



Adult Social Care in Gateshead How are we doing?

Local Account 2014/15

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Foreword

Welcome to Gateshead Council's Adult Social Care Local Account. This is an annual report and is an important part of the Council's commitment to being open and transparent. It will inform you about what we have done over the past year and some of the things we plan to do in 2015/16 to improve our services to continue to meet the needs of residents.

The Local Account highlights the challenge of meeting an increased demand for care with fewer resources. Those challenges will continue. Indicative budget forecasts show an estimated funding gap for the Council of around £50.6m for the period 2016/17 to 2017/18. Our role is to continue to offer services that help people to live independently in the community, to offer increased control and choice and to refuse to compromise on the quality of care and support services.

In order to deliver the range of change necessary to adapt to our financial challenges, we will continue to listen to people who use care and support services, carers and the wider community.

2014/15 has been a busy year for social care in Gateshead. There has been considerable work to prepare for the Care Act which came into effect on 1 April 2015. The changes 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.

Your views and comments make sure we're delivering the services that you need. If you would like to comment on what we do, or join any of our user or carer forums, please contact us on 0191 433 2346.



Councillor Michael McNestry
Cabinet Member, Adult Social Care

A view from Healthwatch Gateshead:

We welcome the GMBCs commitment to ongoing transparency by producing the Local Account so that citizens in Gateshead can view their performance.

Healthwatch Gateshead is encouraged by the many awards that Gateshead as a local authority has received in 2015 around social care provision. The partnership with Gateshead Housing Company which won a prestigious national award for its work with people with learning disabilities is a particular example of forward thinking. The award recognises the development of a clear route into independent living for people with a learning disability who also require a care package.

In the coming year Healthwatch Gateshead will be interested in seeing the ongoing improvements being made by current and new initiatives, for example , the Rapid Response domiciliary care service. If you would like to contact Healthwatch, please telephone 0191 477 0033 or email info@healthwatchgateshead.co.uk

Healthwatch Gateshead looks forward to working with the Council and all of our health and social care partners over the coming year towards our shared goals, with and on behalf of the residents of Gateshead.

About Gateshead

Gateshead has a population of around 200,000 people which is projected to increase by 11,300 (5.6%) between 2012 and 2037. In recent years, the demand for social care services has increased and this has placed extra demand on the adult social care budget during a time of financial strain.

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.

More people in Gateshead suffer from poor health compared to the rest of the country. While there have been improvements, far more people in Gateshead continue to suffer illness and early death than the national average.



What is adult social care?

At some point in our lives most, if not all of us, will need help with everyday living because of an illness, a disability, because we are getting older or because we are caring for someone. Every one of us will have a different view of the help we need and how it can be provided.

Social care is the name given to the support you may need to help you live your life. It can range from an item of equipment or help in getting out and about. Some support is provided in the form of a short term service, while people with longer term needs can benefit from help to arrange long term care.

Gateshead Council provides services to diverse groups of people and their carers including older people, people with mental health needs, people with a physical disability and/or sensory impairment, people with a learning disability, people with drug and alcohol issues, people with diagnosed Autism Spectrum conditions, and young people moving to adult social care services.

We employ a skilled, committed and diverse workforce to work with residents and their carers. This includes social workers, social care workers, assessing officers, social work auxiliaries, and occupational therapists. We also fund independent advocacy to support people to speak up for what they want.

We work with partners, and services are delivered by a variety of organisations from the public, private and voluntary sectors.

The range of support provided includes:

Universal and preventative services

For many people, the big challenge isn't ill-health, its loneliness, isolation and financial worries. The council, together with other agencies and the voluntary sector, offers a whole range of services to prevent problems and to encourage independent living. These include:

- Healthy living and safety in the home services
- Equipment and adaptations to your home to help you to live independently
- Benefits advice
- Housing services
- Advice and information

Short term support

We provide short term support for up to six weeks to help people to maintain or regain their independence - we call this reablement. This can take place in a person's own home or in promoting independence centres.

