



Lincolnshire County Council

Adult Care and Community Wellbeing

**Local Account Summary
2016-17**

Foreword

We are pleased to present Lincolnshire County Council's Adult Care and Community Wellbeing Local Account for 2016-17, which details how we have helped provide Lincolnshire residents with the care and support services they need.

This report looks at our achievements in the last year, the challenges we face and our plans for the future.

Whilst Adult Care has been able to make required savings over past years, we've still continued to provide good quality services to the people of Lincolnshire. In fact, the budget for Adult Care has grown to ensure vital services are protected for our elderly population. We have rearranged how we deliver services in Lincolnshire to make sure we can commission quality care for as many people as possible with the resources we have. We continue to look for more effective and innovative ways of working to ensure the people of Lincolnshire get the support they need.



Cllr Mrs Patricia Bradwell

Deputy Leader of Lincolnshire County Council, Executive Councillor for Adult Care and Health Services,

We particularly welcomed the £2bn announced for social care by the government in March 2017 as an urgent injection of money to help stabilise fragile social care systems nationally. Though the funding is only temporary, we will be using Lincolnshire's share to help providers to retain, train and recruit staff and reduce pressures in the county's hospitals by supporting the NHS, and getting people home more quickly.

This Local Account also includes, for the first time, details about the Public Health service that the council is responsible for. It reflects their important contribution to the health and wellbeing of the people of Lincolnshire.

The council will continue to prioritise good quality services, with a variety of choice, which will help safeguard vulnerable adults. We will continue to strive for more creative ways of improving services and relationships with other commissioners, such as the NHS and care providers.

If you have any feedback on our Local Account we want to hear from you – please get back to us with your comments. Our details are at the end of this document.



Glen Garrod

Executive Director of Adult Care and Community Wellbeing

Introduction

This is our Local Account, which sets out what we have achieved and how we have performed over the last year. This time we have produced a Local Account for Adult Care and Community Wellbeing which includes Public Health.

The local account is for everybody, it is not intended as a complicated technical report, but part of an open and honest conversation about how we are doing. It also offers an insight into our wider role of promoting and enabling good health and wellbeing for all adults in Lincolnshire.

The account also provides a look forward in relation to what we are planning to do this coming year. It is an important part of Lincolnshire's County Council's commitment to transparency, showing Adult Care and Community Wellbeing's performance over the last 12 months and demonstrating how services are meeting the needs of residents.

It tells you:

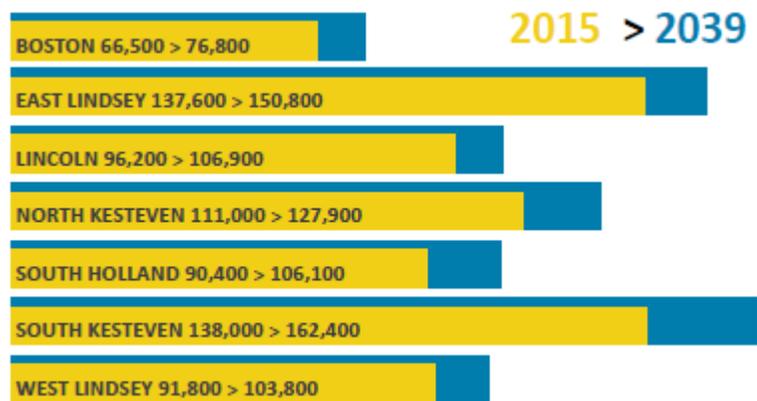
- what Adult Care and Community Wellbeing is, what we do, and who we do this for
- how much we spend on adult care and community wellbeing
- how many people we help
- what people and their carers have told us about our care and support
- how we are changing the way we work
- about the services we are developing
- how we are helping carers
- how we make sure that people are safe
- what we need to do next
- who we work with to develop our services

What is Adult Care and Community Wellbeing?

