

A photograph of a man in a red jacket and a dog on a train platform. The man is looking down at the dog, which is wearing a yellow harness. The background shows the interior of a train carriage.

Independent, Safe and Well

A report
about adult
care and
support in
Sheffield

2016



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1. Introduction

Welcome to Sheffield's Independent, Safe and Well report. In this report we give you an overview on how we did during 2015/16 in Adult care and support. We also look at some of the things citizens told us, and what we plan to do in the year ahead.

We've included some figures to show you how we have done compared to last year. These figures are based on the Adult Social Care Outcomes Framework (ASCOF). This is a national set of outcomes that all local authorities measure themselves against. You can read more about the ASCOF on the GOV.UK website www.gov.uk/government/publications.

Our Vision

Our vision continues to be about working with others, particularly in partnership with NHS Sheffield Clinical Commissioning Group (CCG).

Our three key themes are:

- **Independent:** we want to help people to live in their own homes and communities for as long as possible. We want to encourage them to have choice and control over their lives.
- **Safe:** we need to make sure that the services we commission and provide are of a high-quality. We will work to protect those who are at risk of harm.
- **Well:** working with NHS and public health colleagues we want to promote health and wellbeing. Tackling loneliness, isolation and improving emotional wellbeing is key.

The way adult care and support is run has seen huge changes the last few years. The introduction of the Care Act has required new thinking and approaches to make sure Sheffield is legally compliant and working in the best interests of our customers.

Budget pressures continue to make this a challenging time to deliver adult care and support in Sheffield. More people are requesting our services; and the cost of providing these services continues to rise. To continue to provide high quality services within the new lower budgets will mean that difficult decisions will have to be made to continue providing support for those that require it.

