The Local Account for Adult Social Care
Halton Borough Council
2017/18
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INTRODUCTION

The annual report for Halton’s Adult Social Care services is now in its seventh year. It acts as a public account of the work undertaken with those across the borough who require additional support during their adult lives, to live well, independent and with dignity.

The report covers the activities undertaken between April 2017 to March 2018.

Halton Borough Council’s Corporate Strategy sets out a vision that includes our commitment to ‘A Healthy Halton’; “to improve the health and wellbeing of Halton people so they live longer, healthier and happier lives”.

The delivery of Adult Social Care services is a council priority; Striking a balance between the growing need for care and support and the resources available to do this, particularly considering our ageing population. We did manage to deliver the services within our allocated budget of £38.25M for 2017/18.

The focus for this year was to maintain the provision of essential care and support services, ‘Improving services for people with learning disabilities and/or autism or behaviours that challenge’; and ‘Quality and Outcomes for Individuals’. We hope you’ll agree these are positively reflected in the work we have undertaken.

This year’s Local Account highlights service activity that we hope you will find both interesting and informative. As in previous years we have included some areas of focus for the future.
WHAT IS THE LOCAL ACCOUNT?

The Local Account provides a clear description of the services delivered through the allocation of public funds. It allows those within our community to learn how we have met their needs, the achievements made, the challenges faced, how we have listened and learned and what our priorities and plan are for the future.

What is Adult Social Care?

Adult Social Care covers a range of statutory duties to provide care and support to those most vulnerable in our communities. It covers a person’s journey through from the identification of need to the options available to meet those needs.

Our main objective is to empower people’s choice and control over how they live their lives. This involves working with individuals; listening to their wants and wishes – and working with them to enable independence and independent living, continued good mental and emotional wellbeing and meeting their welfare and safety needs through our Safeguarding duties.

Services covered by Adult Social Care include:

- Rehabilitation and reablement – where individuals require short-term support following an illness, injury or period of debilitation
- Positive Behaviour Support - working with individuals and their carers where challenging behaviours disrupt access to services.
- Mental health outreach – supporting people in the community who have suffered or are suffering poor mental health
- Direct payments – giving individuals the option to buy their own support
- Domiciliary care – care provided in a person’s own home
- Residential and nursing care – homes for those who can no longer live independently
- Learning Disability Nursing – implementing strategies to improve the health and lives of people living with a Learning Disability
- Equipment and adaptations - making it easier for people to manage care needs within their own homes
- Social work teams – assessment of care and support requirements to meet eligible needs
• Carers support – assessment of own care needs and services designed to give periods of respite
• Transition – helping young people move from support provided under the Children and Families Act 2014 to that available under the Care Act 2014
• Safeguarding vulnerable adults

All services are backed with information, advice and signposting to assist in navigation through, what can be for some, a complex system. As a first port of call Halton Adult Social Care can be contacted through its 24-hour telephone line: 0303 333 4300
WHERE YOU LIVE

We are committed to meeting people’s care and support needs across Halton, which can be challenging due to current financial constraints and changes in funding from Central Government; we therefore need to prioritise our services based on need.

Central to service planning is the need to gauge what is going on within the borough, what the emerging needs are and what our residents require in terms of services.

This is achieved through gathering and analysing a wide range of data and information, including:

- Service statistics from previous years
- Census data and other local population intelligence
- Joint Strategic Needs Analysis (JSNA)
- Survey results and working co-operatively with interest groups and stakeholders
- National horizon scanning to look at emerging issues for particular sections of the population
- Close work with our neighbouring authorities to look at themes and priorities
- Joint working with NHS partners to plan resources and investigate issues affecting the smooth-running of integrated working

Our business planning processes are visible and clear and we are held to account by national measures, such as the Adult Social Care Outcomes Framework (ASCOF) through to internal indicators which measure performance achievements.

Our website [www.halton.gov.uk](http://www.halton.gov.uk) sets out our intentions and backs these with a well-defined evidence-base.

