

TITLE OF REPORT: Adult Social Care – Local Account

REPORT OF: David Bunce, Strategic Director, Community Based Services

SUMMARY

This report sets out the key findings from the Gateshead Council Adult Social Care Local Account, and outlines the identified areas for improvement and future priorities in order to develop adult social care in Gateshead.

Background

1. As a result of changes to the inspection and assessment regime for Adult Social Care, every Council in England is recommended to produce an annual report called the Local Account.
2. Councils are no longer required to produce a report for Central Government. This is the fourth year that a Local Account has been produced. It describes the delivery of adult social care services in Gateshead between April 2014 and March 2015, and outlines priorities and plans for the future.
3. This year's draft Local Account is attached as Appendix one. The Local Account will be reported to the Health and Wellbeing Board on 23 October 2015. Views have also been sought from Healthwatch and the voluntary sector via GVOC.
4. Following feedback, the Local Account will be published in November 2015. It will be made available via the Council's website and in a variety of formats to meet the communication needs of service users.

Adult Social Care in Gateshead

5. In recent years, the demand for social care services in Gateshead has increased, placing extra demand on the adult social care budget during a time of financial strain.
6. More people in Gateshead suffer from poor health compared to the rest of the country. Our population is ageing: it is projected that by 2037 there will be an additional 16,400 people aged 65 years or older - an increase of 45%. The greatest increase is amongst those aged 85 or over, the people most likely to require social care support.
7. The Care Act came into effect on 1 April 2015. New requirements include providing clearer information and advice to people, a national minimum eligibility threshold and more rights for carers. At the same time, we are working closer with health services and other partners to provide more integrated care and support services for our residents.
8. In 2014/15:
 - 6,559 people contacted Gateshead Council's social services for help or advice

- 2,340 new service users had an assessment of their needs
- 82.3% of people took more control of their own support, in the form of a Personal Budget or Direct Payment
- 69.2% of people said that they were extremely satisfied or very satisfied with the care and support services they receive (above the England average of 64.9%).

9. Notable achievements in the last year include:

- Created a Quality Excellence Framework Policy for residential and nursing care homes
- Developed service improvement groups involving carers, people who use services and members of the public.
- established a single point of contact available 24/7 for the public and professionals who need intermediate health or social care services
- re-commissioned home care services to provide more robust provision
- conducted a carers survey. 81% of carers report that they have been included in discussions about the person they care for.
- implemented preventative approaches for safeguarding adults. We have also identified cross-cutting areas of work via the Multi- Agency Safeguarding Hub (MASH).

10. Identified areas for improvement in 2015/16 include:

- Increase the number of people with a personal budget choosing to have a direct payment.
- Reduce the number of permanent admissions to residential and nursing care and help more older people to stay in their homes
- Implement a project to improve the lives of working carers in partnership with Gateshead Carers' Association and the design school at the University of Northumbria
- Work with the Local Safeguarding Children's Board to ensure that vulnerable children and young people are protected as they become adults.

Recommendation

11. The Committee is asked to:

- (i) Scrutinise, challenge and endorse the Local Account;