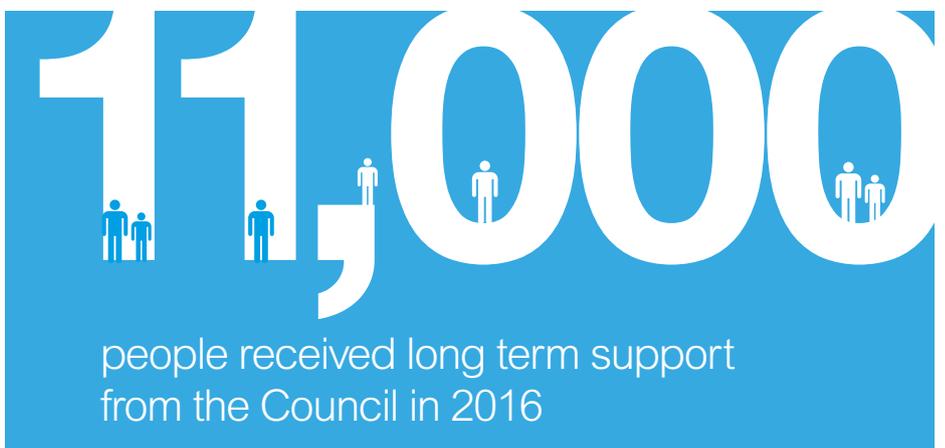
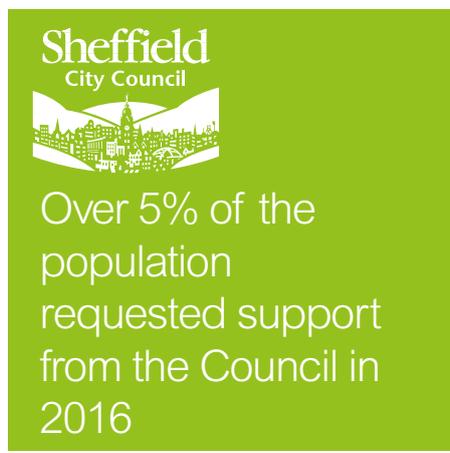
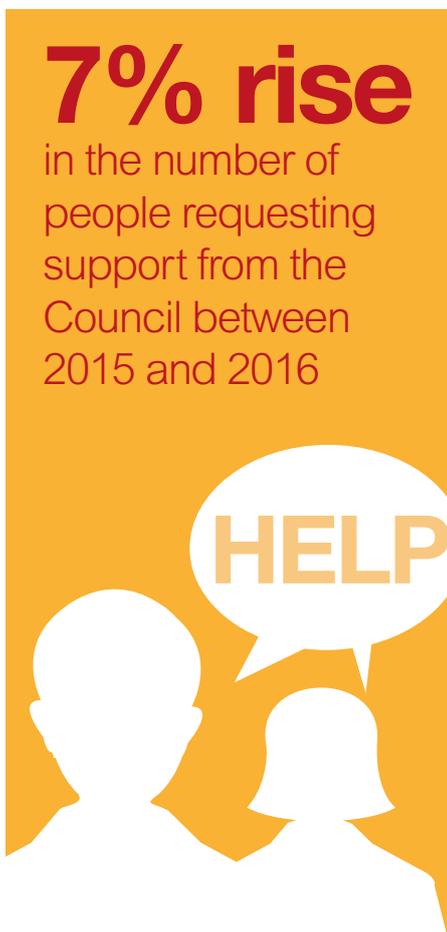
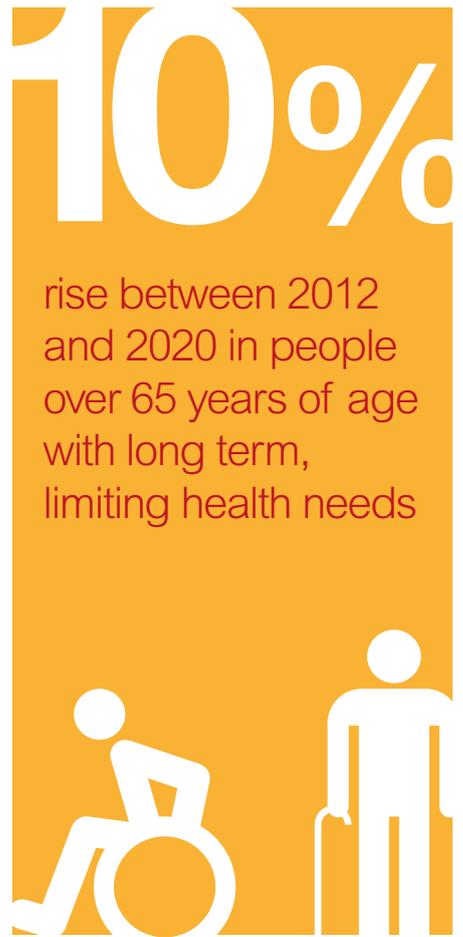
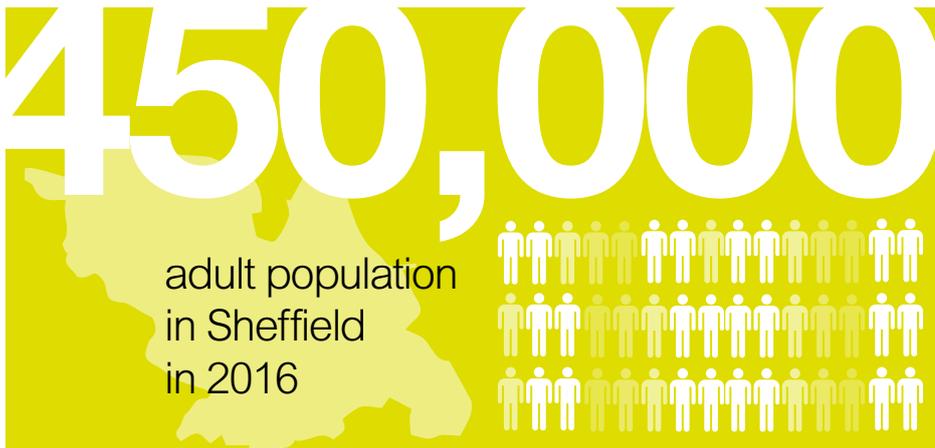
Our priority continues to be to support people to stay independent, safe and well. This includes doing more to help people help themselves.

We will continue to work with all our partners to promote high quality, innovative services and make sure that we spend money fairly and consistently for those people that require our support the most.