The population of Halton continues to grow and while health and wellbeing is improving overall there is an increased need for social care support. People are living with long-term, complex and multiple conditions and ill-health. This places responsibility on Adult Social Care to fulfil its statutory duties to support an individuals’ health and wellbeing, supporting them to remain as independent as possible for as long as possible.
WHAT WE ACHIEVED IN 2017/18

This section of the Local Account highlights some of the key achievements for the period 2017/18, giving insight into both planned responses and some of the emerging needs faced during the year.

We provided support to 5,273 people in Halton by the end of 2017/18.
Direct Payments

One aspect of giving people choice and control over their care and support might involve a person arranging their own services; instead of accessing provision delivered through or procured by the Council. Direct Payments give eligible people a ‘personal budget’ to arrange and pay for their own care.

Recipients of Direct Payments can choose to manage the funds themselves, have a suitable person manage the funds on their behalf, have a managed account or a prepaid card. The arrangement gives them the flexibility to lead their own provision and a personal budget is mapped against needs identified in an agreed care plan following assessment of eligibility.

Some recipients chose to spend their funding on directly employing their own Personal Assistant, support from an Agency Care Provider or pay for services that help meet the required outcomes as agreed in their support plans.

The Council supported 521 adults with direct payments during 2017/18 allocating a budget of £7.8M.

To assess the effectiveness of this method of working the Council conducts a survey every two years. The survey results for 2017/18 demonstrate the scheme’s benefits:

<table>
<thead>
<tr>
<th>Statement:</th>
<th>Positive Responses*</th>
</tr>
</thead>
<tbody>
<tr>
<td>I was happy with the support and advice provided by the Direct Payments</td>
<td>98%</td>
</tr>
<tr>
<td>Team when my Direct Payment was set up</td>
<td></td>
</tr>
<tr>
<td>I am happy with how my Direct Payment is working</td>
<td>98%</td>
</tr>
<tr>
<td>I feel confident in contacting the Direct Payments Team if I need help</td>
<td>96%</td>
</tr>
<tr>
<td>or support with my Direct Payment</td>
<td></td>
</tr>
<tr>
<td>I am happy with the support available to help me recruit a Personal</td>
<td>95%</td>
</tr>
<tr>
<td>Assistant</td>
<td></td>
</tr>
<tr>
<td>I receive good quality care and support</td>
<td>98%</td>
</tr>
<tr>
<td>My care is provided in the way that I wish</td>
<td>97%</td>
</tr>
<tr>
<td>I trust the people who care for me</td>
<td>100%</td>
</tr>
<tr>
<td>People who care for me show me respect and treat me with dignity</td>
<td>99%</td>
</tr>
<tr>
<td>People who care for me have time to talk to me when they support me</td>
<td>100%</td>
</tr>
</tbody>
</table>

*Respondents strongly agreed, agreed or statements were not applicable
Direct Payments

*Carers
10.7% ↑
increase

*Adults who use services
4.5% ↑
increase

*Adult Social Care Outcomes Framework (ASCOF) measure - 2016/17 to 2017/18

The Local Account for Adult Social Care Halton Borough Council 2017/18
Care Home Development

Halton has 15 providers of care homes, which equates to a total of 674 beds. 70% of provision is residential and the remaining 30% accounts for nursing beds. Demand is fairly high with a low vacancy rate at any one time.

These homes deliver favourably in relation to the quality of provision within Cheshire and Merseyside, based on CQC ratings; however, there are a number of improvements we can make within our local sector.

Halton Borough Council purchased two care homes in 2017, Millbrow, Madeline McKenna, to prevent the closure of these homes. All staff were transferred to Halton Borough Council employment.

Following purchase a number of improvements have been made, and we aim to ensure the delivery of high quality services in this setting becomes the norm.

We have developed a new work programme with our partners to further improve the delivery across the sector and shape an agenda for excellence in care home provision. As part of this work the Council aims to further develop Millbrow and Madeline McKenna Court as market exemplars to establish a standard across the borough.
Dementia

Halton Borough Council has been actively working with council teams, providers and stakeholders in continuing to not only raise awareness of dementia, but take action.

