

Adult Social Care Local Account 2016 –17

# Improving the health and wellbeing of people of Rotherham



**In Rotherham we want to ensure every adult is secure, responsible and empowered. We want to help all adults enjoy good health and live independently in the community for as long as possible and to support people to make choices about how best to do this.**

We want a Rotherham where vulnerable adults, such as those with disabilities and older people and their carers, have the necessary support within their community.

## **The Adult Social Care context**

- People want and deserve more choice about how they live their lives.
- There is a need to shift towards supporting more people in the community.
- In Rotherham, the number of people over 65 is expected to increase by 18% over the next ten years from 50,500 to 59,700. Almost all of this growth will take place in people aged over 70 years.
- The number of people aged over 85 will increase twice as fast as the over 65 rate, rising by 41% from 5,900 in 2016 to 8,300 by 2026.

See Rotherham's Joint Strategic Needs Assessment for more information.

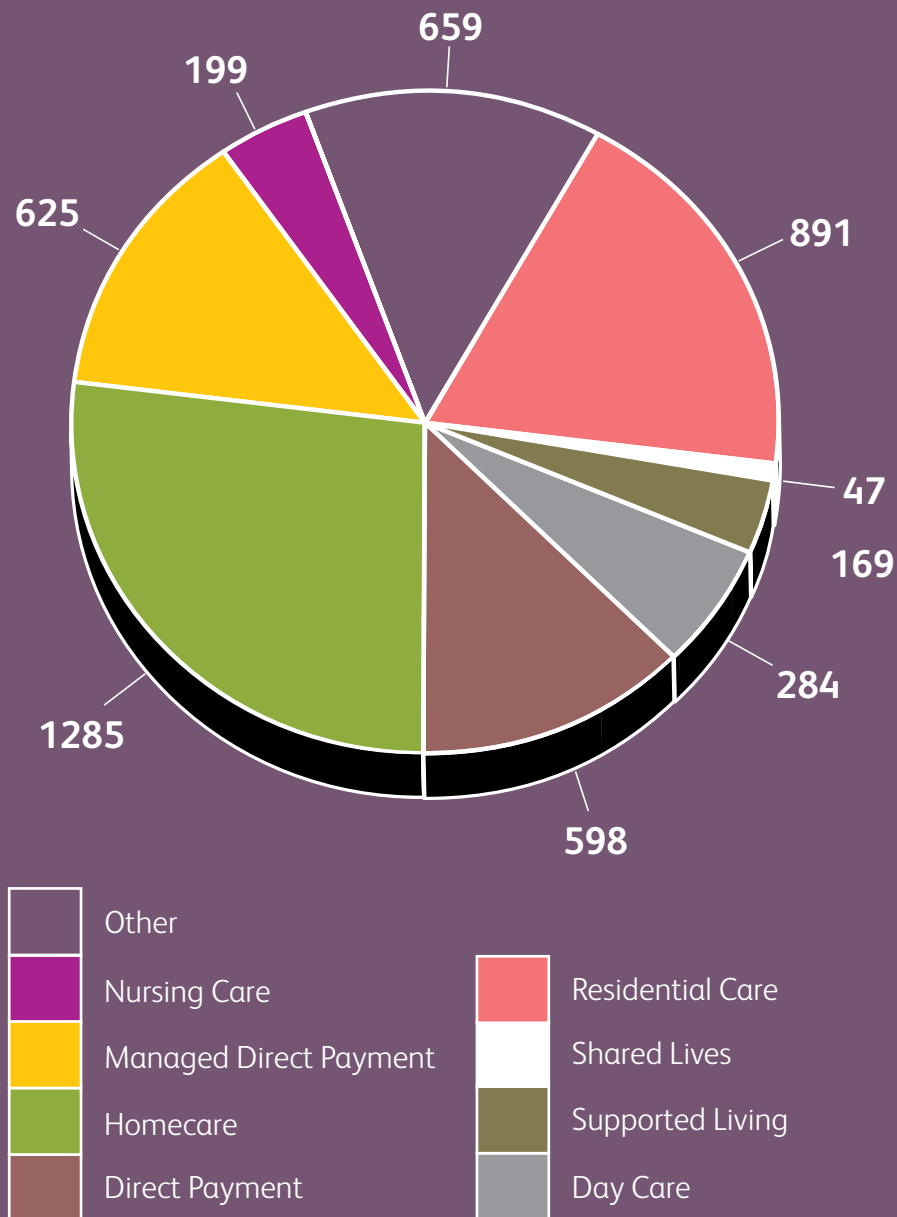


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## How we support our residents



### What is Supported Living

To live in the way you want.