Cllr Cate McDonald
Cabinet Member for Health and Social Care

Sheffield in numbers



2. Asking for help

Information and advice

What you said: You find the information available about care and support overwhelming. You don't know where to start and don't know what to search for.

What we did: We created the Sheffield Directory, a new website that brings together lots of information and advice as well as details of the voluntary and community organisations that can help you. We also wrote a range of factsheets about care and support in Sheffield. You can read them on our website www.sheffield.gov.uk/factsheets.

What we plan to do in 2017: We're reviewing our information and advice offer - for care and support services, housing tenants, library and community services and more. As part of this we're looking at how we can provide information for different groups or people - including people with a disability or impairment, people with a mental health problem, older people and carers. We're also making sure our information is more accessible, including more options for printed information such as large print and Braille, as well as other formats like MP3 audio files and easy read documents.



Over the next year we will continue to build and improve the wide range of information on Sheffield Directory, so you can find activities and events taking place in your neighbourhood, and local groups, classes and sporting sessions. We're also improving the information for families, with a specific section of the directory for our local offer for children and young people with special educational needs and/or disabilities, as well as health and care and support information for older people, and for people with specific health conditions like cancer, stroke, heart conditions and diabetes. Find out more about what's in the directory at our website www.sheffielddirectory.org.uk.



Independence and keeping well

What you said: You want us to help stop problems with your health and your care getting worse, and to help keep you well.

What we did: Our staff now have better information so they can help you find support in your community. We've also produced factsheets on prevention and keeping well. We've trained more staff to be able to use equipment and technology (also called Telecare) to help people to stay independent in their own homes.

We've increased the range of small aids (such as medication aids) and equipment and technology that can be used to support people. A pilot study is looking at how we change the way we help people immediately when they first contact us, so they get help more quickly.

Occupational Therapists, along with health colleagues, are working on a new project to support people with complex moving and handling needs to use equipment to support themselves. We're also looking at how we can develop the City Wide Care Alarms service.

We're also making changes to the way our teams improve their services, including quicker response times and better outcomes for people using services.

What we plan to do in 2017: If these improvements work we will extend them, so more people can benefit. We'll also listen to what people tell us about our alarm systems so we can improve and develop what they offer. We'll also continue to change the way our teams respond to requests and the outcomes people receive.

Percentage of people who use services who have said they feel they have control over their daily life 2015/16



3. Moving from childhood to adulthood

What you said: You said that moving from children's services to adult services is very difficult. You would like to have a named social worker to help ease the transition into adult services.

What we did: This past year we have worked hard to get adults and children's services to work more closely together. This includes making sure young people transfer to adult services in a timely manner.

What we plan to do in 2017: We aim to give 50-60% of all our service users moving from children's services to adults' services a named social worker.

We want to make sure that no one loses the care and support they have been receiving from children's services until either adult care and support is agreed and in place, or the transition assessment identifies that the person does not have eligible needs for adult care and support.

We aim to plan the transition earlier with the young person, especially if they already have an Education, Health and Care (EHC) Plan. We also want all young people who might have needs for care and support after turning 18 to receive a transition assessment at a time that is right for them.

We want services in education, health and care work to together. We want to actively promote an approach that prevents or delays the development of care and support needs.



4. Sheffield stories

Supporting people to live independently

Technology has been advancing at a fast pace over the last few decades. More and more individuals and organisations are looking at how to use various technologies to help improve the quality of people's lives. And in Sheffield we have been looking at a number of different applications (called apps) and technologies to support people to live independently.

One such app is called Nana. Developed by the University of Sheffield, this app helps older people track their nutrition, and improve their physical and mental wellbeing.

Around 30% of older people who go into hospital are malnourished and this app aims to improve this. Someone using the app can photograph what they eat. These photographs are stored for the carer or family member to check. The app also has a number of brain games that measure the person's mental skills, and a wellbeing questionnaire.

These three elements combine to give carers and family members information about the person's nutrition and wellbeing, allowing them to develop plans to address any problems.

