

How did we do?

Sheffield's adult social care services 2012

Introduction

This is our second 'Local Account' – the annual report of Sheffield's adult social care services. This report explains how we did last year (2012/13), how things have changed from the previous year and how we are performing compared to other local authorities across England. It also tells you about what we plan to do in future to improve services across the city.

Last year's report was generally well received, however we were given some ideas for making it better and we've tried to use those in this year's report. We hope you will find the information easy to find and understand, but we are always looking to improve so would welcome your feedback for next year's account. Have a look at the 'Get involved and have your say' section for more information.

We have looked to range of people and organisations to help us put this report together, including service users, service providers and other organisations involved in improving social care in Sheffield.

Information to add:

Financial position

Independent scrutiny / sector led improvement activity



Councillor Mary Lea
Cabinet Member for Health, Care and Independent Living



Richard Webb
Executive Director, Communities

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How we spend your money

Spending on adult social services by client group, 2012-13

Add in graph

Every year, we review how much we are spending on adult social care and we provide this data to the Department of Health. A helpful way for us to look at this information is to calculate the average weekly cost of supporting each person. This cost has gone up a small amount across the different types of social care. The average cost of x has risen the most... [add explanation why](#).

Cost of providing adult social care services in Sheffield for the past two years (pounds per person per week)

Add in graph

The average costs of x in Sheffield is similar to the national average and the average of councils that are most similar to Sheffield. However, Sheffield spends above the average per person for y... [add explanation why](#).

Measuring our performance

This report is a very important way for us to let you know how well we are performing. Along with all other councils in England, we regularly send data about our support services to central government. This includes feedback received directly from the people we support, through our annual user and carer surveys. This means that we can show you how well Sheffield is performing when compared with other areas of the country. Throughout this report, you'll see comparisons with the average results from the following groups of councils

Core Cities – these are the councils of England's eight largest city economies outside London, which include Sheffield, Leeds, Birmingham, Bristol, Nottingham, Manchester, Liverpool and Newcastle.


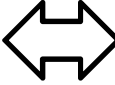


National – all the councils in England

Comparable Councils – Sheffield is in a group with fifteen other councils in England that are similar and are useful for us to be able to compare ourselves with

Yorkshire and Humberside – a group made up of all fifteen councils in our region.

Throughout this report we have used some symbols to show how our performance has changed since last year (the arrows) and how we compare to the average of the comparable councils (the colours). You can see these symbols above many of the graphs.

	Sheffield is performing above the average of comparable local authorities
	Sheffield is performing very close to or the same as the average of comparable local authorities
	Sheffield is performing below the average of comparable local authorities

	Sheffield's performance is better than last year
	Sheffield's performance is very close to or the same as last year
	Sheffield's performance is worse than last year
	Information collected for the first time , this year

By comparing ourselves with all these other councils, we can see which areas we are doing well in and where we need to improve. You can see if we have managed to improve in the areas we said we needed to get better at in “Last year we said...” on page xx.

We are generally doing well at...

- The number of our service users receiving Direct Payments
- Offering reablement services to people being discharged from hospital
- Getting people back home without delay after being in hospital
- Increasing the number of people how have ‘Self Directed Support’

We need to get better at...

- Helping people with learning disabilities find paid employment
- Providing people with information about support services
- **Note: Decide which others to add when document is more complete**

Need to add in about being subjected to independent scrutiny.

Complaints

Include information about...

- The number of complaints about adult social care
- How long these complaints took to resolve
- What percentage of these complaints were resolved within 6 months
- What people complained about – main topics
- Satisfaction with complaints process - % of people satisfied, etc – what is our target in this area?
- The time taken to respond to complaints
- How many of the complaints raised in 2012-13 are still live
- Any information about how we have been able to resolve some verbal complaints before they become formal complaints
- Taking action to minimise complaints about staff conduct
- Information about the complaints process

How we did

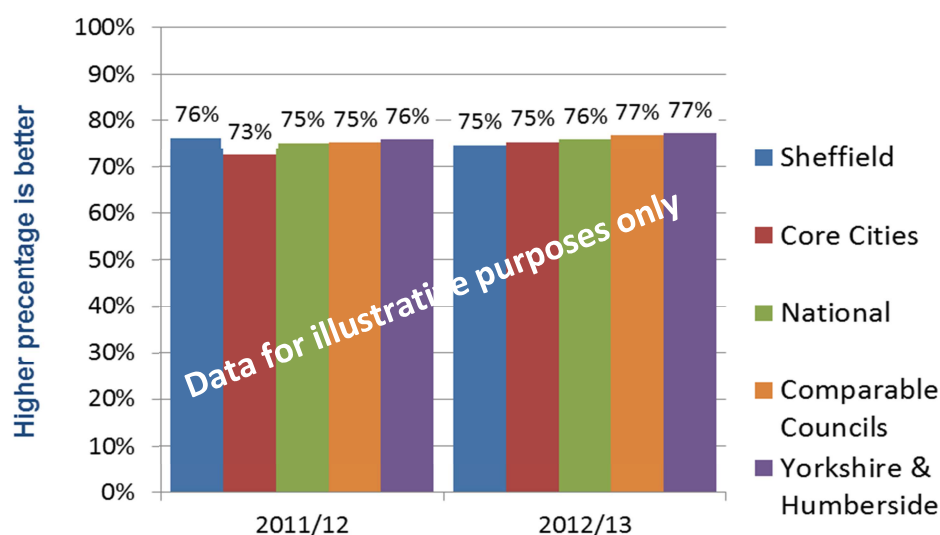
Outcome One - enhancing the quality of life for people with care and support needs

This year we sent out the third annual Adult Social Care Survey to a random selection of people receiving care services in Sheffield. This survey is sent out by councils across England, with the results collected by the Department for Health, to allow us to compare the experiences of care service users in Sheffield with those of others across the country. This survey is very important in allowing us to measure if the services being provided in Sheffield are having a positive impact on people's lives.