**Halton’s Dementia Action Alliance** is a network of organisations, services and teams who are interested in learning more about dementia and taking action to improve the lives of people living in Halton with dementia, and their carers. The Halton Dementia Action Alliance webpage contains information on local dementia news, activities and useful resources.

In February 2018 Halton was invited to sign the Liverpool City Region (LCR) **Dementia Pledge**, which will see Halton actively working with the other LCR localities to work towards becoming recognised as a ‘dementia friendly’ region.

During 2017/18 **Halton Dementia Delivery Board** continued to oversee the implementation of the local dementia action plan. Focus has remained on maintaining and improving upon the local diagnosis rate which for 2017/18 was 69.6% for the borough, exceeding the national target of 66.7%. Diagnosis and care planning/reviews in primary care enable more people with dementia to receive the right level of care and support which will enable them to live well for longer in their communities /homes.

Work has also been underway between Halton Borough Council, NHS Halton Clinical Commissioning Group, Northwest Boroughs Later Life and Memory Service and the NHS Strategic Clinical Network for Dementia to develop a dementia awareness training package for use within care homes across Halton. The ‘**Dementia Awareness Standards in Halton**’ is to be trialled and rolled out with the aim of increasing staff awareness of dementia in a care home setting in order to improve service delivery.

Halton’s **Dementia Post Diagnosis Community Pathway** continued to offer a range of support to people living with dementia, and their carers. Support included navigation of services through a single point of access, responding to consultation and feedback gathered through the Halton Dementia Action Alliance. People living with dementia, or their carers, can speak to a Dementia Care Advisor/Support Worker who will help them access support, information, activities and resources. Part of the offer includes specific support for the most complex cases from a locally commissioned Admiral Nurse Service. You can find out more about the support available in the community by contacting the service on **0151 420 8010**.
Transition Team

Following on from the development of our Transition Protocols, a dedicated transitions team was created in early 2017 to deliver on our responsibilities to the borough’s young people with additional needs. As part of the Council’s duties an assessment of a young person’s needs must take place as they move to adulthood if there is considered ‘significant benefit’ to being supported by adult services. Transition involves the period between the two services areas from support under the Children and Families Act 2014 to that of the Care Act 2014.

The transition team, based within Adult Social Care, conduct focussed transition assessment working closely with young people and their carers during an identified catchment period (14-25 years). In its first year the team prioritised caseload to ensure those aged 17-18 years with most complex needs and multi-faceted care requirements were met. This enabled them to concentrate limited resource to provide an invaluable safety net for those most at risk.

Case results have been extremely positive with a good referral rate and substantial engagement across multi-disciplinary teams, an increased rate of independent living and support with positive risk enablement.

Alongside the development of the transition team funding was secured through the Department of Health and Social Care to take part in the ‘Named Social Worker’ programme. The initiative ran as a pilot to work with those with learning disabilities, autism and mental health needs in a more intensive and consistent way to achieve better outcomes. Halton joined the project in Phase 2 of the pilot which ran from October 2017 to March 2018. A focus was made on transition cases as it supported the time needed by young people to share and digest information about their future options. The one-to-one relationships built enabled in-depth exploration of individual needs, and gave scope for a greater level of integrated working with family and partners across others areas of social care, health, education, housing, commissioning, policy, advocacy, care providers and a wide range of services.

The ‘Named Social Worker’ pilot brought the transition team into contact with BrightSparks, a young people’s
self-advocacy group supported by Halton Speak Out. This facilitated consultation and collaboration giving the team a better insight into the needs of young people entering adulthood. Work with BrightSparks is set to continue.

The dedicated contact with individuals, through the Named Social Worker programme, resulted in some significant outcomes. People felt more involved in creating their person-centred plans in way that met their communication needs and the greater level of face-to-face contact helped build trusting relationships. In addition to improved outcomes for the young people savings were also realised; in one particular case enabling an out-of-borough placement to be turned around and the individual to be supported with independent living.

The work of the transition team has proved invaluable and the future of the team now involves looking at sustainability and expansion. The impact of the Named Social Worker is also to be further explored in relation to achieving scale and pace across other service areas.
The 2017/18 Adult Social Care Annual Survey

69.4% of people extremely or very satisfied with the care and support they receive.

