

**ENABLING SERVICES QUARTERLY UPDATE REPORT
TO CABINET MEMBER FOR ADULT SOCIAL CARE
15 APRIL 2013**

1 Service Performance and Quality

1.1 Carers Corner

During January 2013, the Carers Centre saw an increase in the numbers coming into the centre, despite the poor weather. 320 people were given advice and support at the centre. The centre continues to provide information and advice which are detailed below:

Information/advice provided	No of Visitors
Benefits Support, Advice and Signposting	119
Legal Signposting	6
Carers Forum	19
Social Services Enquiries/Referrals	56
Training/Employment Signposting	11
Information or about other Council Services	19
Directions and Signposting to other sites in Rotherham	9
BME General Advice	23
Housing General Advice	4
General Information	44

The consultation on the Carers Charter Action Plan finished at the end of January and the Action Plan will be presented to Councillor Doyle in February 2012 for agreement.

Unfortunately, the Transition Forum Group had to postpone their planned first meeting; this was re-arranged for February 15th and held at Carers Corner.

Benefits enquiries continue to be the highest subject of enquiry. There is a risk that Carers are missing deadlines and have to wait for the correct advice and information, due to the limited support there is now for benefits advice. Staff at Carers Corner continue to seek where this type of advice can be sought.

1.2 Direct Payments

The number of customers in receipt of a Direct Payment continues to increase with an additional 300 new customers approximately opting to utilise this method to pay for their care and support during the last year.

The performance indicator for this service area is detailed below for individuals in receipt of a Direct Payment:

ASCOF-1Cii Proportion of people using social care who receive direct payments

The Year-end target for this performance indicator is 12% in line with top quartile for our comparator group.

Performance is currently 12.45% with a total of 924 customers in receipt of a Direct Payment in Rotherham.

1.3 Brokerage

The Brokerage Service continues to provide effective support to the care management and assessment teams in the procurement of support packages for our customers. From a performance perspective, no customers are currently waiting beyond 28 days to receive a care package with capacity across the independent sector sufficient to meet customer demands.

1.4 Intermediate Care

Intermediate Care Services in a residential setting are now delivered across three Locality Establishments as follows:

Netherfield – 21 beds
Davies Court – 15 beds
Lord Hardy Court – 15 beds

Netherfield Court was served with a compliance notice in December 2012 and remedial actions taken to rectify this deficit. The Care Quality Commission has re-inspected the service in February 2013 and confirmed that the establishment is now fully compliant.

From a performance perspective, the residential services continue to perform well. The average length of stay is between 15 to 18 days before a customer returns home to live independently and bed occupancy is currently at around 80%. This level of bed occupancy is excellent given the throughput of customers using the service, as clearly beds have to be turned round between admissions and discharges. This compares to average stays of 38 days in 2008/09 and an average bed occupancy of 47%. This performance demonstrates the progress

achieved across the service over the last few years and which is now consistently being maintained.

The performance indicator for this service area is detailed below:

ASCOF 2B - Achieving independence for older people through rehabilitation / intermediate care - The proportion of older people discharged from hospital to their own home or to a residential or nursing care home or extra care housing bed for rehabilitation with a clear intention that they will move on / back to their own home (including a place in extra care housing or an adult placement scheme setting) who are at home or in extra care housing or an adult placement scheme setting three months after the date of their discharge from hospital.

The 2011/2012 outturn was 85.5%, which is top quartile nationally, and our best performance since this area of practice has been measured against a National Performance Indicator. The 2012/2013 outturn will be reported in May 2013 and an update provided in the next quarterly report to the Cabinet Member.

Day Rehabilitation Services continue to be delivered from the worksite based on Badsley Moor Lane. The service continues to be popular with customers and throughput high with high levels of customer turn over. Rehabilitation services for customers with a visual impairment are now delivered from this worksite after a successful period of integration during 2012. This integration has resulted in efficiency gains to the Council and provided the service with the ability to deliver rehabilitation to their customers in a building that is fit for purpose.

2 Update on Agreed Service Changes/ Proposed Service Changes

2.1 Rothercare

Significant changes have occurred across this service in the last year. These include:

- A demerger from the Assessment Direct Team.
- A restructure of the service and the appointment of a new Rothercare Manager.
- The implementation of a new policy and procedure manual to ensure that the service operates consistently, is customer focussed and ensures we safeguard our customers at all times.
- Direct observations of staff is now undertaken to ensure that practice is of the highest standard and we seek the views of our customers during this process.