How you rate your quality of life

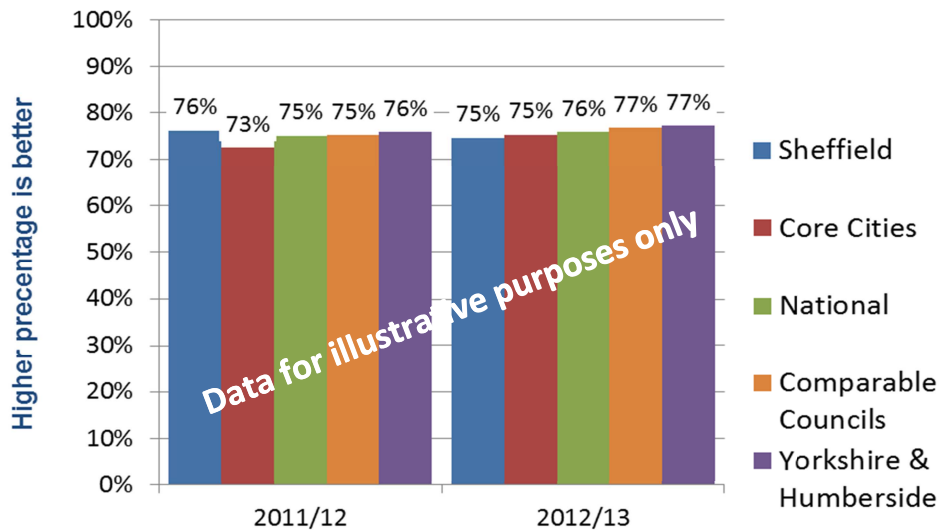
The responses we received this year shows that service users in Sheffield feel less positive than average about their own lives. A score calculated as by the Department of Health based on the surveys, shows that people in Sheffield feel that they have a lower quality of life than the national average and lower than our score for last year.

People who answered "Very Good" or "Good" to the question: Thinking about all the different things in your life, good and bad, how would you say you feel about your life in general?



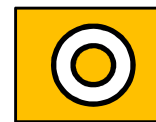
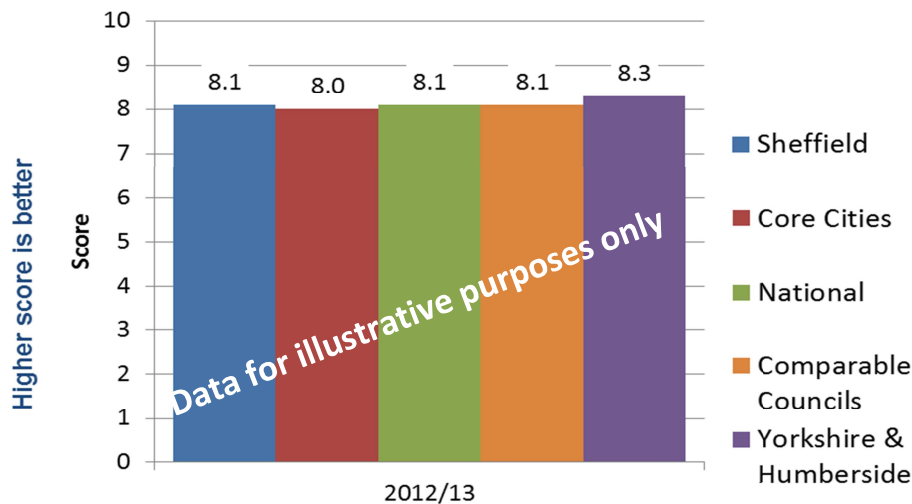
x% of people who responded to the survey felt that they had enough control over their daily lives. This is slightly lower than last year, but is only a little lower than the national average and that of our comparable councils.

The proportion of people who use services who reported that they have control over their daily life



As well as surveying care users, this year we also carried out a survey of carers for the first time. This survey focuses on how caring for someone is impacting on the lives of carers. A 'quality of life' score is also calculated as part of this survey and it showed that carers in Sheffield scored the same as the national and comparable councils' average.

Carers' Quality of Life Score – Calculated using several questions from this year's Carers' Survey