Your housing and support is built around you rather than you fitting in to a service to live as independently and safely as possible.

### What is Shared Lives

Shared Lives matches an adult who

has care needs with a carer to live or spend time with them and their families - as valued members of their own communities.

### Day Care

Services help older people stay in their community and function to the fullness of their ability.

### Direct Payments

Are a way of letting you have more choice and control over your day-to-day life through flexible care arrangements.

### Homecare

Is support provided within your home.

### Residential & Nursing Care

Is a care home that provides accommodation, meals and personal care. In Rotherham there are 37 residential and nursing care homes.

### Managed Direct Payment

The Council has a contract with Action for Employment to help you with all aspects of managing your direct payments.

## Our achievements over 2016/17

- Supported over 80 % of people through our reablement service to live at home independently with no additional support.
- Supported more people with mental health conditions to live independently than other local authorities in Yorkshire and Humber.
- Launched the 'I age well tool' to allow residents to take control and support them to look after themselves as they age <https://www.iagewellotherham.co.uk/>.
- Continued to improve our complaint handling process by reducing the number of complaints, including those that escalate through the complaints procedure.
- Established a vulnerable persons team to work alongside the historic survivors of child sexual exploitation and those individuals who came to the attention of services due to episodes of crisis who require support and specialist services.
- Commissioned the new "Sight and Sound" Centre with Sheffield Royal Society to offer a range of services for those with sensory impairment. For more information: <http://www.srsb.org.uk/>



## Our commitments for the year ahead

- Continue to analyse complaints by service and type to inform learning and improve our customer experience.
- Identify partnership opportunities with the Community Safety Partnership to put an end to human trafficking and modern day slavery.

### We will also continue to work with health and third sector partners to:

- Integrate health and social care services to reduce duplication and provide high quality services that are easy to access.
- Identify and support families at the earliest opportunity so that it can improve outcomes and reduce the need for social care intervention.
- Ensure information and advice is easily accessible.
- Ensure that we make safeguarding personal.
- Improve our approach to personalised services.
- Commission services effectively working in partnership and co-producing with users and carers.

*Read our Adult Social Care Strategy 2017- 2020*

## Improving Outcomes for Rotherham

During the year we saw an increased demand within our Assessment and Care Management teams. Improved partnership work has meant quicker hospital admissions and the reduction in delayed discharges. In addition, there have been considerable resources committed to ensuring the effective implementation of the Care Act legislation. Despite these challenges our performance and standard of services have remained high in almost all areas. There are a number of areas where we have improved and some where we have seen a slight decline in our performance.

### Here's an overview:

- **1480** social care assessments completed
- **759** people supported with a learning disability
- **322** people supported with a mental health problems
- **167** people accessing supported living
- **1090** people in care and residential homes
- **1,700** people who have been provided with pieces of assistive technology equipment
- **1,600** customers supported to live independently and safely in their own home

## Rotherham Safeguarding Adults

We are committed to protecting our most vulnerable residents with a number of specialist teams from our Vulnerable Persons team to our Safeguarding Investigations team.

During 2016/17, 2456 alerts were reported to the Safeguarding Team. Of those, 641 of became section 42 enquiries, where an investigation begins and further enquiries are made.

*[Link to Rotherham Safeguarding Board Annual Report 2016/17](#)*



## Compliments

During 2016/17 we received some excellent feedback about our services and the care we have provided.

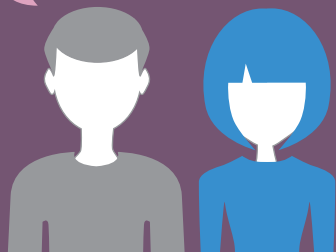
Overall we received 59 compliments, which represent a decrease on the previous year, where 104 compliments were received.

Compliment for **Davies Court**. “The stay at Davies Court was a first class experience”.

Compliment for the **Unplanned Review Team** “We cannot thank and praise Janet enough for her professionalism and sensitivity”.

Compliment for the **Hearing Impairment Officer**. “For her prompt and sensitive assessment”.

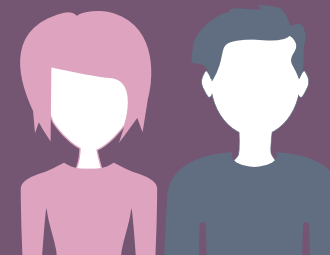
Compliment for the **Unplanned Review Team**. “Thanks for the tremendous job they have done. They have shown great compassion, a can do attitude and I have been continually appraised of the position and given common sense advice from day one. My mother is safer and happier because of your work and devotion”.