Long term support

Long term care can include: help to live at home, respite care, housing with 'extra care', residential or nursing care. Dependent on eligibility criteria, an individual can receive a personal budget to pay for the type of care and support they choose. Others will pay for long term care themselves.

Am I eligible for care and support?

The Care Act 2014 provides a national approach to establishing whether you are entitled to public care and support. It also provides a similar approach to providing support for carers.

You have a right to a free needs assessment if you appear to have a need for care and support. A needs assessment looks at how you are managing everyday activities such as looking after yourself and getting out and about. A needs assessment is your opportunity to discuss with a professional what support might be best for you. It is also how the council decides if you can get support from them.

The person carrying out your assessment with you will discuss with you what impact your care needs are having on your wellbeing and whether there are suitable support services which can help you achieve what you want.

If you do not qualify for support from the council, we will still provide you with personalised information and advice about where you can go to get any support you need which is below the national eligibility threshold.

"It's wonderful that there are people like you who care and try to support and help people and their families in stressful times" - person who contacted our Adult Social Care Direct Team



How are we doing?

We want adult social care in Gateshead to help older people and people with disabilities to remain healthy and active, to ensure they can use the same facilities and services as everyone else, and that they can take part in the same activities and have the same opportunities.

In Gateshead last year:

- 6,559 people contacted Gateshead Council's social services for help or advice
- 2,340 new service users had an assessment of their needs
- 3,015 people who currently have social care support, received a review of their needs and how they are being met.
- 78.9% of new clients aged 18 and over received a completed assessment within four weeks of their initial contact with Gateshead Council. This has reduced by 4.7% on the previous year.
- 82.3% of people took more control of their own support, in the form of a Personal Budget or Direct Payment.
- 913 older people were looked after in long term residential or nursing care at 31 March 2015. This represents 2.4% of those aged 65 plus which is higher than the national average.

The quality of contracted social care services is monitored through quarterly reviews using a quality excellence framework. The quality of services received by individuals is monitored through individual service user reviews.

"I want other people to have good support like I've had, or better. I want other people to be able to do what I've done. It's important to get good support when needed and help for families so everyone lives a better life."
 - Young man with Autism about to move to independent living



82.3%
 of people took more control of their own support, in the form of a Personal Budget or Direct Payment.

How do we spend your money?

We spend 33% of the Council's money on adult social care. The chart below shows how the £71.5m is shared between people with different needs in adult social care.

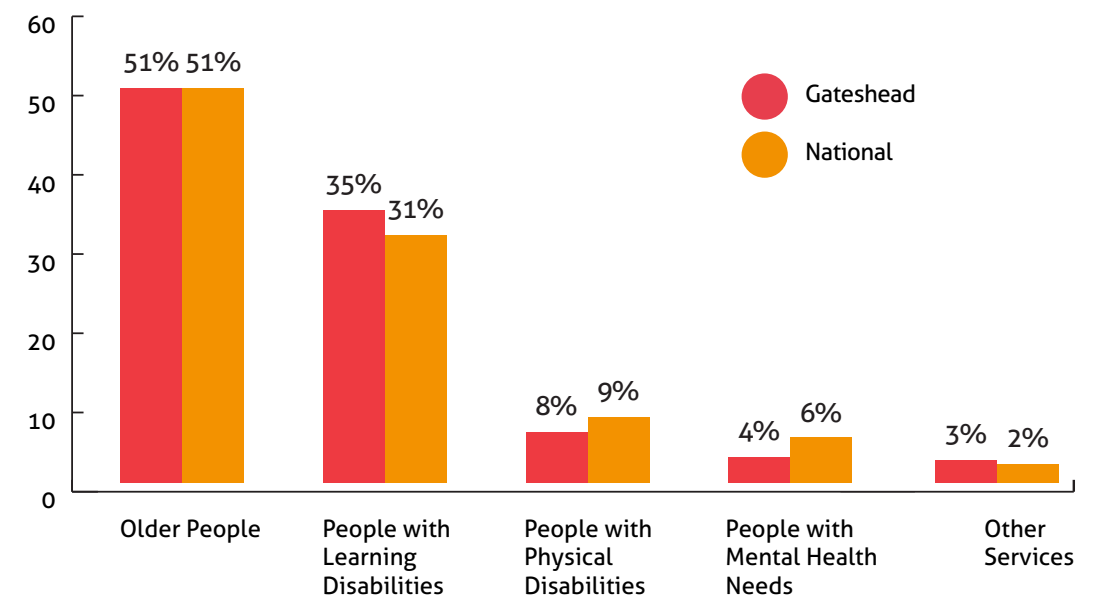
In order to continue to maintain our current services levels, Gateshead Council is reliant on income from charges for services to help pay for them.

