the departmental budget was £103,000.

The chart below shows what was spent on the different activities.

Actual Gross Expenditure 2014-15 (£'000s)



Bracknell Forest Council's draft statement of accounts will be available from the beginning of July 2015 and will be available for viewing on our website.

SECTION 19 – ANNUAL REPORT FOR 2015-16

An Annual Report will be produced for 2015-16. The views of local people continue to be important to Adult Social Care, people should let the Council know:

- Which social care services they would like Adult Social Care to talk about in the Annual Report and what people want to know about them
- Which services people think Adult Social Care should be focusing on
- What other things should be mentioned in the Annual Report

Please contact Bracknell Forest with any feedback by email to:

asc.performance-management@bracknell-forest.gov.uk

or by post to:

Bracknell Forest Council, Business Intelligence Team, Adult Social Care Health and Housing, Time Square, Market Street, BRACKNELL, RG12 1JD. Alternatively, views about the annual report can be provided here :

<http://www.bracknell-forest.gov.uk/annual-report2014-15>

GLOSSARY

Advocates / Advocacy	Help for people to express their views about their needs and choices. An advocate is someone who does this
Appropriate Adults	An Appropriate Adult is someone who is completely independent of the police and is there to support a person and provide extra help when the person is talking to the police. Appropriate Adults have a good understanding of the needs of young people and people with mental health needs
Assessment	An assessment is the process that helps to find out what support a person needs
Autistic Spectrum Disorder (Autism)	Autism is a lifelong developmental disability that affects how a person communicates with, and relates to, other people
Bridgewell Centre	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 Falls Clinic, <u>Memory Clinic</u> and <u>Sensory Needs Service</u> are also based in the same building
Bracknell Health Space	Bracknell Health Space is located at Brants Bridge and offers a wide range of health services for residents of Bracknell and the surrounding areas
Care Calls	Care Calls is a service offered by Forestcare. A Care Call is made to a person at a particular time or times of day. For example, Care Calls are used to remind people to take their medication
Common Point of Entry (CPE)	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
Commissioning Strategy	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

Consultations	Consultations describe the way in which the Council asks for and receives the views of people in the Community. Sometimes this can take the form of a questionnaire. Consultations are usually undertaken when there is a proposed change within Adult Social Care that will affect people
Deferred Payment	A deferred payment agreement is an arrangement with the Council that enables people to use the value of their homes to help pay care home costs. If someone is <u>eligible</u> , the Council will help to pay their care home bills on their behalf. They can then delay repaying the Council until they choose to sell their home, or until after their death
Dementia	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
Dementia Friendly Communities	A Dementia Friendly Community is one where people are aware of and understand more about dementia; people with dementia and their carers will be encouraged to seek help and support; and people with dementia will feel included in their community, to be more independent and have more choice and control over their lives. This is achieved through the work of the <u>Dementia Action Alliance</u> (see page 41).
Direct Payment	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
Disabled Facility Grant	<u>Eligible</u> people can get a Disabled Facility Grant from the Council if they are disabled and need to make changes to their home, for example to widen doors and install ramps, improve access to rooms and facilities - eg stairlifts or a downstairs bathroom. A Disabled Facility Grant can also provide a heating system suitable for their needs, and adapt heating or lighting controls to make them easier to use

Eligibility	Eligibility is how Adult Social Care decide what social care support people are entitled to have paid for by the Council. From 2015-16, this will be the same for all Councils in England and will make care and support more consistent across the country, so if people move to another area of England, they will get the same level of care and support
Equipment & Adaptations	Equipment and adaptations are changes in the home which enable people to live more independently. Examples of the equipment are hand rails and grab rails, which help people in a variety of tasks around the home
Extra-care housing	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
Falls Prevention Advice Service	The Council has a Falls Prevention Advice Service. Wellness Coaches visit people at home to give them advice and information about how to avoid a fall. They may advise people to visit the optician or ask a pharmacist to review their medication. They can refer people to Strength and Balance classes where people can do exercises to prevent falls
Forestcare	Forestcare installs Lifeline Alarm Systems in people's homes so that they can easily seek help when they need it. The service operates 365 days a year 24 hours a day to provide peace of mind and safety to vulnerable households in Bracknell Forest. Forestcare also provides a <u>Key Holder Response</u> and <u>Care Calls</u> for organisations and individuals in the local area
Fulfilling Lives Group	The Fulfilling Lives Group meets every 2 months to look at opportunities and support for people with learning disabilities and autism in the areas of education, employment and training, leisure and social activities. The group includes people with learning disabilities or autism, people from advocacy and employment organisations, and representatives for health, leisure and other community based services