How safe do you feel? - “I feel as safe as I want”
- 2015/2016 – 70%
- 2016/2017 – 69.80%
- 2017/2018 – 76.6%

Do care and support services help you feel safe?
- 9.5% increase in yes responses from last year

Do care and support services help you in having control over your daily life?
- 3.1% increase in yes responses from last year

Do care and support services help you to have a better quality of life?
- 3% increase in yes responses from last year

How is your health in general?
- 39.4% answered that their general health was good or very good.
How was the money spent on Adult Social Care in 2017/18

- Adults with Learning Disabilities: 38%
- Older People: 45%
- Physical and Sensory Disability: 7%
- Mental Health: 8%
- Other: 2%

www.halton.gov.uk
LISTENING AND LEARNING

Prevention

The Care Act 2014 pinpoints responsibilities for local authorities to work across their communities to prevent and delay the need to access services. This involves promoting personal health and wellbeing, facilitating access to community services and engaging with our communities to support people at an earlier stage before they become unwell or reach encounter difficulties. The result is that people are equipped with the knowledge, opportunities and resources to live healthy lifestyles and maintain their independence for longer.

Far from waiting until people reach crisis point, prevention aims to support people through their life course, irrespective of current care and support needs. For Halton Borough Council Adult Social Care this involves working in a collaborative and co-ordinated way across all aspects of our work and in particular in partnership with Halton CCG.

This includes:

- Social Care in Practice (SCIP) – placing social care assessment staff in GP Surgeries has supported effective person-centred and integrated health and social care working.

As a result of the relationships built the service has exceeded expectations and requests for referrals, along with the high level of complex case work. We are currently reviewing this service to ensure it continues to meet demand.

The Positive Behaviour Support Service (PBSS) offers specialist all-age support to individuals who have a Learning Disability and/or Autism and who engage in behaviour that challenges services. Through long-term and intensive interventions the team work with individuals at risk of home-life and residential placement breakdown and/or admission to hospital. Practice evaluation during 2017/18 included examination of long-term outcomes for individuals in terms of improved quality of life, greater access to the community and sustained participation in meaningful activity.

Mental Health Recovery and Outreach Services – changed the way it delivers services during this period. This involved widening provision to focus more on individuals in the community, rather than just those accessing hospital services. This has creating a more joined-up approach for adults accessing services, and better engagement with social workers and people who use the service.
Social Work Matters

Halton Borough Council’s Social Work department have developed a number of learning opportunities to further develop our social workers, these include, e-learning courses, face-to-face training, accredited professional development and focussed developmental project work. This is championed by our Principal Social Worker for Adults, who cascades key national messages and models practice excellence on a local level.

As part of her remit she runs a quarterly Social Work Matters Forum for Social Workers to share best practice knowledge, promote collaborative working and consult on a range of issue affecting the social care landscape. The agenda for the Forum is shaped by front-line Social Workers and taking time out of busy day-to-day workloads to reflect on practice and contribute to the profession as a whole has proved invaluable to development opportunities.

During a Forum held in summer 2017 feedback on the work of the transition team gave colleagues the chance to understand the project work objectives and see the progress being made to support young people into adult services. Social Worker Katy said: “Keeping up-to-date through the Forum has helped teams work better together. It allows everyone to stay up-to-date with what’s happening and learn from different approaches.”

Safeguarding

Halton Borough Council received just under 500 safeguarding enquiries during 2017/18; an increase of 10% on 2016/17 figures.

The main reasons for these enquiries are in relation to acts of neglect and omission; we have seen a reduction in physical abuse and financial abuse.

The council have a system for reports in relation to concerns about care provision, where harm has not occurred; these increased this year by 6%.

Our Quality Assurance Team collates and monitors care concerns across all provider services.
Autism Strategy

One of our key priorities set for the year was to look at developing an All-Age Autism Strategy. We can report back that this has been achieved and we are delighted that a co-production approach was taken to realising this outcome.