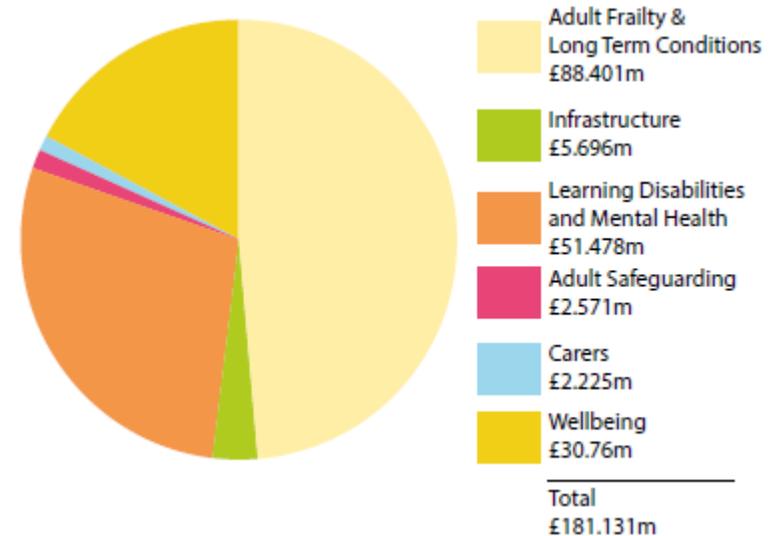
In the past year, Adult Care and the Public Health Division have been brought together to create a new directorate called Adult Care and Community Wellbeing. This reflects our focus on helping people to stay as healthy and independent as possible at all stages of their life.

Population distribution by district and projected change over 25 years

2015 > 2039



Adult Care and Community Wellbeing net expenditure 2016-17



Adult Frailty and Long Term Conditions

Adult Frailty and Long Term Conditions services assess the needs of, and then arrange support for, older people (over 65 years) and adults of working age with a physical disability. The focus of the service is to ensure people are as independent as they can be whilst having the safe care and support they need.

Most people who receive care are over 65 and this is where a large proportion of the directorate's budget is spent.

65%
of people
who received
a service were
aged over
65



Home-based reablement service

Our reablement service is a good example of short-term (up to 6 weeks) transitional care, which is provided to people in their own home. It is about giving the opportunity and confidence to relearn and regain some of the skills lost because of poor health, disability, a period in hospital, or problems at home.

Reablement is a personalised service. The kind of support given is tailored to individual needs and focuses as much on emotional and social needs as on medical and physical needs. The home-based reablement service supports people to regain the ability to perform usual activities such as cooking a meal, washing, and getting about so that people can do things for themselves again.

In 2016-17, there were 2,625 requests for reablement. 98% of people leaving reablement benefited from regaining their independence, requiring little or no ongoing support.

Learning Disability Services

People with a learning disability can have support for their social care needs. We work in partnership with the NHS to provide care to individuals with eligible need in Lincolnshire.

Employment

We know that people with learning disabilities are more likely to be excluded from the workplace than any other group of disabled people.

The most recent data available suggests that, in Lincolnshire, approximately 4.5% of adults with learning disabilities of working age were in paid employment during the period 2015-16. This compares with approximately 5.8% nationally.

What next?

One of our priorities is to increase the number of adults with learning disabilities in employment and to ensure they have the opportunity to access good quality paid work in the same way as the rest of the adult population. During 2017-18 we will be launching a project that focuses on people with a learning disability that are known to Adult Care, with an emphasis on the concepts of “supported employment” and “place then

train”, i.e. securing paid work and providing on-the-job mentoring and support. There will also be help for employers to make reasonable adjustments to enable people with a learning disability to be able to find and sustain work.



Independent Advocacy

People who need support in getting their voice heard and being understood can have an advocate to help them. Total Voice Lincolnshire (TVL) has provided advocacy services for people of all ages in Lincolnshire under contract to the County Council since July 2015. TVL is a partnership of organisations led by Voiceability which includes Barnardos, Age UK Lincoln and Linsc2Advice.