All Gateshead Council social care charges are determined in accordance with national guidelines and people are assessed to contribute towards the cost of their care. More information is available at: <http://www.gateshead.gov.uk/Health-and-Social-Care/Adult-Social-Care/Paying-for-care/home.aspx>

Any contribution that individuals are asked to make towards the cost of their care is assessed according to their ability to pay and in line with what is reasonably acceptable for them to pay.



The table below shows how the way in which Gateshead spends its money compares to the national picture.



Our success so far

In the last year, we have:

- Conducted a Carers Survey to determine whether services received by carers support them in their caring role.
- Created a Quality Excellence Framework Policy for the next four years for residential and nursing care homes.
- Implemented preventative approaches for safeguarding adults.
- Working with health partners, reduced deaths from causes considered preventable by 27.2% over a ten year period which is a higher percentage decrease than the England rate (25.97%).
- Received 203 referrals for free Telecare for the over 80 age group to help people to remain in their own homes.
- Set up a digital volunteering project working within sheltered accommodation to teach older people about new technology such as I-pads.
- Developed service improvement groups in adult social care which commenced in June 2014. These groups involve professionals, carers, people who use services and members of the public.
- Produced the Adult Social Care Standards for Carers.

"Thank you for all of your help with Mam. It was really helpful to talk to you and knowing I could always ring you"
- carer of person with dementia



Services Users' views

Adult Social Services User Experience Surveys show that:

- The overall score for quality of life of users of social care in Gateshead is 19.5 out of 24, an improvement on the previous year and higher than the latest available England average (19.0).
- 78% of people who use services said they have control over their daily life, above the national average of 76.7%
- 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%).
- 86.1% of people who use services say that those services have made them feel safe and secure.
- 49.8% of people who use services reported that they had as much social contact as they would like. Whilst above the national average, we still want to improve this further.

During the last year we have continued to work to transform the services we provide for people:

- We have established a single point of contact for the public and professionals who need intermediate health or social care services. This operates 24/7, 365 days a year.
- We have developed a rapid response service to respond rapidly to a health or social care crisis, providing intensive support for up to seven days to help prevent admission to hospital.
- We held a dementia event at the Central Library. A range of dementia partners attended to give advice on helping friends and family living with dementia.
- We have also signed up to the Dementia Action Alliance Carers Call to Action. Objectives include raising the profile of people with dementia and campaigning for improved services and standards of care.
- A malnutrition pilot scheme in care homes for older people took place to identify and raise awareness of malnutrition and share information, which in turn will lead to a quality improvement in this area..
- We have recruited two Housing and Independent Living Mental Health Outreach workers to provide support to vulnerable people with mental health issues who are at risk of homelessness.

Leadership in adult social care

Social work leadership in adult social care in Gateshead came to national attention in November 2014 when our Principal Social Worker for adults, Margaret Barrett, was named Principal Social Worker of the Year at the National Social Work Awards. These awards aim to raise awareness of the challenging and diverse work that social workers do and this particular award recognises leadership in the profession.