Health and Wellbeing Boards	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 (see also Wellbeing)
Helping You to Stay Independent Guide	The Helping You to Stay Independent Guide is a brochure which provides useful information for people about how they can take responsibility for their health and wellbeing. There are articles in the guide on subjects such as NHS Health Checks, Self-Care and quitting smoking
Homecare Providers	Homecare Providers are independent organisations commissioned by the Council to provide homecare to people in the local area
Hospital In-reach service	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
Intermediate Care	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
Key Holder Response	A small key safe is placed outside the person's home. If for any reason the person presses their lifeline alarm, then a friend or neighbour can check on the person, and emergency services will be contacted by Forestcare if necessary
Managed budget	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 (see also Personal Budget)
Memory Clinic	The Memory Clinic can help people newly diagnosed with dementia who are you finding it harder to manage daily tasks at home. Staff provide people with an assessment of their memory and other skills and can also offer treatment and support for people, their family and loved ones
Memory Clinic Accreditation	This means that people being supported and their family and loved ones are assured of the quality of the service being provided

Multi-agency Safeguarding Hub (MASH)	A Multi-agency Safeguarding Hub (MASH) is a single point of contact for an area which receives all safeguarding enquiries and concerns. As well as staff from social care staff, a MASH could include people from a range of other organisations such as the Police, the Probation Service, Fire, Ambulance, Health, and Education. People in the MASH share information to make sure that they can act to prevent harm to vulnerable people
Partners	Organisations and/or people who work together to make sure things happen in the best way possible
Partnership Board	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
Payment by results	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
Pendant alarms	An alarm worn around the neck that can be pressed in an emergency to ensure help is provided as soon as possible
Personal Assistant/s	Someone employed by a person using <u>Direct Payments</u> to support them with some or all of their support needs
Personal Budget	Money allocated to someone who needs support where the money comes from the Council's social care funding
Personalisation / personalised approaches	Making sure that the person who needs support has as much choice and control as possible over how they are supported
Prevention and Early Intervention	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

Rapid Access Community Clinic	The Rapid Assessment Community Clinic based at Bracknell Health Space offers a real alternative to going into hospital. Rapid assessment and treatment is tailored to meet the needs of older people, with complex health needs, such as those at risk of falling. People can be referred by a GP, Physiotherapist or District Nurse so that in most cases, people can be seen locally without having to go to hospital
Reasonable Adjustments	A Reasonable Adjustment is a change that an employer can make that would make sure that a disabled person can do their job without being at a disadvantage compared to others. Examples would be to provide a parking space nearby to the office, or to offer someone with a disability regular breaks
Respite Care	Respite care is a place to stay outside the home where a loved one may go and stay for a short while. This gives a break to families who are caring for them
Review	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
Safe Place Scheme	Bracknell Forest's Safe Place Scheme provides support to vulnerable people in the community when they are out and about. The scheme provides places such as local shops, businesses and amenities where people can go for support when they are feeling anxious and vulnerable
Safeguarding / Safeguarded / Safeguard	Safeguarding includes any work or activity which aims to support adults who are at risk to stay independent and to be able to live a life that is free from abuse and neglect
Secondary Care	Secondary care refers to services provided by medical specialists who generally do not have the first contact with a patient, for instance a neurologist or a rehabilitation consultant
Self-Care Week	Self-Care Week is a series of events that takes place in Bracknell every year in November. In 2014, Health and Social Care experts were on hand to give advice about being healthy, street doctors provided MOTs for the body, and Talking Therapies, part of Berkshire Healthcare Foundation Trust, answered questions about mental health