Although technology can be a powerful tool, people are still key to supporting others. Within the community we are looking at how we can launch an initiative called GoodGym

www.goodgym.org or www.sheffieldsmartlab.co.uk/.

The idea behind this is to combine physical exercise with doing good work for others. It's already running in London and is doing well there.

People can get involved by running in a group to a community based project like clearing up an allotment, or painting a community hall. They could run to someone's home to do errands for them, if they can't get out and about easily, or they could run to an older person's home on a weekly basis to visit them. You can read Wilma and Melanie's story here www.goodgym.org/case_studies.

GoodGym Sheffield has been funded by, and is part of, the Age Better in Sheffield Programme which is part of the Big Lottery funded programme to reduce isolation in people aged 50 plus. This initiative launched in Autumn 2016 across Sheffield.





Safe in Sheffield

The Sheffield Safe Places project recruits and coordinates a network of businesses and organisations who want to provide a temporary safe refuge and assistance for adults who may find themselves in difficult situations whilst out and about.

People with a learning disability, people living with dementia, and people who have a mental health problem are encouraged to become card holding members. One member of the scheme is living with dementia and sometimes rides on a train to places they used to go to. This can be disorientating as the places have changed considerably since the time that the member remembers, and they do not have clear verbal communication skills to ask for help. The British Transport Police, who are an organisational member of the Safe Places scheme, look out for the traveller. As a Safe Places cardholder the traveller wears a pin badge so they can be identified without having to ask for help. This means that the transport

police can alert family members and keep the person safe until help arrives.

The card holding members of the scheme can get more involved by suggesting potential Safe Places. One member felt unsafe after unpleasant confrontations (sometimes physical) with another regular customer in a shop. They reported their experience to Sheffield Safe Places who contacted the shop manager to offer them membership, and give their staff free training as part of the scheme. The shop has now become a Safe Place and the card holding member knows that they can go to any member of staff if they start to feel unsafe or need to get themselves out of a potentially confrontational situation.

Sheffield Safe Places has been recognised as a great example of this type of scheme, with a number of local authorities (like Kirklees, Derby and Manchester) using the model to inform development of a similar scheme in their local areas.

5. Getting support

Quality of providers

What you said: You want to see the quality of services provided by adult support providers get better. You also want it to be easier to find a good quality provider. You want service user and carer voices included in the monitoring process.

What we did: We regularly visit and check the standards of providers. We make sure that the checks we do link in with the requirements of the regulator, the Care Quality Commission.

If you receive a Direct Payment you can choose your own provider, and so have a greater choice about the support you receive, although you or someone you know will have to manage this.

Our contracts require all providers to gather feedback from their customers at least once a year, and act on this information to improve services and share good practice. They must also have an open and transparent complaints system so people can raise concerns.

When people let us know about concerns, we follow them up with the provider and work with them to make improvements. We make regular checks to make sure things are done right and questions are answered.

We have the Recognised Provider List which is a list of providers who stick to a clear quality framework.

What we plan to do in 2017: We will extend our work so we support more providers to improve the quality and choice for customers who have a Council arranged service. When we update our contracts next year we will make sure providers are required to meet terms and conditions that improve their quality, service delivery and choice.

We will improve the information about providers on the Sheffield Directory, to include information about our checks of providers. We will spend more time looking at how staff support people, to make sure they are treated with dignity and respect.

Carers

What you said: You said you would like more personalised carer support. You said you wanted us to be clear on who a carer is, so you can work out if you are a carer. You wanted better communication, regular visits and frequent phone calls, and that you'd like to be able to have a break and for respite care to be more flexible.