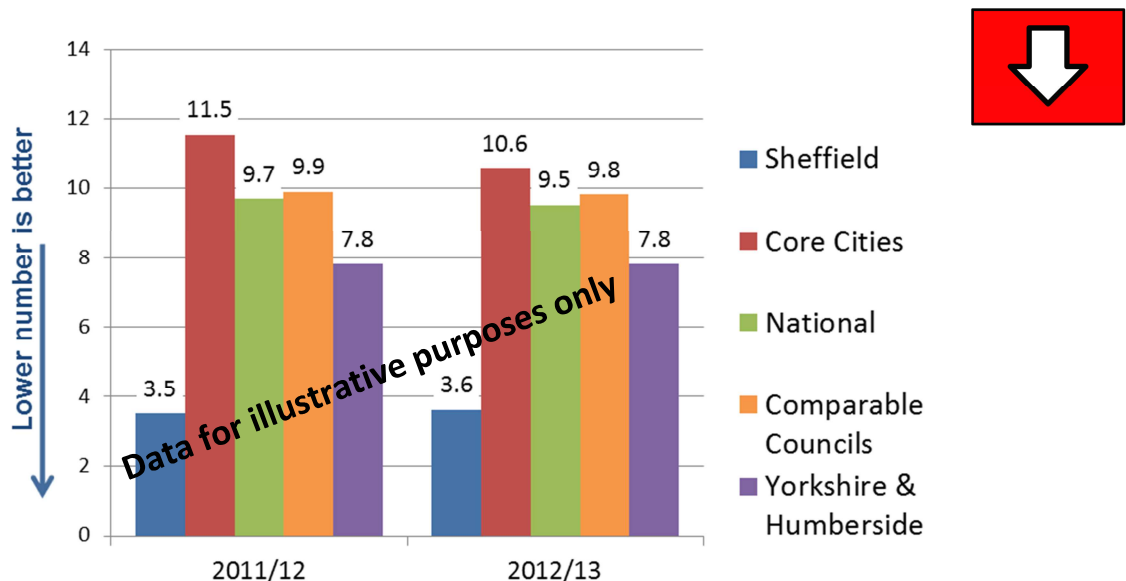
Outcome Two – Delaying and reducing the need for care and support

Moving into care homes

We aim to support people to stay in their own home for as long as they want to. Some people do eventually need to move into a care home, but we would like to be able to keep this number as low as possible. To measure this, we look at how many people in the whole of Sheffield are making permanent moves into residential and nursing care homes in the year.

The graph below shows that the rate of admissions to care homes has almost doubled in Sheffield in the past year and we have gone from being the best performing council in our group of comparable councils to one of the worst. This very large increase in admissions is due us taking responsibility for some service users back from the NHS as well as a new initiative to discharge patients from hospital into care homes for them to recover, which results in more people being admitted on a permanent basis.

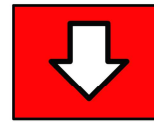
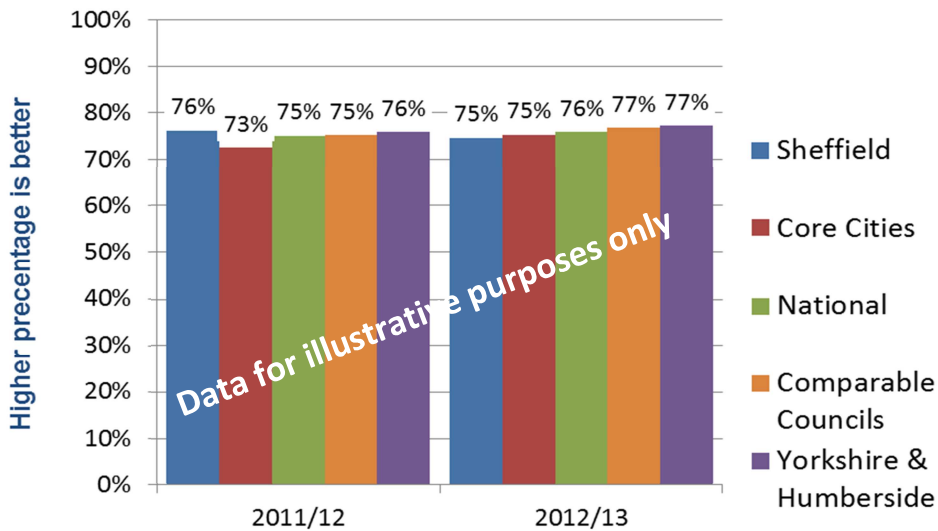
The number of permanent admissions to care homes per 100,000 population



Being able to live at home after being in hospital

Note: Include information on Reablement and Sheffield’s performance in offering it to older people.

The proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services

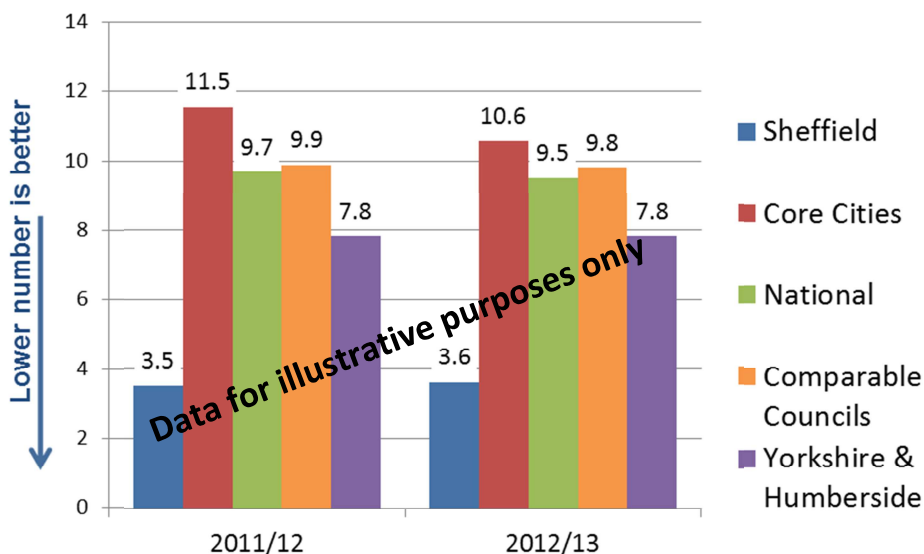


Getting back from hospital without delay

We recognise that people usually want to leave hospital and get back home as soon as it is safe to do so. In order for this to happen, the right care services need to be in place. Any delays in getting these services organised means an unnecessarily long stay in hospital for people.