Margaret has now been elected as chair of the National Principal Social Work Adults Network to advance social work practice and development at a National level.

Finding the right service for you

Gateshead Council has established an online market place for adult social care services.

The aim of the market place is to enable providers to advertise their services to people in and around Gateshead. These people may either fund their own care and support, making the necessary arrangements themselves, or are funded by the Council who would make the necessary arrangements on their behalf.

Pictured: Margaret Barrett, Principal Social Worker of the Year 2014.



Listening to you

We use the information you feedback to us to improve the services we deliver, so we can develop a better understanding of what you need now and how this might need to change in the future.

When collecting and considering views and feedback we ensure that the requirements of the Equality Act 2010 are considered within all aspects of adult social care.

If you want to express an opinion about adult social care, then there are lots of ways to do it:

- User forums
- Postal and online questionnaires
- Focus groups
- Public meetings
- Satisfaction surveys
- Feedback from service users
- Comments and complaints
- Specific consultation exercises
- Quality checkers.

"Having a named social worker was good. I was able to email her with concerns about my mother before she went into care" - **Carer**

54%
of carers are very or extremely satisfied with social services (carers' survey)

Who we work with

We deliver our adult social care services with a wide range of partners. We also recognise the contribution that individuals, families, carers, and communities make in providing care and support.

Groups and organisations we work with include:

- Service users and their carers
- Gateshead Healthwatch
- User-led services and organisations, such as the Older People's Assembly, Your Voice Counts, and the Carers Association
- A large number of voluntary and third sector organisations, such as the Alzheimer's Society, Age UK, and the Gateshead Autism Group
- NHS NewcastleGateshead Clinical Commissioning Alliance
- National Probation Service
- Health Services, including local hospitals
- Northumbria Police
- Tyne and Wear Fire and Rescue Service
- The Gateshead Housing Company
- Other council services, including Housing Services, Economic Development, Regulatory Services and Legal and Corporate Services
- Gateshead Voluntary Sector Health & Wellbeing Forum

To ensure that we deliver the best possible adult social care services, we operate a number of themed partnerships. Their membership includes people from Gateshead Council, the voluntary sector, health, and people who use, or have an interest in, adult social care. These include:

- Older Persons Partnership
- Carers Partnership
- Learning Disability Partnership
- Autism Steering Group
- Physical Disability and Sensory Impairment Partnership
- Community Safety Partnership
- Safeguarding Adults Partnership Board
- Health and Wellbeing Board
- Gateshead Health & Mental Wellbeing Partnership

Enhancing Lives

We offer support to enhance resident's lives in Gateshead and have the following key aims:

Aim

To support people to live their lives to the full and achieve their goals

We help individuals to:

- Be clean and presentable
- Get the right amount of food and drink
- Have a clean and comfortable home
- Feel safe
- Have control over their daily life
- Have social contact with people
- Be treated with dignity and respect
- Spend time doing things that they value or enjoy

How?

We have a team that focuses on working with our customers to help them live at home.

Aim

To support people to manage their own support so that they are in control of what, how, and when support is delivered to suit their needs.

We help individuals to:

- Have as much control as they wish over services they receive day-to-day
- Plan and use self-directed support or a direct payment with a support plan that shows the clear outcomes they want to achieve using their personal funding

How?

We directly provide money to people so that they can choose how they want their services to be delivered.

A tenant who supports the Hen Project won a national award from David Cameron for his volunteering work on the project

Aim

To help carers balance their roles and maintain their quality of life.

We help individuals to:

- Have control of their daily life
- Get enough sleep and eat well
- Feel safe
- Have social contact with people they like
- Attend training courses and go to work
- Receive encouragement and support in their caring role

How?

We provide breaks and support services for carers throughout the year.