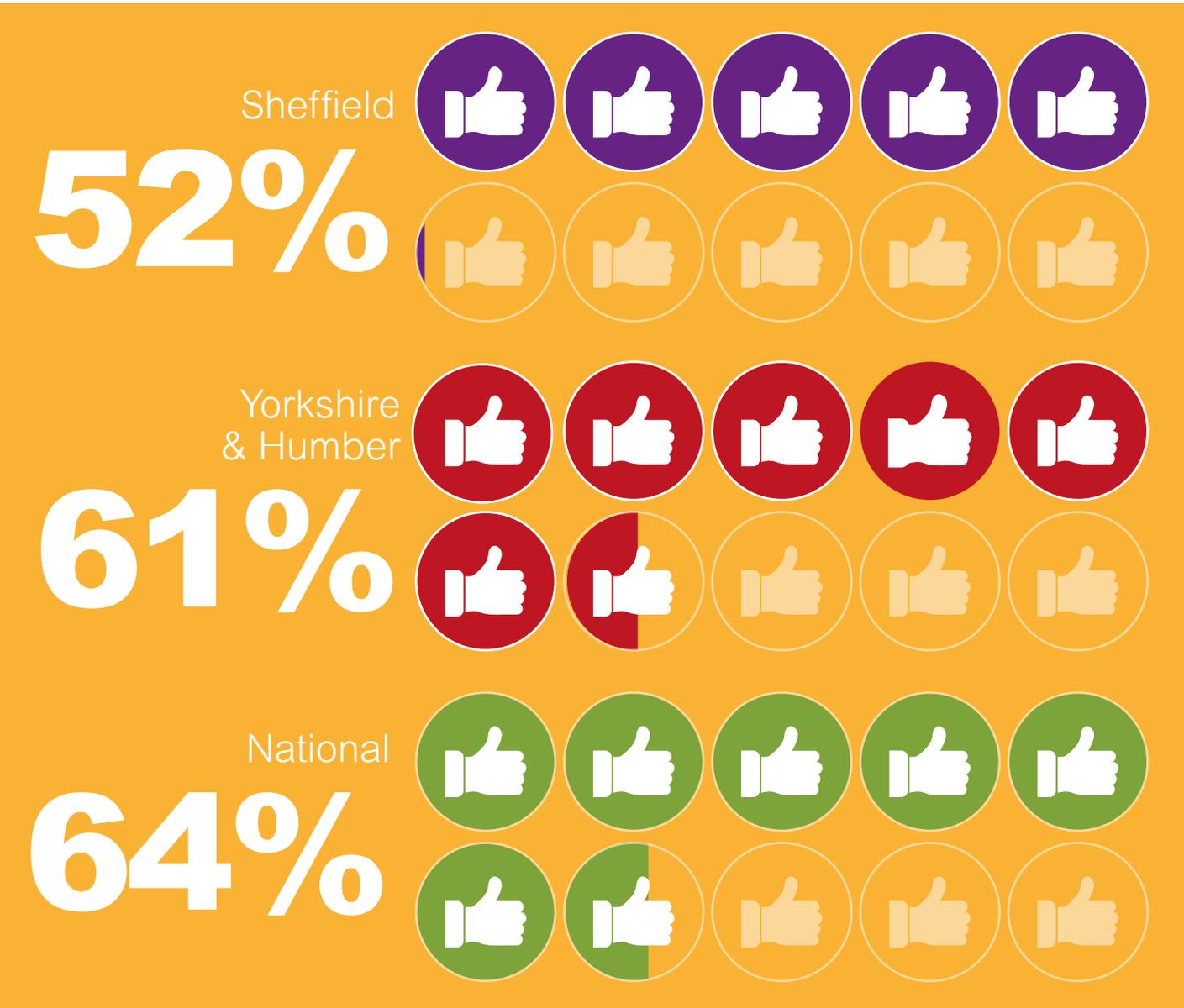
What we did: We have worked with carers to produce a new Carers' Strategy. One of the strategy's principles is that carers can 'Access at the right time the right type of information and advice for them, their family and the person they care for'.

We have set up a Carers' Service Improvement Forum. This gives carers the opportunity to tell us about any issues they have regarding services. This forum gives carers a voice, as they shape the agenda and can discuss any problems they have with decision-makers at the Council.

We have planned for a new carers' support service and we are currently looking at providers who can deliver this service.

What we plan to do in 2017: We will continue to have a short breaks fund as part of our new carers' service which starts in January 2017. This will be available to carers who need a break from caring. The carers' assessment will identify and fund short breaks for carers who need a break from caring.