The One Halton All-Age Autism Strategy 2018-2021 started to take shape following a survey to those with autism, their carers and families, and stakeholders involved in the support of the condition.

From the initial survey responses, the main two areas for improvement highlighted were:

- More places to socialise/more activities for people with Autism; and
- More support for young adults through transition.

The survey was then followed up by a series of consultation events across Halton to identify priorities and highlight areas of improvement. A facilitative approach was taken to gain an understanding of issues faced and those with autism were consulted as ‘experts by experience’. Conversations took place within the borough’s special education needs provision and partners and providers were engaged for their input.

The co-design process looked at ‘what is working?’; ‘what needs to be improved?’ and ‘what good looks like’. The resultant Strategy features responses to the enquiries and is backed by a comprehensive delivery plan to take forward action and arrangements to develop an Autism Action Alliance, a user-led body to feed-in to the direction of travel.
Customer Care

Halton’s Adult Social Care Customer Care team support people who wish to give feedback on services. This can be both positive and negative and may come from those who use services, their family, carers or members of the public who have comments to make.

Being responsive and attentive to feedback is a vital part of the Council’s continued service improvement processes as well as that of our partners and commissioned providers.

During 2017/18 a total of 72 complaints were received and responded to by the Customer Care Team. This is an increase from the previous year but was consistent with a major service change in the provision of Domiciliary Care.

The following table gives a breakdown of complaints by setting:

<table>
<thead>
<tr>
<th>Complaint setting</th>
<th>2017/18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day Care</td>
<td>4</td>
</tr>
<tr>
<td>Domiciliary Care</td>
<td>28</td>
</tr>
<tr>
<td>Residential/Nursing Care</td>
<td>13</td>
</tr>
<tr>
<td>Shared Lives</td>
<td>1</td>
</tr>
<tr>
<td>Supported Living</td>
<td>10</td>
</tr>
<tr>
<td>Other</td>
<td>16</td>
</tr>
<tr>
<td>TOTAL</td>
<td>72</td>
</tr>
</tbody>
</table>
SUSTAINING MARKET QUALITY

Funding remains a primary concern for the future of adult social care across the UK, coupled with an increased demand for services. It is essential that the council continues to provide good quality services to people who need them.

The Council purchases services from care providers on behalf of the people we support. For this we have good contracting processes, to monitor the quality of the services we provide. We take appropriate and timely action to ensure good service delivery, and look to share good practice across all our providers. As part of this contract monitoring role we identify and manage any risks to service delivery, including financial, quality and effectiveness, in partnership with Halton CCG.

HALL Benz: Older Population (65+ years)*

<table>
<thead>
<tr>
<th>Year</th>
<th>Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>22,900</td>
</tr>
<tr>
<td>2025</td>
<td>27,200</td>
</tr>
</tbody>
</table>

*POPPI

HALLTON Social Care Workforce*:

- 25% SOCIAL CARE WORKERS Aged 55+
- 22% SOCIAL CARE WORKERS ZERO-HOURS CONTRACT
- 82% SOCIAL CARE WORKERS ARE FEMALE

*Skills for Care
Transforming Domiciliary Care

Meeting the pressures for supply of home-based care provision is testing the resilience of most local authorities across the country. Limited funding combined with workforce shortages means that domiciliary care, care provided in a person’s own home, is facing crisis with the effects impacting heavily on residential placements and the need for hospital beds.

To counter this Halton have embarked on a major Transforming Domiciliary Care programme which started in 2017 with a move to buying provision from one key provider for home care services across the borough. The concept involves creating sustainability (as part of our Care Act duties) by contracting with a principal supplier to act as a hub for managing demand. This then offers a constant flow of work through a central point and to consistent working practices. Domiciliary care allows people to stay at home for longer or return to home following a period of illness. For most it is a preferred alternative to care home provision and offers support with convalescence subsequent to periods of hospitalisation.