As the graph below shows, Sheffield performs very well in this area, with delays well below the national average and the lowest in our group of comparable councils.

Number of delayed beds in hospital per 100,000 population



Helping people avoid the need for ongoing support services

The Council has a Reablement Service, which works with people to help them regain their independence following an illness, injury or impairment, to help them reduce or eliminate their need for long-term professional support.

We also have a team of **Community Support Workers** working in part of the city, who aim to help people to be independent, healthy and maintain their home or tenancy. They achieve this through giving people the small amount of help they need now before things get too difficult for them to manage themselves. They aim to work with the people to help them:

1. Feel safe and able to get out and about
2. Keep active and maintain a healthy social life
3. Maintain a comfortable and secure home

The examples that follow are typical of the work they do:

Example 1

Background: Mr H has cerebral palsy and serious mobility problems and was referred by his doctor who was concerned that he was becoming socially isolated. Mr H lives in an old, poorly heated property in an isolated location and is prone to falls.

What happened next? The Community Support Worker (CSW) arranged for:

- An emergency alarm to be fitted by City Wide Care Alarms, to allow Mr H to alert someone if he had a fall in his home or on his driveway.
- A key safe was also installed outside his property in case of emergencies.
- Mr H's house to be insulated and draught-proofed under a free scheme run by the Council.
- Smoke alarms to be installed free of charge by the Fire Service
- A referral to the Community Physiotherapy Team to help Mr H with his problem with falls. This has also led to a referral to the Council's Equipment and Adaptations Team who are helping Mr H more safely access his home and vehicle

Example 2

Background:

To be added later

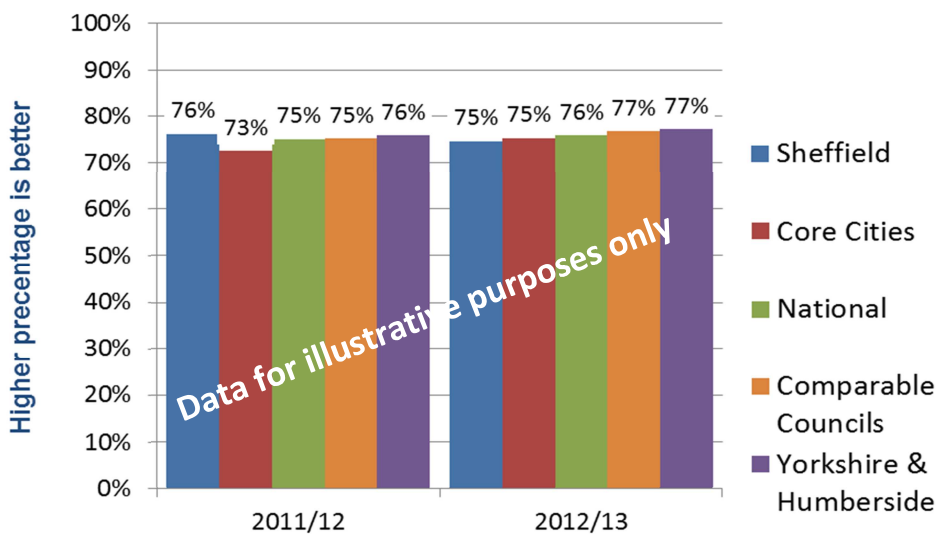
Outcome Three - ensuring people have a positive experience of care and support

Satisfaction with services

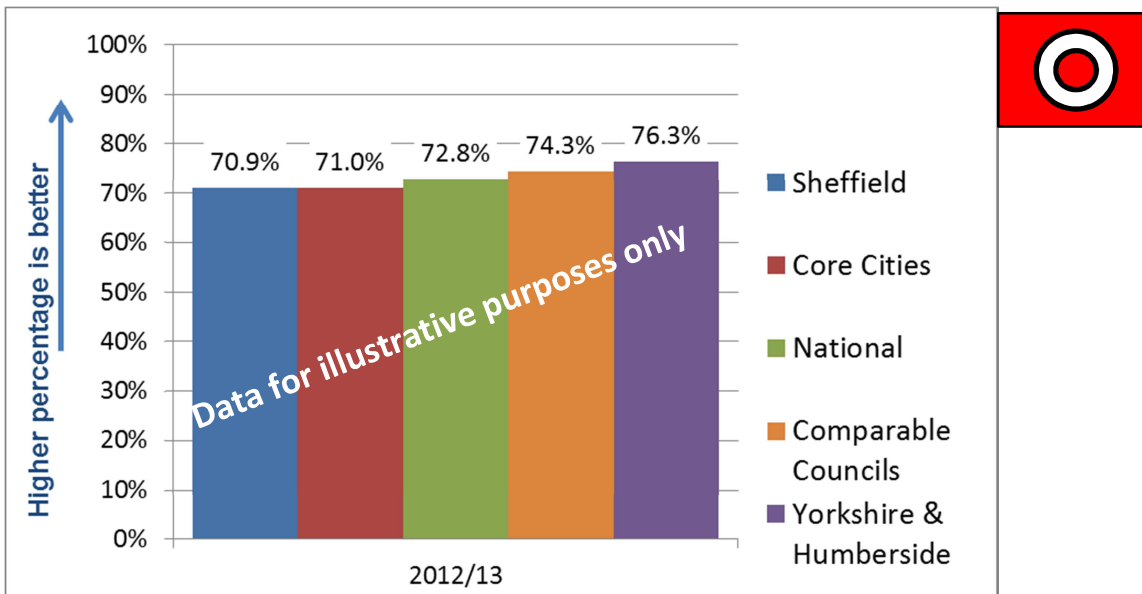
Perhaps the most important question we asked social care users is about what they think of their overall care and support. Sheffield has performed less well in this area compared to last year, with only x% of people saying that they are either ‘extremely satisfied’ or ‘very satisfied’ with the care and support. This result is the lowest in our group of comparable councils.