Percentage of people who said they were satisfied with their care and support



6. Checking your care and support

Reviews

What you said: You said you don't want to wait a long time for decisions to be made about your care and support. You also said you wanted clearer information about how we make decisions. You said that the review forms are hard to fill in. You said you want us to improve the quality of reviews by asking the right questions in the right way.

What we did: A new review process is now in place, making sure you have a say in what care you need in a way that's right for you. We've made information about the new process more widely available. We regularly observe staff to make sure they are doing their best to make the review work for you.

What we plan to do in 2017: There are still things we need to improve to make sure the process is better for people. We hope to improve things this year to address your concerns.

Over the next year all care and support staff doing assessments and reviews will be trained to refresh skills and learn new techniques so they have better conversations with customers. These conversations enable customers to set simple goals regarding their wellbeing, and independence and safety. We want to help customers explore how their family, friends and local community, together with council services, can help them achieve their goals.

Percentage of long term service users who have had a review in the last 12 months



Listening and improving

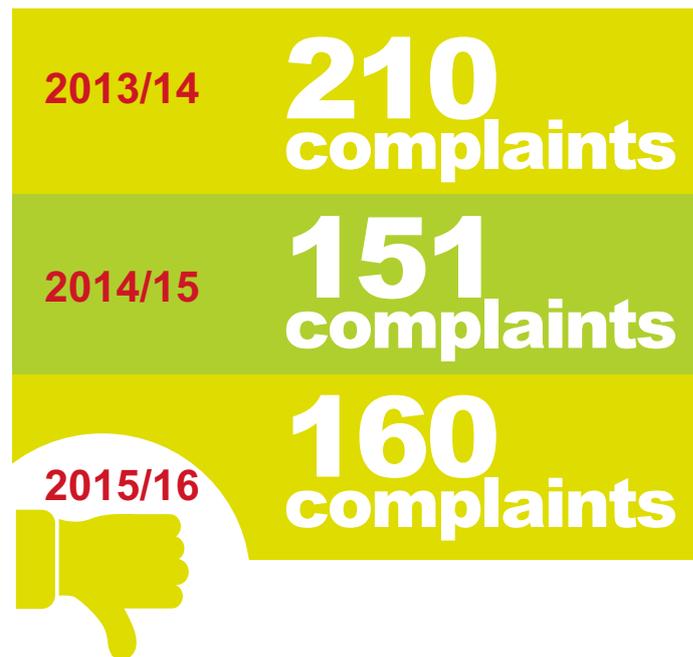
What you said: You want us to listen to your complaints and when things go wrong to then stop them happening again.

What we did: Our managers now review complaints every month, and make sure lessons are learnt to stop problems happening again.