Aim

Help people find employment, maintain a family and social life, contribute to their community and avoid loneliness or isolation.

We help individuals to:

- Access work experience placements to gain skills and confidence
- Engage in paid employment
- Live independently

How?

We have commissioned services that help people avoid living in loneliness and isolation. We have dedicated services to help people with learning disabilities find employment. We have a Volunteers Plan to help everyone make a contribution to their community.

"Just a short note to thank you for all your support managing the development of a wet room. This has made an incredible difference to our lives and standard of care."
- **person with physical disabilities**

"I have been very impressed with the help I received from Gateshead Council employees. Every department I contacted was helpful and polite" - **A carer's view**

Delivering on our plans

Last year, we said we would:

- Have more people with a personal budget choosing to have a direct payment – the national measure for this has changed but we achieved our target and have 19.1% of eligible people choosing a direct payment.
- Raise awareness to enable increased understanding of people with dementia – in addition to the activities mentioned elsewhere, we have:
 - o Worked on a single dementia pathway to improve diagnosis, timeliness of treatment and remove duplication;
 - o Undertaken further Dementia Friends training.
 - o developed a dementia roadmap page for Gateshead to act as a one stop shop for local information.
- Reduce the number of permanent admissions to residential and nursing care and help more older people to stay in their own homes – whilst we reduced the number of supported long term admissions to residential care by 15, the numbers of older people entering residential care remains high.

How we are going to improve

We want to:

- Continue to have more people with a personal budget choosing to have a direct payment
- Raise awareness to enable increased understanding and recognition of people with dementia within Gateshead
- Reduce the number of permanent admissions to residential and nursing care and help more older people to stay in their own homes

“We would like to thank mam’s social worker for all of her assistance in her lovely unobtrusive manner”.

- daughter of person with physical disabilities

Your experiences

Marquisway Centre

Marquisway centre supports people with learning disabilities. It has recently opened an Internet Café, to support service users to access the latest digital technology, whilst, providing hands on guidance and support.

The centre has constructed a 2015 Performing Arts Production Tour entitled ‘Fashion Show Valley Fest’, which had a three month regionwide tour of North East schools and social care settings. The show featured Marquisway services users taking to the catwalk displaying a clothing range inspired by the summer festival scene, with the clothes, choreography, music and stage management all created and produced by the drama group themselves. This visually spectacular drama initiative not only empowered the performers, improving their self-esteem, team working and confidence but also highlights the creative potential of all people with learning disabilities.

Gateshead Access to Employment Service (GATES)

J is 26 years old and has Down’s Syndrome and a learning disability. The Down’s Syndrome Society had supported him to find paid employment at an agricultural company. Unfortunately he was made redundant in November 2014 due to financial difficulties. His job was really important to him and this was a distressing time. Gateshead Access To Employment Service (GATES) attended his redundancy meeting and supported him through this to ensure he fully understood what was happening.

GATES arranged for a 12 week work placement at Citizens Advice Bureau in Gateshead, he impressed all of his work colleagues and has continued this placement on a voluntary basis.

In June 2015, J attended an interview at Real Time Claims, which is a claims specialist company in Newcastle. With support from Peter Rush at GATES at every stage of the process, J was successful in securing 15 hours paid work per week on a permanent basis, as part of the administration and processing team.

“Thank you Peter and GATES. You have helped me to gain employment. Your support at my interview and when I started work made me feel confident and comfortable. The travel training helped a lot and I am doing it myself now. A massive thank you from me and my family” - J

Quality of life

We offer support to improve the quality of resident’s lives in Gateshead and have the following key aims:

Aim

To ensure that admissions to long term residential or nursing care only occur when there is no alternative provision to support people in their own homes.

We help individuals to:

- Live independently at home

How?

We have developed alternative approaches to residential and nursing care.

Aim

To ensure everyone has the opportunity for the best health and well being throughout their life.

We help individuals to:

- Access support and information to help them manage their care needs

How?