Carers were also asked this question about the services received by the person they care for. The percentage of carers who are satisfied with these services is lower than reported by the service users themselves. We are not performing as well as most of the other councils in our group of comparable councils, with x% of carers reporting that they are either ‘extremely satisfied’ or ‘very satisfied’ with the support or services the person they care for has received over the past twelve months.

The proportion of people who use services who were “extremely satisfied” or “very satisfied” with their care and support



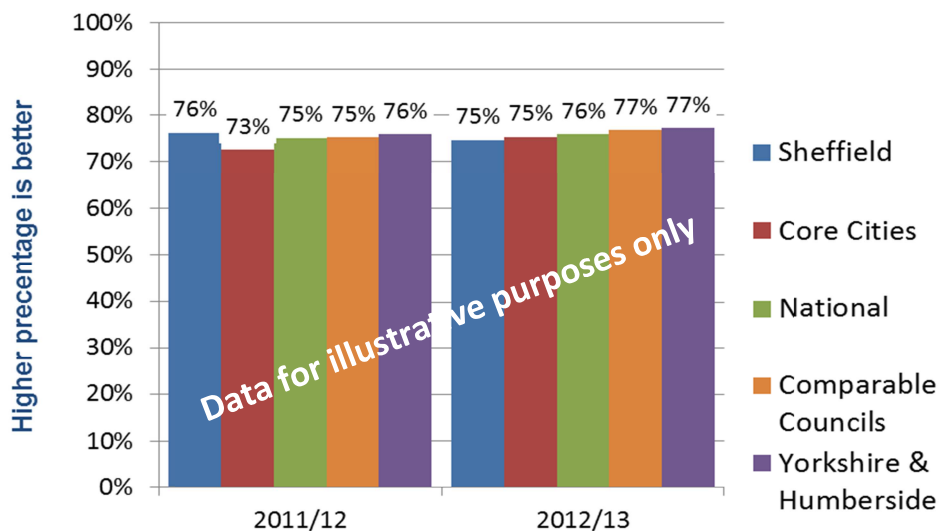
The proportion of carers who reported that they were either “extremely satisfied” or “very satisfied” with the support or services the person they care for has received over the past twelve months



Finding information and advice

It is very important for both people using support services and carers to easily be able to find information and advice about care and support. The annual User and Carers' surveys allow us to monitor how well we are performing in this area. Of the people that responded who had looked for information or advice in the past year, x% said they found it easy to find. This is a little lower than last year and is below the average of our comparable councils, so there are improvements that need to be made in this area.

The proportion of people who use services and carers who find it easy to find information about services

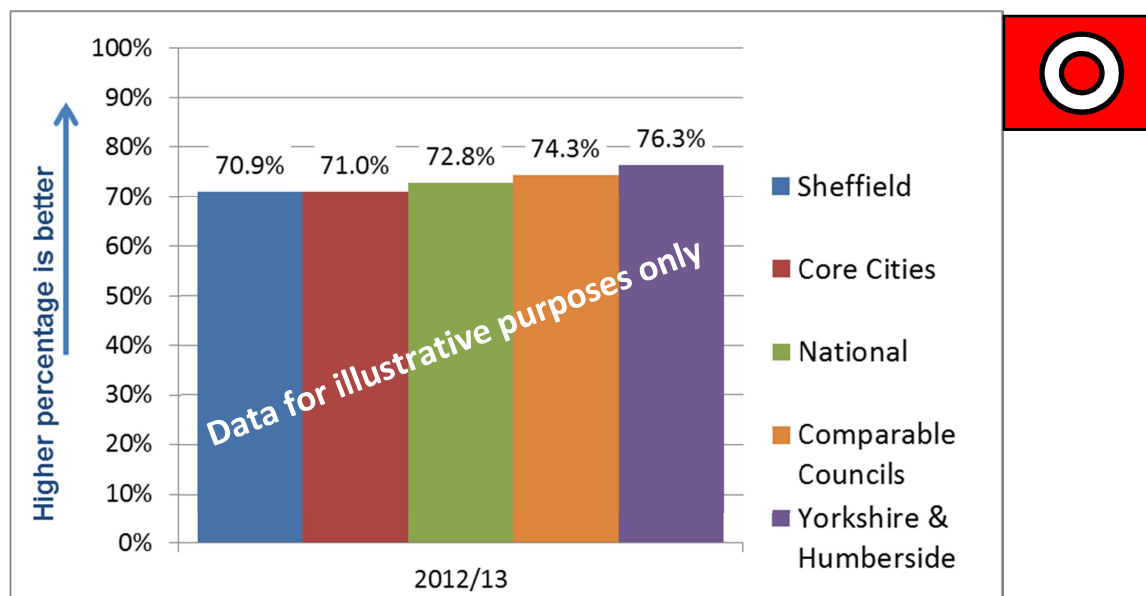


Feeling included in decisions

The decisions made in planning care for someone can also have a huge impact on the lives of those who care for that person. As such, we think it is important that carers feel consulted when the support is planned

Of the carers that responded to our survey, x% said they 'always' or 'usually' felt involved or consulted. This is below the average of our group of comparable councils and is something that we will be looking to improve in the coming year.

