



“Rotherham People Calling The Shots”

Service Priorities for
2011/12 and beyond

Councillor John Doyle

Cabinet Member for
Health and Social Care

27th October, 2011

Last 12 months achievements

- CQC assessed services 'Performing Excellently' – Nov 2010
- CQC assessed customer service 'Best Performing' – Jan 2011
- CQC assessed stroke support 'Best Performing' – Jan 2011
- Learning Disability Service identified as one of the best in Y&H
- Customer Service Excellence Award



Last 12 months achievements

- National recognition for safeguarding adults
- Best performing local authority for Personalisation
- Best ever KPI performance
- Overall value for money – average costs and excellent quality of care
- Awards –
 - LGYH Winners – PHD in Personalisation
 - MJ Awards Winners – Personalisation Transformation
 - APSE Winners – Best Council contributed by shortlisted Home from Home, Carers Centre



Customer achievements

- 1000 more customers/carers were supported
- 300 more assessments undertaken
- 70% of service users now receive a personal budget – national leaders, 702 people receive a direct payment
- 689 more annual reviews completed
- 2232 new pieces of assistive technology and 1326 items of equipment – 546 more than previous year



Customer achievements

- Improved timeliness of assessments and care packages
- Increased customers living at home after 3 month following hospital discharges
- 4000 people have been seen through Carers Corner
- All residential, nursing care and home care providers are rated good or excellent – none rated 'poor' by CQC, in the top 4 councils.
- Safeguarding – raised awareness - increased alerts



Customer Outcomes

- 97% of customers are satisfied with the care and support they receive
- 92% of customers feel safe
- 31% reduction in complaints

2011 / 12 The Year Ahead

- **People in need of support and care have more choice and control to help them live at home**
 - Increasing the use of assistive technology and equipment
 - Increasing annual reviews
 - Increasing people who have access to personal budgets to 100%
 - Put in place HealthWatch



2011 / 12 The Year Ahead

- **People in need get help earlier, before reaching crisis**
 - Expand the range of information available 24/7
 - An enablement service within 48 hours
 - A faster service for Occupational Therapy



2011 / 12 The Year Ahead

- **Carers get the help and support they need**
 - Provide more support to younger carers
 - Increased the number of shared lives carers by 50%
 - Increase advice and guidance through the carers centre



2011 / 12 The Year Ahead

- **Transforming the customer access, journey and experience for adult social care**
 - Easier access,
 - faster response,
 - personalised service



2011 / 12 The Year Ahead

- **Vulnerable people are protected from abuse**
 - Improving sharing information with CQC
 - Improving standards in all care homes
 - Strengthening local safeguarding procedures



Significant Challenges

- Deliver budget savings through service transformation
- Deal with service specific pressures and demographic pressures while remaining within budget .
- Ability to achieve target increase in charges.
- Implications of the NHS & Social Care Bill including GP Commissioning – new relationships
- Effective Health and Wellbeing Boards & HealthWatch
- Maximising receipt of Continuing Health Care for customers
- Ability of external organisations to respond effectively and efficiently to customer's needs
- Very difficult market conditions – the recession – affecting housing, domiciliary care etc.
- Commissioning and Safeguarding - Standards of Care in Residential Settings – Winterbourne
- Local Account – Transparency Agenda