

# Neighbourhoods and Adult Services

Review of  
Physical Disability and Sensory Impairment  
&  
Safeguarding services

# CSCI Annual Performance Assessment Score

Areas for judgment	Grade awarded 2007	Grade awarded 2008
<b>Delivering Outcomes</b>	<b>Good</b>	<b>Good</b>
Improved health and emotional well-being	Good	Excellent
Improved quality of life	Adequate	Good
Making a positive contribution	Excellent	Excellent
Increased choice and control	Adequate	Good
Freedom from discrimination and harassment	Good	Excellent
Economic well-being	Good	Good
Maintaining personal dignity and respect	Adequate	Good
<b>Capacity to Improve (Combined judgment)</b>	<b>Promising</b>	<b>Promising</b>
Leadership	Promising	Excellent
Commissioning and use of resources	Promising	Promising
<b>Performance Rating</b>	<b>2 stars</b>	<b>2 stars</b>

# Aims of the 2009/10 budget

- All adults are safer, feel safer and there is a reduction in the levels of abuse
- Increase the services and support available to carers
- Individualise services so that people have genuine choice and control
- Personalise services through individualised budgets
- Modernise services to maximise independence
- Reducing costs, improve quality and develop a wider range of services

## Summary of Investments from 2009/10 budget

	<b>Budget Area</b>	<b>Investment</b>	<b>£</b>
1	Demographic pressures	Demographic pressures related to the provision of domiciliary care and residential care for people who are physically disabled	£290,000
2	Respite Care	Develop specialist respite care for people who are physically disabled	£250,000
3	Residential Care	Develop specialist residential care in Rotherham for people who are physically disabled.	£250,000
4	Direct Payments	Provision of Direct Payments for people who are Physically Disabled	£350,000
5	Equipment	Increase the provision of equipment for the disabled	£100,000
7	Staff	Establishment of a Safeguarding social work team, 2 Contract Assurance and Reviewing Officers to improving quality assurance and 2 specialist social workers for people who are physically disabled	£562,000

# Neighbourhoods and Adult Services

Physical Disability  
Self Assessment

# Summary of Strengths (1)

- LAA targets on independent living, employment and training
- Joint commissioning priorities agreed on management of long term conditions, intermediate care
- Joint Disability Equality Scheme in place
- Residential care costs lower than average
- Investment into leisure facilities and increased DDA access
- Dedicated team to support people with head injuries
- High band performance for reviews and intensive home care
- 94% satisfaction ratings for adaptations similar to benchmarks
- OT and Decent Homes delivery aligned to improve customer experience
- Guide communicator scheme

# Summary of Strengths (2)

- 80% of places rated good or better against national average of 68%
- Centre of Excellence for blue car badge
- Efficiency savings
- Fair's Fayre multi agency stakeholder event for 4,000 users
- One partner for adaptations
- Home Improvement Agency in place
- Customer Service Excellence
- Emergency carers scheme
- Level 4 of the Equality Standard and will achieve Level 5 by inspection

# Summary of Weaknesses (1)

- Limited information available on needs of physical disabilities in the borough
- Expensive out of borough placements
- No clear strategic and commissioning approach to PD services
- No partnership agreement in place
- Lack of exercise and well being programmes
- Lower than average home care, short term and respite services
- Occupational therapy & intermediate care contracts not signed
- Lack of investment from supporting people (8%), carers grant (8% of grant) and prevention
- FACS criteria prevents 14,000 potential users access to universal services
- Back logs in the service, assessment waiting times behind national average
- Extra care not as successful as benchmarks

# Summary of Weaknesses (2)

- Telecare investment slow
- Progress with market testing REWS
- Over spends on direct payments
- Helped to live at home deteriorating
- Huge waiting lists for aids and adaptations
- Low performance for disabled workers
- Small number of case studies for people being supported to access employment
- Safeguarding cases similar to the national average