3 Case studies of good outcomes

Listed below are two case studies detailing the outcomes and comments of customers using these services. Both these customers have fully consented to their case studies being shared:

CUSTOMER 1
Customer at Rotherham Intermediate Care Centre (RICC)
Links to: Outcome 1: Enhancing Quality of the Life people with care and support needs. Outcome 2: Delaying and reducing the need for care and support. Outcome 3: Ensuring that people have appositive experience of care and support.
Reason for referral to the service – Customer 1 was socially isolated and lacked confidence when she was referred to the Rotherham Intermediate Care Centre by the assessment beds team.
Outcomes – Customer 1 was initially supported to access town using the safest routes and using public transport. Customer 1 as now been discharged after reaching her goals by using public transport and returning independently to going on trips and town shopping. Her confidence has improved since she commenced and she is now more sociable.
Customer Comments – Customer 1 said, “I am absolutely satisfied with the service and I have learnt a lot from attending”.

CUSTOMER 2
Customer at Rotherham Intermediate Care Centre
Links to: Outcome 1: Enhancing Quality of the Life people with care and support needs. Outcome 2: Delaying and reducing the need for care and support. Outcome 3: Ensuring that people have a positive experience of care and support.
Reason for referral to the service – Customer 2 was referred to the Rotherham Intermediate Care Centre. She had lost her confidence in daily living skills and shopping.

Outcomes - Whilst attending the unit for exercises and the food preparation day she has become extremely confident and her mobility has improved and with support on outreach she has now been discharged. She is attending an exercise class independently and is now preparing her own meals without the aid of external support.

Customer Comments - Customer 2 said, "I have really enjoyed attending RICC and I thoroughly enjoyed the food session course."

4 Customer feedback

A mystery shopping survey was undertaken during February 2013 at Netherfield Court. 8 customers carried out the customer to customer survey with the following outcome:

- 100% of customers said that staff are respectful of their wishes
- 100% of customers said they can have a drink or snack when they want
- 100% of customers rated the food as good or fantastic
- 7 out of 8 customers agreed that there are plenty of activities on offer at Netherfield
- 7 out of 8 customers said that they are kept informed of any changes taking place at Netherfield
- 100% of customers said that they are able to have time alone if they do not wish to participate in activities
- 100% of customers are very satisfied that staff have helped them to maintain and promote their independence
- 50% of customers surveyed said that they did not know how to complain if they were unhappy with the service
- 2 out of 8 customers surveyed said that it had not been explained to them what will happen during their stay at Netherfield
- 100% of customers said staff had explained how they will receive medicine and tablets during their stay

Customer comments included:

- "Staff very helpful, meals are good, feel comfortable here"
- "Can't fault it, everything is okay. Words cannot describe what this place is"
- "I have not been here very long, but what I have seen I would recommend to anyone"
- "They have been very good and understanding. They come to me whenever I call. I just want to thank them all"
- "No complaints whatsoever. I am very happy here"
- "The staff are wonderful, treated respectfully. Staff have time to talk to me and they have a nice relationship with other clients"
- "My room is lovely and comfortable"
- "There is lots of care gone into the food here"
- "There's draughts, dominoes and skittles provided"
- "The food is fantastic"

The Service Manager has recently undertaken an unannounced inspection of this service and customers echoed the comments independently provided above.

The Rothercare Service has recently sought feedback from their customers that is summarised below:

- Mrs K a 93-year-old woman who lives alone in a local authority bungalow. She struggles with arthritis and mobility problems and has had to call out the RotherCare alarm staff when she has fallen at home. She has been a RotherCare customer for many years and could not live without the service.
- “It wasn’t very long to get out to me – within half an hour maybe quicker as I had a fall and was on the floor, they let themselves in with the key safe, they organised everything and got a paramedic and locked up after themselves on the way out”. – Anonymous
- “Very good, makes me feel safe and confident” Mr M.
- “Dealings with them have been brilliant. Feeling very reassured knowing they are here” Mr and Mrs M.
- “They have been very helpful to my wife and know they are there for her” Mr K.

These statements from our customers sum up the value that they attach to the service provided and how this helps them to live as independently as is possible with minimal interventions from the Local Authority.

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