We have worked with GPs and community matrons to assist people who have long term health conditions.

Aim

To ensure earlier diagnosis of health issues, earlier intervention and reablement so that individuals and their carers are less dependent on intensive services.

We help individuals to:

- Remain at home after discharge from hospital into reablement/ rehabilitation services.

How?

We provide Promoting Independence Centres and reablement services to help people regain their confidence and skills to carry out activities and continue to live at home.

Aim

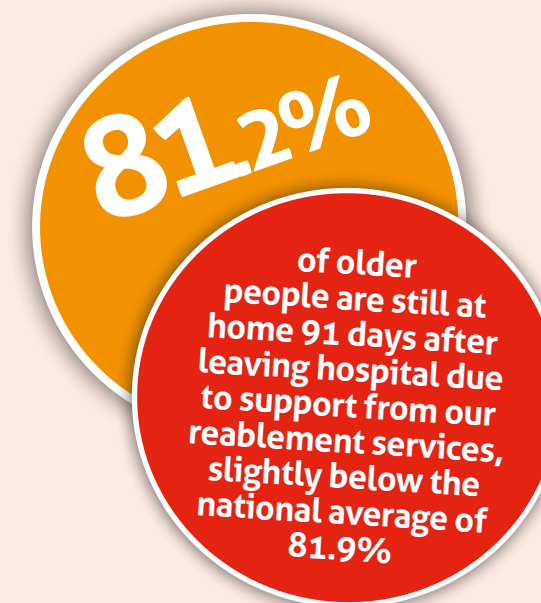
To support individuals when they develop care needs in the most appropriate setting to them, enabling them to regain their independence.

We help individuals to:

- Be discharged from hospital in a timely manner

How?

We have worked closely with hospital services to ensure that people are able to leave hospital in a timely manner, with appropriate support.



Delivering on our plans

Last year, we said we would:

- Set up Service Improvement Groups so that people who use our services and their carers have opportunities to tell us how we can improve – these commenced in June 2014 and are already helping us to improve how we share information and communicate with residents.
- Keep helping people live at home independently for as long as possible – we have undertaken much work in this area including:
 - o re-commissioned home care services to provide more robust provision
 - o facilitated numerous healthy living initiatives including launching the Live Well Gateshead model
 - o established a panel to look at alternatives to residential care when someone is at risk of admission to residential care.
- Improve how quickly people get home from hospital – there were 5.9 delays per 100,000 population, slightly more than the previous year (5.4) but well below the England average (9.7). Of these delays, just under half are attributable to social care.

How we are going to improve

We want to:

- Ensure that more people remain at home following support from reablement services.
- Keep helping people live at home independently for as long as possible
- Continue to improve how quickly people get home from hospital.

FACT:

In March, the NHS chose Gateshead Council and Newcastle Gateshead Clinical Care Group as one of 29 Vanguard sites to develop New Care Models. This will look at enhancing health within care homes.

Your experiences

National Award for Gateshead Sheltered Housing Scheme

Wood Green Sheltered Housing Scheme in Bill Quay won the highest award at the Elderly Persons' Accommodation National Housing for Older People Awards 2014. The scheme took the Gold award in the category of Best UK Retirement Housing scheme category 60 units and over.

More than 3,300 residents from nearly 300 specialist housing schemes helped choose the award winners in a unique process overseen by the national housing charity for older people, Elderly Accommodation Counsel.

The residents score their housing scheme or care home on a variety of statements relating to both the quality of the property and the care, support and general sense of wellbeing they enjoy there.

FACT:

Unannounced inspections by the Care Quality Commission of Council run social care services, found services 100% compliant with all 40 'essential standards of quality and safety'.