The total number of referrals to TVL for people who use adult care and mental health services has risen from 1,375 in 2014-15 to 2,245 in 2016-17, an increase of 63%.

This increase is due in part to the higher demand for advocacy in Deprivation of Liberty (DoLs) cases and is in line with national trends.

Transforming Care

There is now a national commitment to reduce the over reliance on NHS inpatient treatment for people with learning disabilities or autism. We are supporting this in Lincolnshire.

24 people were discharged from inpatient care in 2016-17

20 people are planned to be discharged from inpatient care in 2017-18

15 individuals had a Care and Treatment Review that resulted in admission to inpatient treatment being avoided during 2016-17

Delivering the Autism Strategy

The All-Age Autism Strategy for Lincolnshire 2015-2018 was launched on 2 April 2015, to coincide with World Autism Awareness Day. The Lincolnshire Autism Partnership Board is responsible for the delivery of the 3-year action plan contained within the strategy. Lincolnshire County Council is a key organisation involved in this partnership. So far, the plan has resulted in;

- Development of a locally produced autism training presentation for professionals and parents
- Development of an Autism Reasonable Adjustments Mark for Lincolnshire to acknowledge services that can evidence autism-friendly practices. This is to start with health and social care services with a view to expand to other services such as banks and supermarkets

- Launch of a local Autism Information Hub providing signposting to information, advice and resources to autistic people, parent/carers and professionals
- Introduction of a website for the Lincolnshire Autism Partnership Board and monthly e-newsletter to promote local and national news relating to autism

What next?

The results of the Autism Self-Assessment Framework are due to be released by Public Health England in 2017. This will allow the local authority to review progress and identify key priorities for delivery in preparation for the refresh of Lincolnshire's Autism Strategy, which will be released in 2018.

You can view the All-Age Autism Strategy for Lincolnshire 2015-2018, along with accompanying information, at:

www.lincolnshire.gov.uk/lapb/about-the-strategy/128434.article

Lincolnshire Carers Service

Across the UK it is estimated that unpaid carers save the state £132 billion in care costs based on the number of hours of care provided. In Lincolnshire there are approximately 84,000 carers which equates to approximately £1.68 million.

From 1st June 2016, Carers FIRST has worked in partnership with Adult Care staff and our Customer Service Centre (provided by Serco) to make up the Lincolnshire Carers Service.

In 2016-17 the Lincolnshire Carers Service supported 8,180 carers. This represents a 13% increase compared to the 7,250 supported in 2015-16.

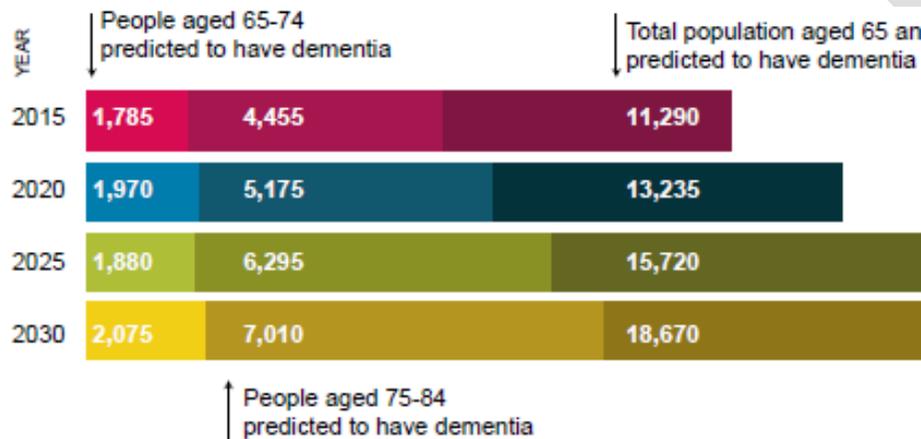
The Lincolnshire Carers Service provides an open offer of support to any carer in the county; this is free and made up of

information and advice, support for dealing with professionals, benefits advice, links to support groups, what's on guides and an emergency response plan for carers and others to follow.