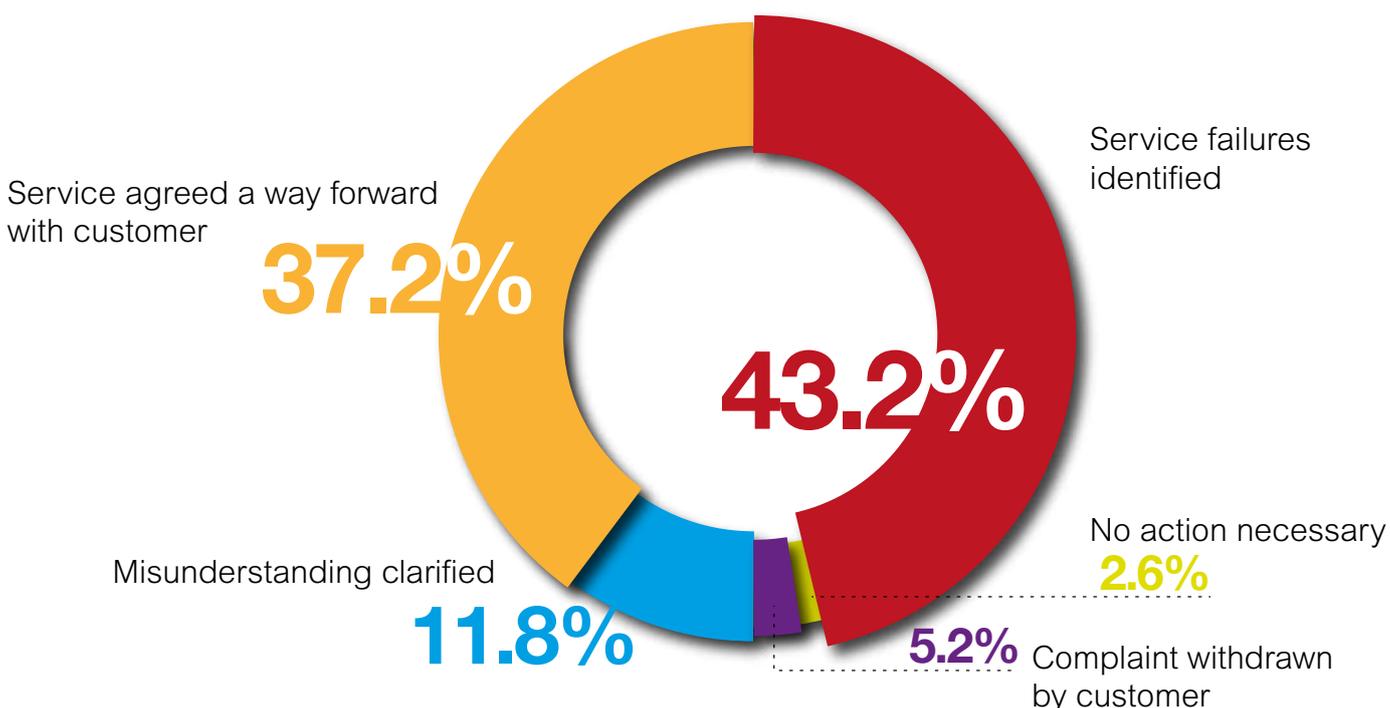
What we plan to do in 2017: We plan to respond to complaints more quickly in 2017. We aim to improve our learning from complaints

The Council is committed to working together with customers to resolve complaints. These figures show that in most cases the Council identified areas for action and improvement.

Adult care and support services received 67 compliments in the year 1 April 2015 to 31 March 2016



The complaints received in 2015-16 had the following outcomes:



7. Keeping you safe

We are working with Trading Standards and the Police to protect people at risk of being targeted by criminals operating financial scams.

Our Safe in Sheffield scheme provides a network of safe places across the city where people who are potentially at risk of harm can get support if they become lost or confused

We also have a Safeguarding Customer Forum. This is a group of people who have experience of being at risk. This group advises the Council on how to make sure we take into account the needs and concerns of the people we safeguard. The forum is always looking for new members so if you are interested then let us know.

Contact the Sheffield Safeguarding Adults office on 0114 273 6870.



People who say the services they use make them feel safe

Sheffield



87%

Yorkshire
& Humber

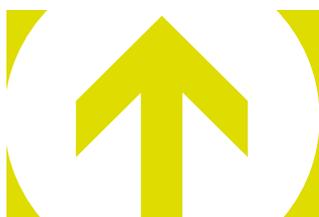


85%

National



85%



This is a **6% improvement** on last year for us locally.

8. Contact us

If you have any questions or feedback about this report please email the adult care and support involvement team involvement@sheffield.gov.uk.

Call on 0114 273 4119.

If you would like to speak to someone about adult care and support please contact:

- Adults/Older People:

Email the Adult Access Team adultaccess@sheffield.gov.uk

Write to the team at Howden House, Sheffield S1 2SH.

Call on 0114 273 4567 and choose option 5, then option 2.

- Learning Disabilities:

Email the Community Learning Disabilities Team

CLDTBusinessSupport@sheffield.gcsx.gov.uk.

Write to the team at 33 Love Street, Sheffield, S3 8NW. Call on 0114 226 2900.

- Mental Health:

Contact your GP for referral to a Community Mental Health Team.



This is a report about care and support in Sheffield.
It tells you about our performance as a council over 2015 and 2016.

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



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please contact 0114 273 4119

Sheffield City Council
Adult Care and Support
www.sheffield.gov.uk