"I would like to thank all care staff for looking after my husband. They are so caring and patient and full of compassion in their work. They have been a real tonic for him. He is getting on so well now due to all their help. They are absolute stars" - wife of person who received reablement to help regain skills from our START service

"I just want to say many thanks for all your help with the care and placements of my mam. Placing her there meant so much to us as it was becoming more difficult to deal with her health illness and dementia. At last we know that she was being well cared for during her last months. She had a good team caring for her at the time." - thanks for the work of our social work team based at QE Hospital

Positive Lives

We aim to respect the dignity of individuals and ensure that the support they receive is sensitive to their particular circumstance.

We have the following key aims:

Aim

To ensure that individuals who use our services and their carers are satisfied with their experience of care and support services.

We help individuals to:

- Have overall satisfaction with the care and support they receive

How?

We collect user and carer feedback to improve our services.

Aim

To make sure that carers feel they are respected as equal partners throughout the assessment, care and support planning process.

We help individuals to:

- Feel included in discussions about the person they care for

How?

We treat carers as equal partners in our assessment, care plan and review processes.

Aim

To ensure that people know what choices are available to them locally, what they are entitled to, and who to contact when they need help.

We help individuals to:

- Easily find information about support available to them

How?

By having well trained staff in our contact centre (Adult Social Care Direct) who inform the public and signpost appropriately.

Aim

To make sure that individuals, including those involved in making decisions on social care, respect the dignity of the individual.

We help individuals to:

- Receive support that is sensitive to their own circumstances

How?

By having individual care and support plans that include the views of service users and carers that reflect individual need.

Delivering on our plans

Last year, we said we would:

- Ensure that services that we offer are right for our customers – we have created a Quality Excellence Framework Policy for residential and nursing care homes, plus a Quality Assessment Framework for Learning Disabilities, Mental Health, Physical Disabilities and Sensory Impairment, Home Care, and Commissioned Services.
- Use customer feedback to improve our services – many improvements have been made as a result of feedback. A summary can be found in our annual report on representations on the Council website. We have also launched service improvement groups involving service users and carers.
- Consider carers' needs – We conducted a survey to find out whether services received by carers are helping them in their caring role. 81% of carers report that they have been included or consulted in discussions about the person they care for.
- Develop a plan for the engagement and involvement of people with autism and their families – we have consulted on the draft All Age Autism Strategy and invited people with autism and their carers to validate the Gateshead self-assessment.
- Develop the Young Carers Action Plan to support Young Carers – we identified 93 new young carers during 2014/15.

How we are going to improve

We want to:

- Continue to ensure that services that we offer are right for our customers
- Consider carers' needs
- 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 Blaydon Day Centre and St Joseph's to develop options to outreach to more users and carers from a wider geographical basis.

"Just wanted to say that Winlaton Base continues to be a magical place for me -I always feel good about myself and feel I can relax and laugh spontaneously when I'm there. This is because of the wonderful welcome I get from everyone".

- day service user

"The help provided by community based services is excellent. The team of carers that support my mum are excellent"

-relative's view



Your experiences

The Generation Game

The Generation Game was shortlisted in the "Better Outcomes" category for the Municipal Journal awards 2015. Gateshead Council and the Gateshead Housing Company have teamed up with Rookie Sports, a social enterprise, to teach people of different ages how to play Rookie Golf. The objectives included reducing the social isolation of older people, breaking down barriers between different generations and helping to keep residents within sheltered housing fit and healthy. The project was funded through the Gateshead Housing Company Community Fund.

The project linked twelve housing schemes and twelve primary schools through a shared activity – Rookie Golf. Some of the older people accompany Rookie Sports' coaching staff to schools to help teach the children how to play. The two generations are then brought together to play matches, with some matches taking place in the schools and some at the sheltered accommodation schemes. So far we have had over 500 participants involved in the scheme.

The project has improved levels of physical activity and wellbeing. Children have had experience of sharing activities with adults who have significant disabilities whilst residents of the sheltered schemes have been able to enjoy the company of young people and gain a positive experience of them.