# Improvement Plan

- Review and make recommendations for improving access to transport and leisure services
- Increasing the amount of support and choices for people to remain at home
- Develop a commissioning approach to this user group by reviewing where placements have been made and contacting service users with new options
- Implement plans to spend the 2009/10 budget investments

# Neighbourhoods and Adult Services

Safeguarding  
Self Assessment

# Background

- Currently rated 'good' by CSCI
- Our number 1 priority
- Substantial increase in referral rates
- New investment and dedicated team in place
- Recent reviews against the 'Key Line of Enquiry'
- Highfield Serious Case Review
- Recent increase in referrals and number of serious cases in nursing and residential homes

# Improving Customer Access and Service Standards

- Clear Council/Board commitment about Safeguarding communicated to customers and staff.
- Customer defined Service Standard in place
- Assessment Direct in place, one single number, for all referrals and groups
- All self funders informed of assessment direct number through leaflet
- Out of hours service in place and communicated to service users
- Safeguarding Internet pages improved with on-line referrals
- Multi-agency safeguarding awareness raising week organised and waiting approval from safeguarding board on 26th March
- Road Banners costed up to target Hot Spot areas as part of safeguarding awareness week.
- Text to Tell Service in place
- Safeguarding leaflets produced in Rotherham's 5 key languages

# Improving The Way We Manage Cases

- Safeguarding Team in place since December 2008 including admin. Currently recruiting to final 2 ½ posts.
- Safeguarding structure developed including Safeguarding Manager, Safeguarding Investigation Team, Safeguarding Co-ordinator and Contract Quality, which merges the CARO's function to ensure better joined up working
- New safeguarding SWIFT module in place to improve capturing of safeguarding cases.
- Protection Plans are accountable and SMART and signed off by Safeguarding Manager only.
- Housing are fully part of the process.
- Cases are only closed by Safeguarding Team Manager or PSW.
- Serious Case Review protocol developed
- Risk assessments conducted on every referral taken

# Improving Performance and Quality

- Multi agency framework now in place
- Safeguarding Key Performance Indicators (KPI) – Single Rooms, No. of Referrals, Completed Cases, Staff Training Internal and Private Sector.
- Board Performance and Quality Sub Group in place, Weekly Safeguarding Team meeting with Performance on the agenda in place.
- Safer Rotherham Partnership included safeguarding KPI's as part of the full suite.
- Residential Home and Nursing Home League Table produced to identify problematic areas
- 'How Safeguarded is Rotherham' Performance Report

# Put in place a trained and skilled workforce at all levels

- Multi-agency Safeguarding and Deprivation of Liberty Act Training and Development Officer in place.
- Members training programme well established, 25 members trained so far.
- 91% of NAS staff trained on e:learning.(Bronze)
- Bronze to Platinum Safeguarding Training Programme in place for all NAS staff
- All Safeguarding Team are trained in new SWIFT package
- Training programme being put in place in conjunction with NHS Rotherham for GP's
- Voluntary Sector training in place – basic awareness and refresher training
- Spend on safeguarding training achieved planned spend of 35%
- Training programmes include real customer case studies.
- Manager training programme in place (Gold)

# Service Users are kept safe and in control

- Clear Council/Board commitment about Safeguarding communicated to customers and staff.
- CRB and career history checks and references for personal assistant are in place
- Text to Tell Service in place Implement routine checks on progress through care plan reviews
- After care service in place
- Dedicated team to improve customer experience
- Learning from customers approach in place
- Home from Home in place testing quality of service in all residential and nursing homes, 5 homes tested so far – 38 to carry out in 2009/10.

# Improvement Plan

- Effective Deprivation of Liberties framework in place
- Joint multi-agency investigation in place
- Effective 'after care' procedures to support victims
- 'Learning from Customers' principles in place to inform prevention.
- Multi-agency 3 year Safeguarding Adults Strategy
- Safeguarding Adults Board Independent Chair
- Assess all Residential/Nursing Homes under the Home from Home Standard
- Strengthened approach to Every Contact Counts and Eyes and Ears across all agencies
- Outcomes from the 'No Secrets' consultation