Dementia

Lincolnshire County Council has continued to work with its partners to develop and improve support available to people with dementia and their families. This is important as the numbers of people with dementia is predicted to rise.



The Dementia Family Support Service (DFSS) is provided by the Alzheimer's Society, which aims to provide consistent, good quality support to carers and people with dementia following diagnosis. In 2016-17, 1,345 families were supported by the service.

Lincolnshire County Council has supported the development of a network of local Dementia Action Alliances which cover all districts of the county. These forums allow local businesses, councils, NHS and other groups to get together to make improvements for people with dementia in their area, with the objective of making the county dementia friendly.

What next?

We aim to develop a refreshed Lincolnshire Joint Strategy to help people with dementia and their families, based around a review of progress on the existing strategy action plan. Plans for refreshing the strategy for 2017-2020 will be discussed and agreed with partners in the health and social care sector in 2017-18.

Mental Health Services

People who have social care needs due to their mental health can be supported by the council. Lincolnshire Partnership NHS Foundation Trust (LPFT) act on behalf of the council to assess the needs and provide support to people in line with the vision for the care and support system set out in the Care Act 2014.

This includes preventative services, reablement and rehabilitation, proportionate assessment, care and support planning, personal budgets and access to independent advocacy for people and their carers.



In 2016/17, 635 people with a mental health need received long term social care and support.

Lincolnshire Sensory Services

Lincolnshire Sensory Services (LSS) commenced on 1st April 2016. It is a preventative and reablement service for adults and children with a sensory impairment, both cognitive and acquired, and their associated disabilities. The service is delivered by a local partnership comprising three organisations: Action on Hearing Loss, as prime provider, with the Lincoln and Lindsey Blind Society and South Lincolnshire Blind Society as integral partners. The contract encompasses visual impairment (including blind and partially sighted),

hearing impairment (including those who are profoundly deaf, deafened and hard of hearing) and dual sensory impairment (deafblindness).

The service assesses needs and helps people to access services to meet them. It also provides advocacy and wellbeing support to people with sensory impairments.

There are currently 3,675 people registered as having a sensory impairment in Lincolnshire. In total 1,325 referrals were received by Lincolnshire Sensory Services during 2016-17.

One You

Lincolnshire County Council is supporting the NHS *One You* campaign, aimed at helping residents decrease their chances of becoming seriously ill later in life due to lifestyle choices. The current picture for Lincolnshire residents shows that

- 2.5** The average number of portions of fruit eaten per day by adults in Lincolnshire (2015)
- 2.4** The average number of portions of vegetables eaten per day by adults in Lincolnshire (2015)
- 32.2%** Proportion of adults not taking 150 minutes or more moderate exercise per week (2015)
- 17.7%** Proportion of persons aged 18 + who are smokers (2015)
- 179.2** Avoidable deaths per 100,000 population (2013-15)



www.nhs.uk/oneyou

One You gives guidance to enable people to make simple changes which help contribute to a longer and happier life. It provides tools, support and encouragement every step of the way, to help improve health. *One You* includes guidance about healthy eating, the NHS Health check, screening services, sexual health, smoking, drinking and being active.

Wellbeing service

The Wellbeing Service started in Lincolnshire on 1 April 2014. It is designed to promote confidence in living independently for people who need a small amount of support, but would not be eligible for social care. After an assessment, the services we can offer are a generic support service based on the individual's needs, simple aids to daily living, minor adaptations, Telecare, 24 hour responder, monitoring of Telecare alarm and resettlement after a stay in hospital or care.

There were **5,400** referrals last year of which 4,380 people received generic support, 1,940 people received small aids or minor adaptations, and 3,315 had telecare installed. Some people received a combination of services.

Wellbeing Response: there were 1,465 WBS responses in 2016-17 with 91% of those being attended to within 60 minutes. Peak times for response calls are 5:00am, 11:30am and midnight.