Sensory Needs Service	The Sensory Needs Service responds to the needs of people who are registered blind or partially sighted, are profoundly Deaf, deafened or are hard of hearing and who have dual sensory impairment including DeafBlindness
Support with Confidence Scheme	The Support with Confidence Scheme aims to help people find Personal Assistants that they can trust, from people and organisations that have been vetted and approved on grounds of quality, safety and training
Telecare	Equipment, devices and services to help vulnerable people stay safe and independent at home (e.g. fall sensors and safety alarms)
Waymead	Waymead is a place where people with learning disabilities who live at home with their main carer can come for a short stay, in order for them to get a break. It is a recently refurbished building with 5 en suite bedrooms all on the ground floor with many pieces of specialist equipment that enables us to support people with a diverse range of needs
Wellness / Wellbeing	“Wellness” and “Wellbeing” are difficult to describe because they mean different things to different people. Generally they mean feelings of happiness, feeling life is worthwhile, not being anxious and being satisfied with life

ORGANISATIONS

Ark Trust	<p>A local charity providing support and advice to people with disabilities and mental ill health</p> <p>www.theark.org.uk/</p>
Be Heard	<p>Self advocacy group for people with learning disabilities in Bracknell Forest</p> <p>http://www.iustadvocacy.org.uk</p>
Berkshire Autistic Society	<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>http://www.autismberkshire.org.uk/</p>
Breakthrough	<p>Breakthrough is a supported employment service offering a personalised approach to support people with a learning disability or autism to look for, access and retain employment</p> <p>http://www.bracknell-forest.gov.uk/breakthroughsupportedemployment</p>
Clinical Commissioning Group (CCG)	<p>These are groups of GP practices (sometimes referred to as GP Clusters) that work together and are responsible for commissioning most local health care services that people need</p> <p>http://www.bracknellandascotccg.nhs.uk</p>
Care Quality Commission (CQC)	<p>The Care Quality Commission is an independent organisation which makes sure that people get good, safe health and social care and that it meets the rules set by the Government. They also look after the rights of people who need extra support to stay safe. If services are not good enough, they can do things to make them better</p> <p>http://www.cqc.org.uk</p>

Deaf Positives	<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>http://www.deafpositives.org</p>
Dementia Action Alliance	<p>Bracknell Forest Council is officially a member of the Bracknell Forest Dementia Action Alliance (DAA) and has been recognised by The Alzheimer's Society as 'Working to become Dementia Friendly'. A key part of becoming more dementia friendly is raising awareness of dementia throughout the local community, including Council staff</p> <p>http://www.dementiaaction.org.uk</p>
EBE2	<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>
Elevate	<p>Elevate provides careers Information, Advice and Guidance and support for young people. Young people can drop in for help with finding the right training, apprenticeships or work placements, writing CVs and preparing for interviews</p> <p>http://bracknellforest.elevateme.org.uk</p>
Healthwatch	<p>Healthwatch Bracknell Forest is the independent consumer organisation representing the views of the public. Healthwatch plays a role at both national and local level and makes sure that the views of the public and people who use services are taken into account</p> <p>http://www.healthwatchbracknellforest.co.uk</p>
Innersense	<p>Innersense work in the field of Arts and Disability, offering multisensory, immersive, creative arts, theatre workshops to around 100 people with disabilities every week</p> <p>http://www.innersense.org.uk</p>

Just Advocacy	<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>http://www.justadvocacy.org.uk</p>
Kids	<p>Kids is a charity that works with young people with disabilities up to the age of 25</p> <p>http://www.kids.org.uk</p>
Mencap	<p>A national charity giving support and advice to people with learning disabilities and their families. There is a local group</p> <p>www.wokinghambracknellmencap.org</p>
OFSTED	<p>OFSTED is the short name for the Office for Standards in Education, Children’s Services and Skills. Their job is to check on services to make sure they are alright. OFSTED check on care services for children and young people, schools, colleges and courses for people of all ages</p> <p>https://www.gov.uk/government/organisations/ofsted</p>
Rethink	<p>An organisation that provides advice, information and support to people affected by mental illness</p> <p>http://rethink.org</p>
SEAP	<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>http://www.seap.org.uk</p>