The proportion of carers who reported "I always felt involved or consulted" or "I usually felt involved or consulted" in relation to the discussions about the support or services received by the person they care for



Healthwatch Sheffield

What is Healthwatch Sheffield?

Healthwatch Sheffield is a new independent voice for the people of Sheffield, helping to shape, challenge and improve local health and social care services. We work with local people to improve services and help you to get the best out of those services.

Sheffield City Council is providing the funding for Healthwatch Sheffield but it is a new independent organisation set up by a consortium of three local voluntary organisations, which is led by Voluntary Action Sheffield.

How can Healthwatch Sheffield help you?

We can help you by:

- providing advice and information about local services that might be useful for you, a relative or friend.
- getting your views on health and social care heard in the city, so you can help to make improvements.
- ensuring that everybody in the city is able to be involved, by building a wide range of networks and activities, which include adults, children and young people.

Looking for information and advice?

We have a self-help section online at: www.advicesheffield.org.uk/self-help/

If you would like to speak to an adviser, who can help you to find the information and support you need, please call:

Sheffield Adviceline (0114) 205 5055 (Lines open Monday to Friday 10am-4pm)

What's your experience of using social care services?

We want to hear about your experiences (good and bad) of using health and social care services in Sheffield. We can use your views to influence, challenge and make a difference to the way services are delivered. You can telephone, email or write to us to tell us about your experience.

Are you interested in getting involved?

We have a regular newsletter with updates on our work and we are developing a range of volunteering opportunities.

Please contact us to sign up for the mailing list or to register your interest in volunteering. Let's work together to help improve your local health and social care services.

Contact Us

Healthwatch Sheffield

33 Rockingham Lane, Sheffield, S1 4FW

Tel: (0114) 253 6688

Email: info@healthwatchsheffield.co.uk

Twitter: @HWSheffield

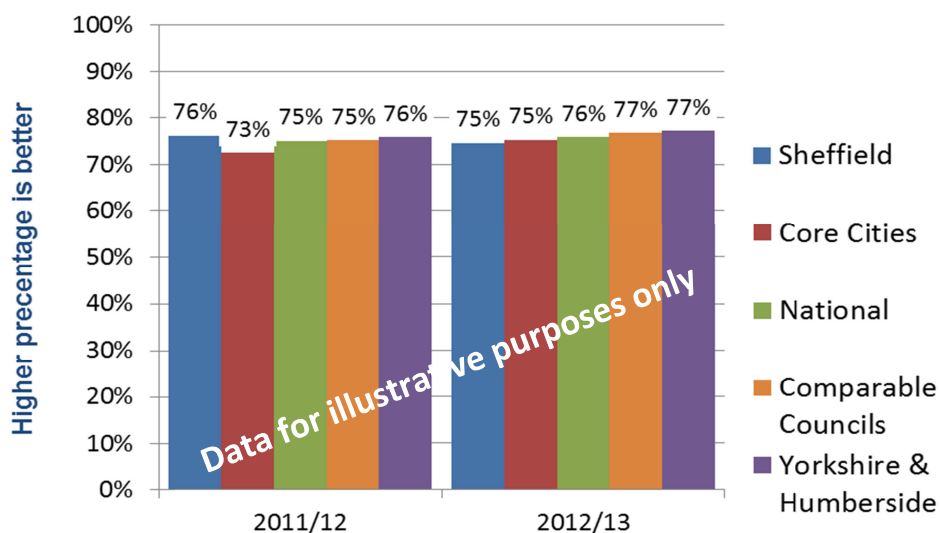
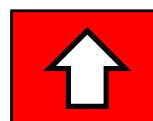
Outcome Four - Safeguarding people whose circumstances make them vulnerable and protecting them from avoidable harm

Feeling safe

Our survey asked the people who receive services how safe they feel. Two thirds of people report that they felt as safe as they wanted to be, which is very similar to the results across the country and in similar big cities.

We also asked people whether the services they receive have helped them feel safe and secure. x% of people said that they did, which is an improvement on last year and the same as the national average, although it is still slightly lower than the average of our comparable councils and other large cities.