As part of the Transforming Domiciliary Care programme a ‘Reablement First’ approach is to be taken where acute health issues need to be supported. Reablement First looks at short-term care interventions which negate the need for dependency on potentially long-term packages of care. In practice this means that, for example where a person has had a fall resulting in a hospital stay, they might receive up to six weeks community-based reablement support upon discharge until they’re in a position to step-down that care. This includes the provision of appropriate equipment to enable a move back to being as independent as possible. For example, once a person is back on their feet they may choose to have a Lifeline home alarm system to call for help should they need it rather than a package of domiciliary care which might be intrusive to their lifestyle.

A further aspect of Transforming Domiciliary Care is to explore the options for roll-out of single-handed care equipment and techniques. This, in certain cases, relieves the need for two or more carers to undertake the manual handling functions of moving people where they are unable to move themselves. This again looks to free up capacity within provision but is also cited with better outcomes for those who use services, including greater dignity and control over their care.
PRIORITIES AND FUTURE WORK

Care Homes – Training Needs Analysis

As part of the work being undertaken to maintain our Care Home provision across Halton we aim to undertake a Training Needs Analysis. This will look at training provisions and highlight any gaps. The aim of this is to prioritise support and create a plan of action for more learning and development opportunities.

All registered Care Homes are governed by Care Quality Commission (CQC) regulations. As part of their duties there is a need to make that staff working in care homes have the right knowledge to do the job properly. This ensures that delivery of service is of a high standard and is safe for both staff and residents.

Across the borough 23 care and nursing homes currently operate to a contract with the Council. Maintaining high quality provision is therefore a shared concern and conducting a Training Needs Analysis will help both the Council and the sector understand how learning and development is delivered, what the content looks like and whether consistent standards exist and are met. We intend to assess whether there is a relationship between workforce development and the quality and safety of care and will then look to develop a work programme to meet the gaps.

In conjunction with other work planned to support care home development this analysis will provide valuable insight into the requirements of a workforce already working to stretched capacity as a result of ongoing recruitment and retention issues. Workforce development is not only seen as imperative to good care but also acknowledged as a key motivator and essential to finding and keeping good employees.
Providing care and support to those most vulnerable in our communities involves recognition and resolve of situations where abuse, neglect or other risks of harm may occur.

Safeguarding is a core principle to all adult social care service provision and Halton understands the importance of centring its approaches to those who have suffered harm. This means working to empower their sense of control and placing investigation emphasis on their desired outcomes. This is ‘Making Safeguarding Personal’.

The initiative enables safeguarding to be done with a person, rather than to them and this leads to more meaningful improvements to people’s lives in the long-run. Where harm occurs an investigation will take place; this is part of our statutory duty. Making Safeguarding Personal (MSP) puts emphasis back on the conclusions and outcomes of the investigation, rather than the process of the investigation itself. This allows for a difference to be made. It emphasises that safeguarding adults should be person-centred and outcomes-focused, and advocates a move away from the ‘process’ that characterised practice under the No Secrets guidance on protecting vulnerable adults, to being centred on conversations with people about what they think needs to happen. The Care Act (2014) guidance incorporated MSP as the recommended approach to safeguarding.

Making Safeguarding Personal also means embracing core statutory principles within a Human Rights framework, the wellbeing principle detailed in the Care Act 2014, and the core principles of the Mental Capacity Act 2005.

The practice of Making Safeguarding Personal is to be further embedded into systems of working across adult social care in Halton and is to be promoted through the Council’s dedicated Adult Safeguarding Unit, in conjunction with the Safeguarding Adults Board.
CONTACT US

We welcome your comments about this Local Account. You can let us know your views by writing to:

Policy, Performance & Customer Care
Runcorn Town Hall
Heath Road
Runcorn
WA7 5TD

Or email: ssdcustomercare@halton.gov.uk
Tel: 0151 511 6941

You may choose to use our website www.halton.gov.uk, ring our dedicated Social Care line 0151 907 8306 (24 hours) or call into one of our Halton Direct Link ‘one-stops shops’ and speak directly to one of our staff.

One-Stop Shops:

Halton Lea Direct Link
Halton Lea Direct Link
Concourse Level
Rutland House
Halton Lea
Runcorn
Cheshire, WA7 2ES

Widnes Direct Link
7 Brook Street
Widnes
Cheshire
WA8 6NB