Of the 5,400 individuals who received a wellbeing service last year only 4% went on to receive a funded Adult Social Care service, indicating that the service proved effective in keeping people independent.

Further information about Lincolnshire's Wellbeing service, who is eligible, how it is delivered and any applicable charges can be found at: www.lincolnshire.gov.uk/wellbeingservice

Telecare

Lincolnshire's telecare service is provided to help people to remain independent and feel safer in their own homes.

During 2016 we introduced a new retail service whereby members of the public could arrange to rent Telecare via the Wellbeing providers without the need for an adult care assessment. This gave opportunities for people who wanted to have Telecare as a preventative service a simple means of obtaining it at a low cost.

Telecare is widely used to reassure an individual that if they need help, a member of their family, a carer, or the emergency services will be contacted. They agree before the installation who they would like to respond and all information including any medical needs are clearly recorded at the monitoring centre. Telecare have a range of sensors available, either worn by the individual or placed in the home, which can alert the monitoring centre 24 hours a day. Some sensors are activated by the person and some are able to automatically connect to the monitoring centre if a risk is detected e.g. smoke alarms or falls detectors.

Some people have live-in carers (family or paid) and don't want to be connected to a monitoring centre but do want to know if a risk is detected so they can provide help quickly. We have many people using such equipment to support the carer,

particularly for people with epilepsy or where there is a concern about falls. We encourage carers to have equipment that is monitored so they can have back up if they were unable to help, however, some wish to just be alerted themselves and we appreciate their needs.

The weekly cost of Telecare is kept at a very low cost to encourage people to have it in place when they feel they need it. Monitoring costs are £1.50 per week.

For people without local family or friends to act as a responder should they need a visit, there is a wellbeing responder service who can act in lieu of family or friends. We also have optional daily wellbeing telephone calls which reassure people who may need prompts or just a friendly call to make sure they are okay. Over 200 people have these calls on

a long term basis, often for medication reminders or to remind the person to undertake key tasks such as eat or drink. Where someone is anxious and their wellbeing is improved by knowing someone will contact them daily or weekly to check they are okay, we could add a wellbeing call. Wellbeing calls are also used for many people on a short term basis, for example where family carers are not available, so any anxiety is reduced for both the person and their carer. We have added many for people who have had a crisis and need a little extra support, e.g. after a burglary, the loss of a partner or return from hospital.

10,164 people used Telecare services in 2016-17

Substance misuse services

Substance misuse services are available across the county and cover a wide range of issues relating to both alcohol and drug misuse, ranging from brief interventions to detoxification and mutual aid. Our provider of these services is **Addaction** who have worked with us to change the way we look at treatment services with a new single point of contact that can be used by anyone.

**To access services or make a referral contact
0800 304 7021**

Individual recovery plans are developed for each client in treatment and services can be accessed in 13 different sites across the county or in some GP surgeries and local community venues if these are more convenient.

Recovery services

Recovery is not a new concept, but staying drug or drink free after leaving treatment can be very challenging. **Double Impact**, a local recovery charity, delivers the new service which offers peer support, access to mutual aid services and a recovery academy providing accredited training to improve employability.

	Alcohol	Non-Opiates	Opiates
People in treatment	960	465	1,855
Rate of completing and not representing	40%	35%	6%