The proportion of people who use services who say that those services have made them feel safe and secure

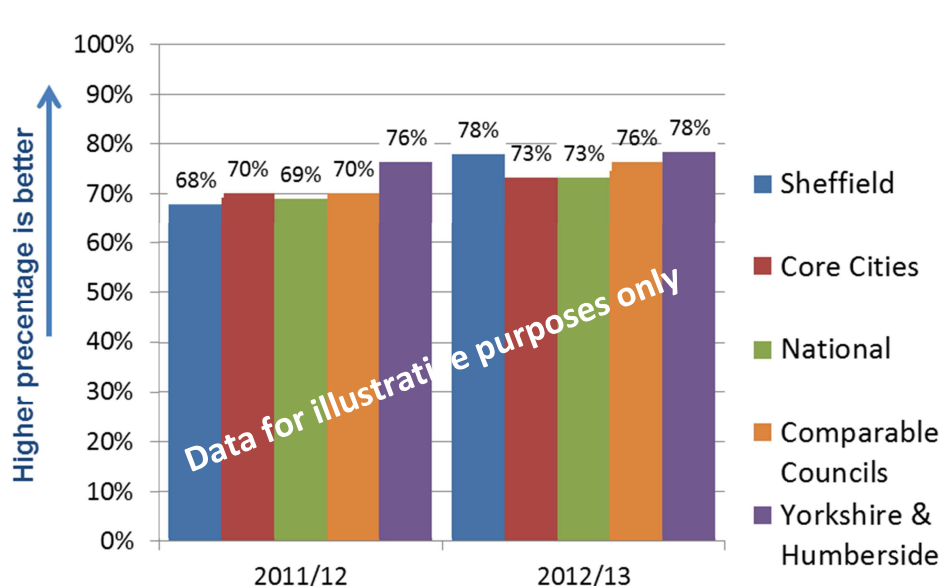


What you have told us

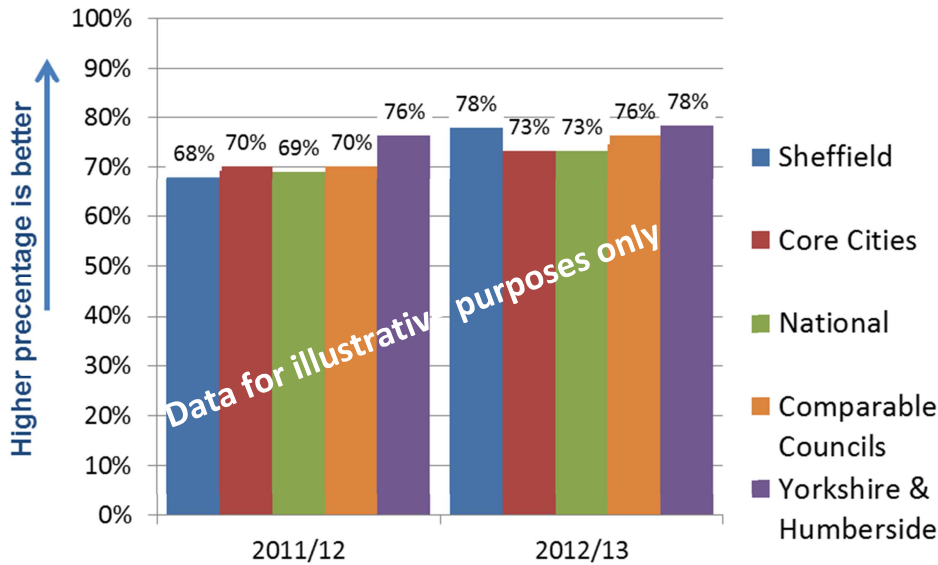
This section of the report uses some 'I statements' to show how well we are doing in some of the areas that are most important to supported people and their carers. These statements were written by people who use services to show what they would expect from an organisation that is delivering a personalised and high quality service. The statements are part of the Think Local Act Personal 'Making It Real' campaign, which was set up by people involved in all areas of adult social care to help improve services.

'I have the information and support I need in order to remain as independent as possible'

The proportion of adults with learning disabilities who live in their own home or with family



The proportion of adults in contact with secondary mental health services living independently, with or without support



Other information to include

- Dignity Network

Questions from User Survey:

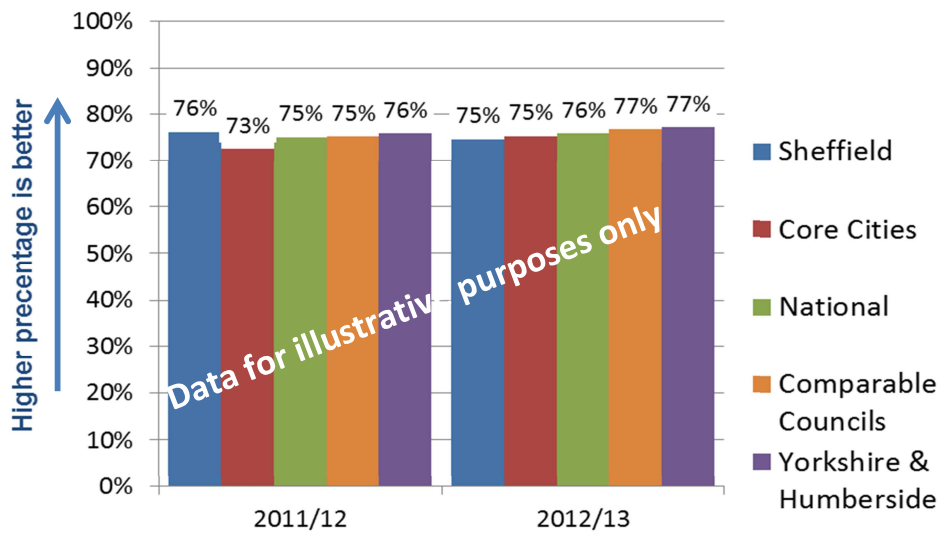
Question 4a - Thinking about keeping clean and presentable in appearance, which of the following statements best describes your situation?