Have your say about social care services by text

A text messaging service has been set up. This new service gives the public the opportunity to have their say about the Council's social care services by text message. You can text your concerns or compliments about adults or children's social care services to 07736287376.

Alternatively, to speak to someone, you can text "CALL BACK" to the same number and a member of the team will call you back as soon as possible.

193
new carers signed
up to the Carers'
Emergency Response
Service



Protecting Lives

The Care Act 2014 requires councils to make enquiries if an adult with care and support needs is experiencing, or is at risk of, abuse or neglect and is unable to protect him/herself against the abuse/neglect.

In Gateshead we are committed to making sure that everyone feels safe and secure. To help us do this we have identified the following key aims:

- Everybody in Gateshead has the right to lead a fulfilling life which is free from abuse and neglect.
- Everyone should also be able to live safely and contribute to their own and other people's health and wellbeing.

How?

The Gateshead Safeguarding Adults Board is now well established. The Board continues to drive and oversee all areas of adult safeguarding activity in Gateshead. It is also responsible for ensuring that services are provided at a high standard. This is achieved by working in partnership with all relevant agencies and organisations in Gateshead and the local area.



FACT:
The majority of incidents of abuse take place in the person's home

Delivering on our plans

Last year, we said we would:

- Strengthen our relationships with partners in the voluntary sector to raise awareness of adult safeguarding. - We have strengthened the Safeguarding Adults Board relationship with Healthwatch Gateshead and other voluntary sector partners.
- Work with children's services and health partners to develop an approach which identifies adults at risk at the earliest opportunity - We have developed and implemented preventative approaches for safeguarding adults. We have also identified cross-cutting areas of work via the Multi-Agency Safeguarding Hub (MASH) to ensure consistency and a streamlined approach to multi-agency working.
- Continue to work to ensure that all safeguarding adults' processes and procedures put the adult at risk at the centre of the process - We have further embedded the 'Making Safeguarding Personal' agenda in Gateshead. The revised Safeguarding Adults Policy and Procedures now incorporates processes and procedures that focus on the outcomes that the person wants to achieve.

How we are going to improve

We want to:

- Work in partnership with Tyne and Wear Fire and Rescue Service on home safety checks locally and nationally.
- Create more opportunities to involve and engage service users and carers to shape and develop services to ensure that more adults at risk are afforded protection
- Work with the Local Safeguarding Children's Board to ensure that vulnerable children and young people are protected as they become adults.

Case Study

Help to return home

Following a stroke in March 2014, Mrs D was left unable to swallow. Unfortunately, she did not seem to have the capacity to realise she was not able to eat and drink certain things without the risk of choking. Initially, hospital staff felt that Mrs D was going to need residential care in order to meet her needs safely.

After meeting Mr and Mrs D and discussing the case with other professionals, it was clear that Mrs D did not want to go into residential care. It also became apparent that, with some increased knowledge and confidence, Mr D might be able to support his wife to be cared for safely in the community. Mrs D agreed to go to Southernwood Promoting Independence Centre to receive intensive support from a speech and language therapist and an occupational therapist with a view to returning home. Mr and Mrs D managed exceptionally well in Southernwood and it was agreed by all parties that Mr D now had the skills to support his wife.

After Mrs D returned home, her care package has been reviewed regularly and a formal review completed. This found that the care package is currently meeting Mrs D's needs and also Mr D's needs as her main carer. At this time, Mrs D's needs are being well supported in the community both by her husband and a formal care package. Mr D now appears able to manage his wife's diet but is aware he can discuss any issues with district nurses, speech and language therapists and PEG nurse. Mrs D's care package also provides her with assistance with personal care tasks and Mr D with some much needed carer relief.

"My mother's needs are met in such a way that I feel I can maintain employment knowing her safety and well being are professionally taken care of with genuine concern, dignity and respect"

A carer's view

"I trust my team of care providers to keep me safe at all times" - service user