Compliment for the **Enabling Service**. “Treated both of us with the utmost respect and kindness. Worked out a suitable programme which is working perfectly. Your ladies are all wonderful”.

Compliment for the **Social Worker** in the Learning Disabilities Service. “Thank you for all your help in the past”.

Compliment for the **Direct Payments Team**. “Thank you for your prompt replay and thanks to the member of staff whose efforts I have no doubt have gone a long way towards sorting out this audit”.



## Complaints

**In 2016/17 we received 76 complaints about our services, this represents a slight increase on the previous year (73 complaints received).**

Although complaints come from all services, 66 % were received by the Independent and Support Planning Service area and 45 % by the Locality Social Work teams. This is an annual trend in Adult Social Care and reflects the number of customers that are processed through these service areas and the nature of the care that is provided, such as assessment of care, and care often to customers and their families who are new to Social Care services.

Common areas of complaints were communication, the quality of information provided, attitude of staff and cost of service. Delays in the assessment process were a significant cause of a number of complaints (17 complaints were received regarding delays and 12 were received in Independent and Support Planning). Complaints were also received regarding the outcome of assessments.

The number of complaints upheld has continued to reduce and the number of complaints escalating through the complaint procedure has also reduced. There are also a very low number of complaints being considered by the Ombudsman. Overall these measures indicate good complaint handling and improvements in the way in which we respond to formal complaints.

## Lord Hardy Court

**Meet Ivan H who has received care at Lord Hardy Court.**



Ivan came to Lord Hardy for intermediate care from hospital after being admitted because of respiratory problems. Ivan came to us lacking confidence, looking and feeling frail with a poor appetite.

Ivan received care, help and guidance from Occupational Therapists, Physiotherapists and care enablers whilst he was in Lord Hardy Court to make sure he could go home and not have to rely on his wife to take care of him. His appetite returned and his mobility has improved tremendously. He's now looking forward to getting back home to be with his wife.

Ivan said: ***“Staff are very helpful and overall I've had a good experience - it was the best thing I could have done.”***

## Assistive Technology Service

**Meet Jamie who has cerebral palsy and has been supported by the Council to receive assistive technology.**



After attending an exhibition, Jamie saw a demonstration of a 'meal mate', which is a programmable robot with an arm and a plate that allows the user to press a peddle and eat their meals. Soon after, Jamie contacted the Single Point of Access team and was referred to the Occupational Therapy service, who arranged for a successful trial with the machine. Through the service, Jamie has also been provided with equipment to help him with personal tasks such a bathing.

Jamie's partner says: ***“It is fantastic! Jamie is now no longer underweight because he enjoys his food more and is eating a more normal diet.”***

The technology means that Jamie is more able to look after himself, giving him more dignity and allowing the whole family to spend more time together.



## AD-Pro Employment Services

Meet Daniel and David who have both secured employment opportunities after receiving support through the Council's Ad-Pro service.



The service supports anyone who has a learning disability to access employment. Daniel and David found out about the service through Sarah Stanley from the Rotherham Investment Development Office (RIDO) who introduced them both to the service.



Both Daniel and David are now trainees at local firm History & Heraldry, located within Hellaby Industrial Estate. They have started on a 15 hour week paid contract, working 2 days within the warehouse.

Daniel said: *“I am enjoying the experience and looking forward to continuing my work there.”*

Sarah Stanley said: *“I was pleased to be able to promote the good work of Ad-pro to my HR contacts in local Rotherham companies and it's great that two trainees have been given an opportunity at History & Heraldry”.*

Linda at History & Heraldry said: *“This is the first time that we have ever worked with people with learning disabilities. Both Daniel and David work extremely hard and we are very impressed with them both, also the support we have had from staff at Ad-pro”.*

## Learning Disability Service

**Diane, mum to Richard aged 24 who has autism, talks about the support her son receives from the Council.**

*“Throughout Richard's life (and until two and half years ago) he only attended Special Needs Education through which he was severely bullied and became suicidal.*

*“Since connecting with the Council's Learning Disability Service we have been introduced to so many rewarding activities. Richard is now able to travel independently and has been involved with Ad-pro's supported employment services for the past two and a half years. Richard is treated with respect and consideration and is now working towards a position of employment. Everyone at Ad-pro is caring and friendly, not just to my son but to us as a family. Richard enjoys his time at Ad-pro and has progressed so much.”*