



# "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





- 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

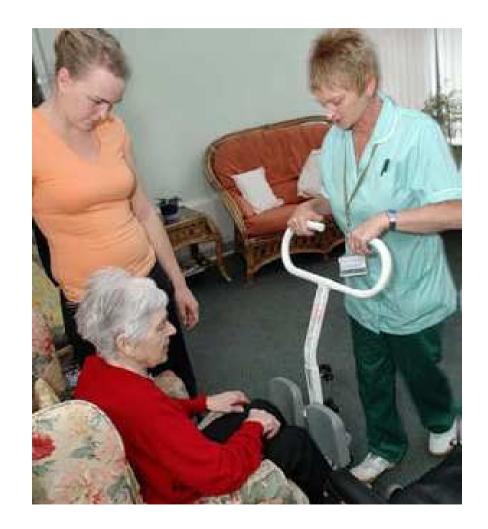
- National recognition for safeguarding adults
- Best performing local authority for Personalisation
- Best ever KPI performance
- Overall value for money average costs and excellent quality of care
- Awards
  - LGYH Winners PHD in Personalisation
  - MJ Awards Winners –
     Personalisation Transformation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





#### Customer achievements

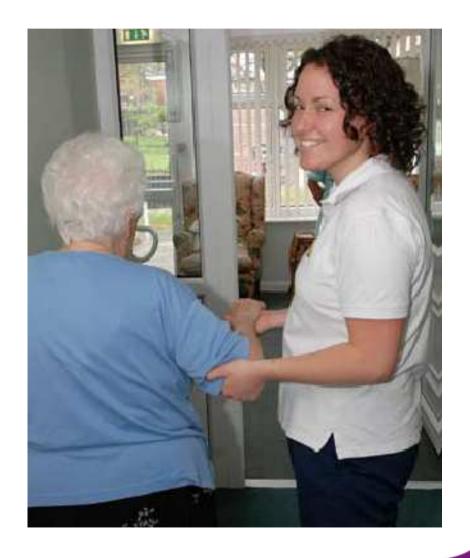
- 1000 more customers/carers were supported
- 300 more assessments undertaken
- 70% of service users now receive a personal budget – national leaders, 702 people receive a direct payment
- 689 more annual reviews completed
- 2232 new pieces of assistive technology and 1326 items of equipment – 546 more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



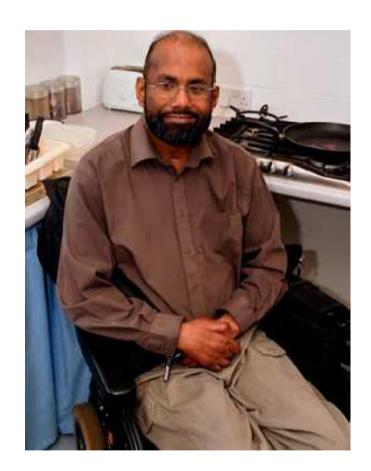
- People in need of support and care have more choice and control to help them live at home
  - Increasing the use of assistive technology and equipment
  - Increasing annual reviews
  - Increasing people who have access to personal budgets to 100%
  - Put in place HealthWatch







- 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







- 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







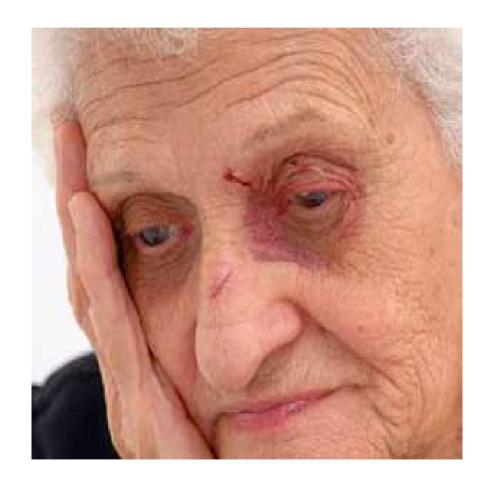
- Transforming the customer access, journey and experience for adult social care
  - Easier access,
  - faster response,
  - personalised service



## 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