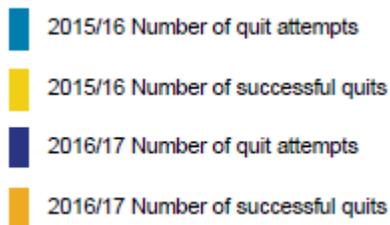
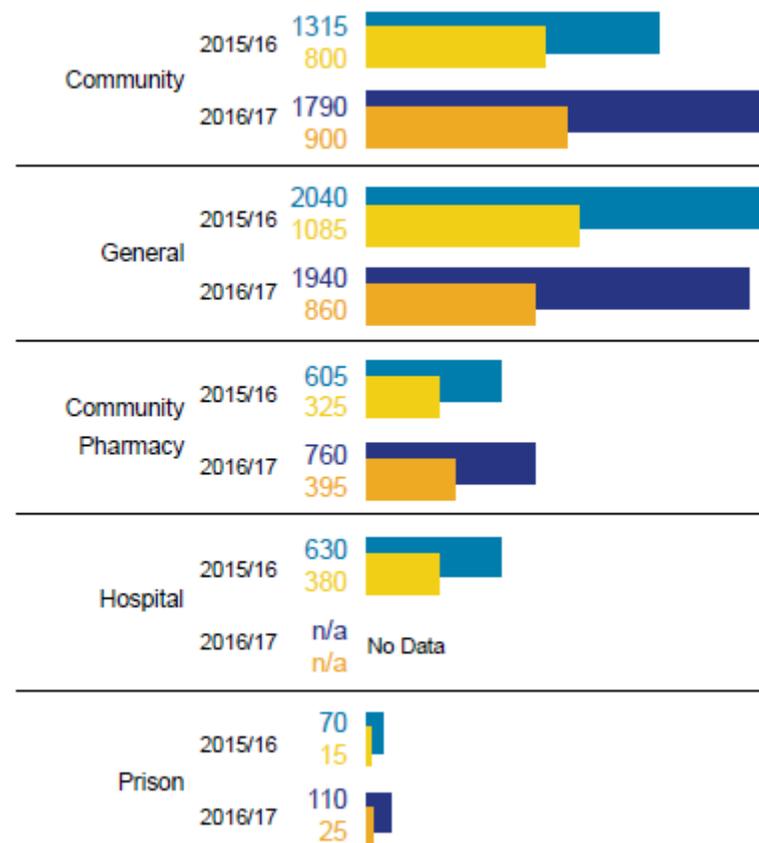
Smoking Cessation Service

Smoking remains the biggest cause of premature mortality in England, accounting for around 80,000 deaths each year with approximately 1,200-1,300 in Lincolnshire.(16)

A new local stop smoking service provider, **Quit51**, was contracted to implement new stop smoking services from 1 January 2017. This consists of services from Quit51 linked with a network of community partners, such as GPs and pharmacies, providing stop smoking support and a full range of stop smoking aids. Quit51 also provides a tobacco control function.

As of December 2016, Quit51 had 41 community pharmacies sub-contracted as a community provider, with four other pharmacies set to join the programme. The average quit rate was 48%. 53 GP practices were delivering stop smoking services, also with an average quit rate of 48%.

Quit attempts 2015/16 and 2016/17



Housing for Independence

Housing for Independence (HFI) began during late 2016. The aim is to raise awareness of the importance of housing and how it helps to improve people’s health, wellbeing and life prospects.

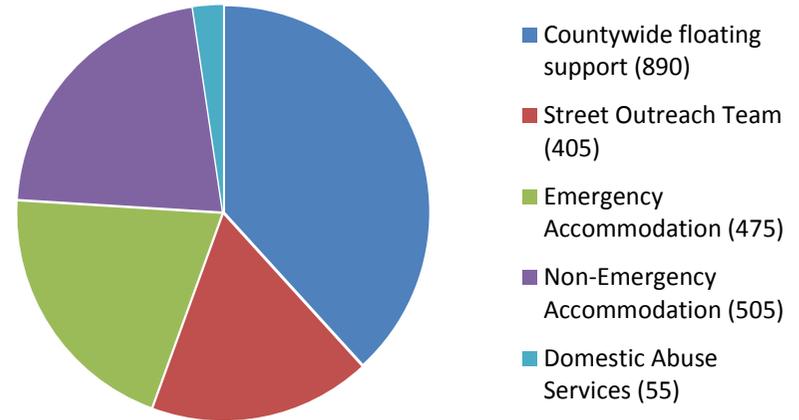
Services are provided by a range of providers, which provide emergency and non-emergency accommodation, floating support, street outreach, domestic abuse services and also crisis housing for people with mental health problems.