Question 5a - Thinking about the food and drink you get, which of the following statements best describes your situation?

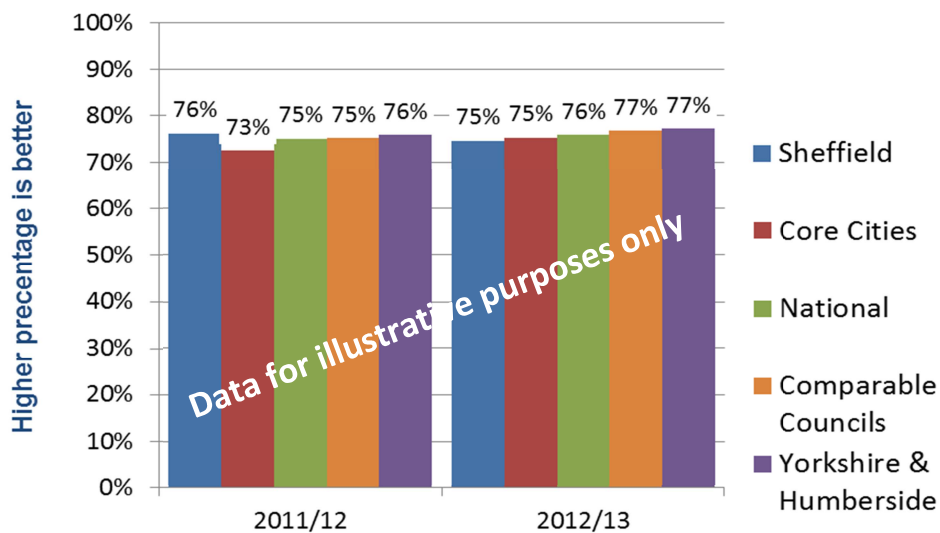
Question 6a - Which of the following statements best describes how clean and comfortable your home is?

•‘I have access to a range of support that helps me to live the life I want and remain a contributing member of my community’

The proportion of adults with learning disabilities who are in paid employment



The proportion of adults in contact with secondary mental health services in paid employment



Other Information to include:

Questions from User Survey

Question 8a - Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?

Question 18 - Thinking about getting around outside of your home, which of the following statements best describes your present situation?

•'I have care and support that is directed by me and responsive to my needs'

Information to include

SDS ASCOF Outcome showing the number of people receiving SDS services

•'I feel safe, I can live the life I want and I am supported to manage any risks'

Information to include

Question from User Survey

Question 2b - Do care and support services help you to have a better quality of life?

Case studies from City Wide Care Alarms

Last year we said...

Last year we said that we need to get better at...

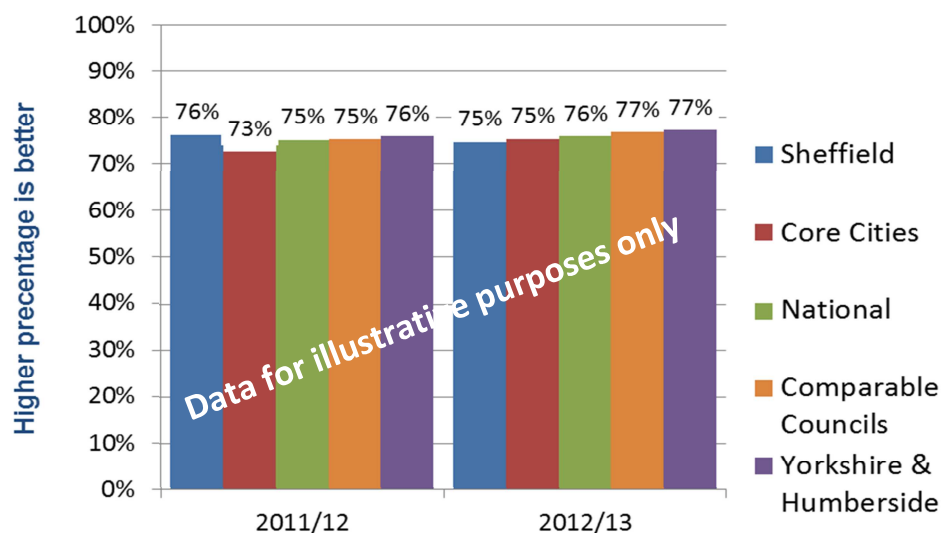
- Making sure that everybody has an annual review of their needs
- The time it takes to complete assessments for Self Directed Support
- The time it takes to receive services after an assessment
- The time it takes to respond to complaints
- People's satisfaction with the complaints process

Here's how we are doing...

Making sure that everybody has an annual review of their needs

The proportion of people receiving a service in 2012-13 that we managed to review fell to x% compared to y% the previous year. We would not expect to get to 100% of service users having a review as people who have only recently taken up a service will not need a review until next year.

However, there is a lot of work to do in this area and it is a priority for the Council this year, so we are hopeful that the results will be much better next year. The graph below show that we are not doing as well as other councils.



The time it takes to complete assessments for Self Directed Support

Add in information

The time it takes to receive services after an assessment

Add in information

The time it takes to respond to complaints

Add in information

People's satisfaction with the complaints process

Add in information

Get involved and have your say

Information to include:

Quality Improvement Network

How we support people to come to our meetings

Contact details

Details about how to feedback about the Local Account

Thank you

List people who helped with the report

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