People who need housing related support can be referred for a service by a range of voluntary and community sector and public sector organisations. A total of 6,305 referrals were made to providers of housing related support services in 2016-17. Of this number, 2,330 referrals were accepted by providers. The table shows the breakdown of which services accepted referrals in 2016-17.

What next?

Development work has started, in collaboration with all seven District Councils, on improving the quality, assessment and delivery of Disabled Facilities Grants. This includes a pilot with Lincoln City Council to explore the provision of Level Access Showers to speed up the delivery of adaptations to people’s homes.

Number of accepted referrals by service type



During 2016-17, a total of 1,750 individuals exited housing related services, with 1,530 individuals moving on, or being supported to move on, which is approximately 66% of the total number of accepted referrals.

Safeguarding adults

Safeguarding Adults is everyone’s responsibility, It requires all agencies and local communities to work together to promote individual wellbeing and prevent abuse or neglect.

The safeguarding duties undertaken by Lincolnshire County Council in accordance with the Care Act 2014 apply to any adult who:

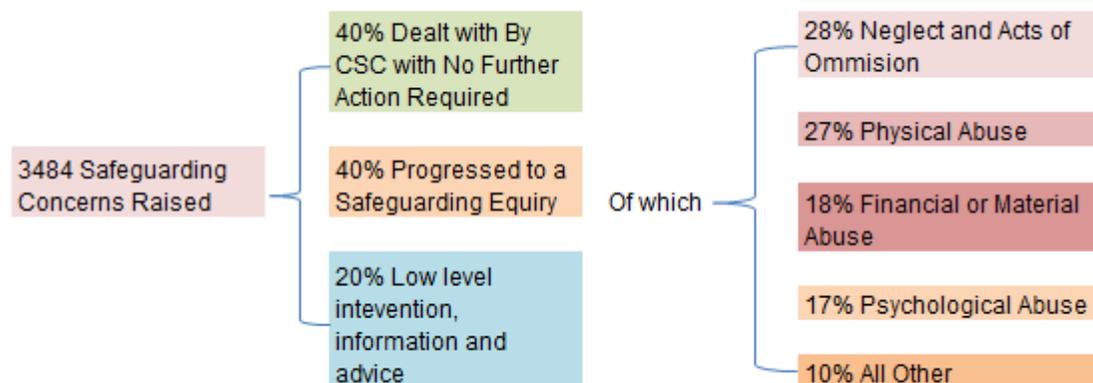
- has needs for care and support (regardless of whether these needs are being met)
- and is experiencing, or is at risk of, abuse or neglect

- and as a result of their care and support needs is unable to protect themselves from either the risk, or the experience of abuse or neglect.

LCC works in partnership with other organisations to achieve this through LSAB, the Lincolnshire Safeguarding Adults Board. www.lincolnshire.gov.uk/lsab

In 2016-17, 3,484 safeguarding concerns were received by Lincolnshire County Council where there was a concern about an adult’s safety. Almost 40% of these concerns were dealt with by our Customer Service Centre with no further action required. 1,390 contacts were progressed to a safeguarding enquiry.

Safeguarding concerns raised and what happened afterwards



Deprivation of Liberty Safeguards (DoLS)

What are the DoLS?

Sometimes care homes and hospitals have to limit people's liberty to keep them safe. The Deprivation of Liberty Safeguards (DoLS) provide a legal framework that helps to ensure the person's human rights are protected.

In 2016-17 we received 2,868 DoLS applications relating to 2,522 people. The majority of these people had Dementia.(17)

Adult Care continues to work to support people subject to the DoLS and their families, providing advice and guidance. We are working with colleagues in hospitals and care homes, as the numbers of applications have increased, to ensure high risk cases are identified. The chart shows the number of assessments and reviews over the last five years.

