

Adult Social Care Local Account

Annual Report 2017-18

Inclusive and supportive communities

Gloucestershire people to make choices that lead to healthy lives

People to enjoy increased wellbeing, independence and personal resilience

Good quality care and support available when people need it



Introduction

Welcome to the 2017-2018 Local Account for Adult Social Care provided by Gloucestershire County Council. We have a wide range of services designed to support people to maintain their independence for as long as possible. We focus on strengthening communities whose residents support one another as well as building on an individual's strengths.

People today are living longer and while the majority are staying fit and healthy, we increasingly need to support more people with long-term and multiple conditions, with complex care packages.

In Gloucestershire there are **4%** more people growing older than in the rest of the Country. This puts increasing pressure on Public Health and Care Services and we need to think differently about meeting the needs of our aging population.

In this Local Account we will talk about:

- our performance across Adult Social Care services over the last financial year;
- what our customers have told us about the services we provide
- how we spent our budget; and
- looking to the Future.

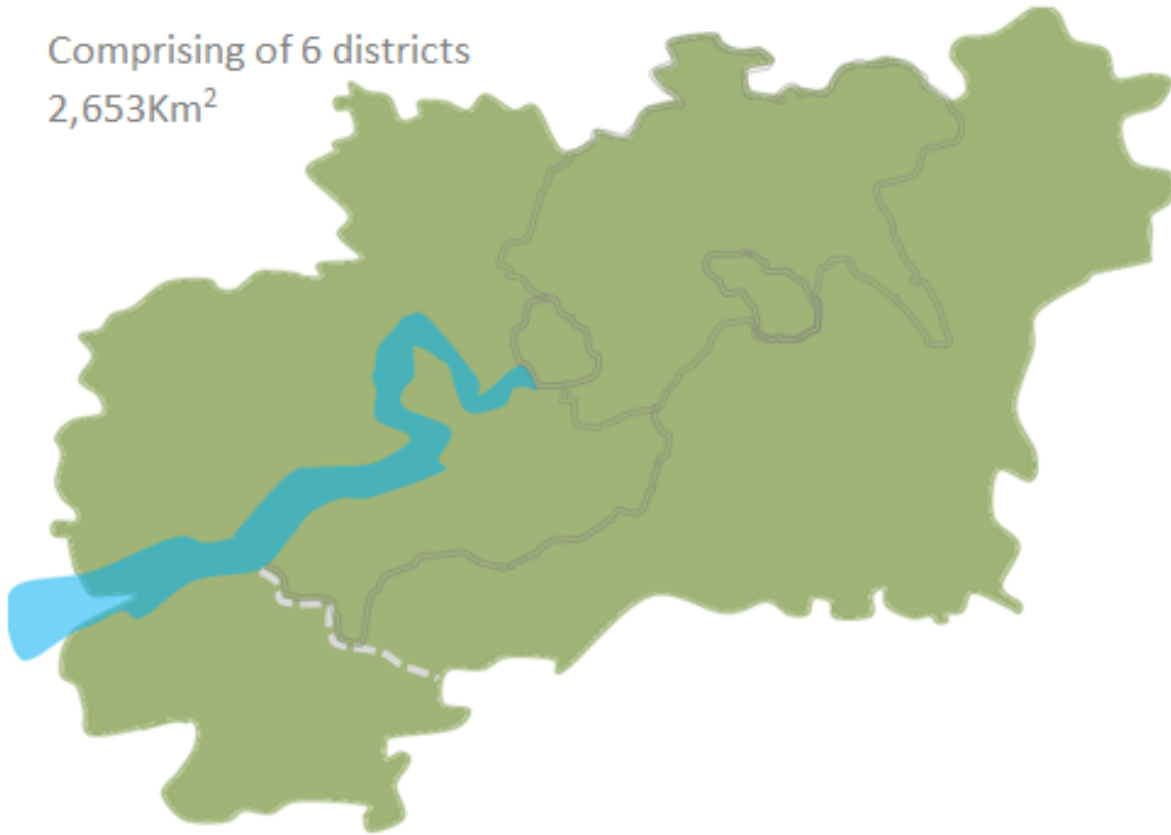
The results from the annual Adult Social Care Service Users Survey show that **64%** of our service users report that they are either extremely or very satisfied with the overall quality of care services. This has dipped slightly below the **65%** National and **67%** South West regional picture, both of which have remained the same as last year.

However, the results for our services making people feel safe and secure, and ease of finding information are **above** the National and Regional results.

Overall the survey shows that Gloucestershire's performance has declined from last year compared to the National, South West and Peer Group outcomes, which have largely remained the same. We welcome this feedback from our service users and over the coming year we will continue to work with our care providers to improve our services.

This is Gloucestershire

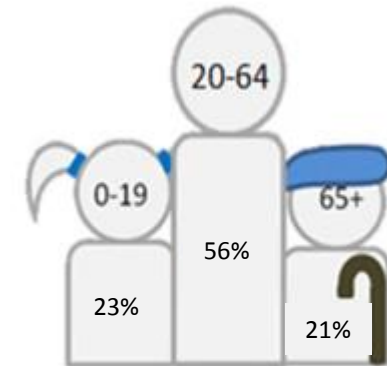
Comprising of 6 districts
2,653Km²



Of which:

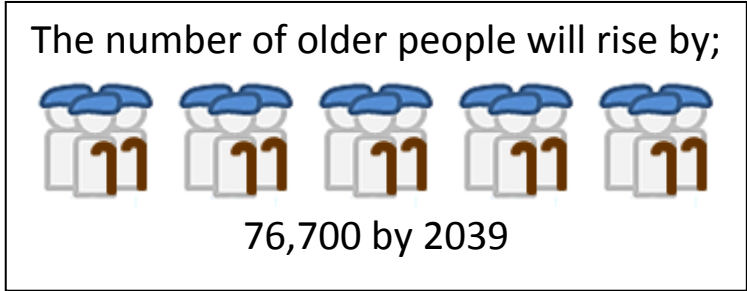
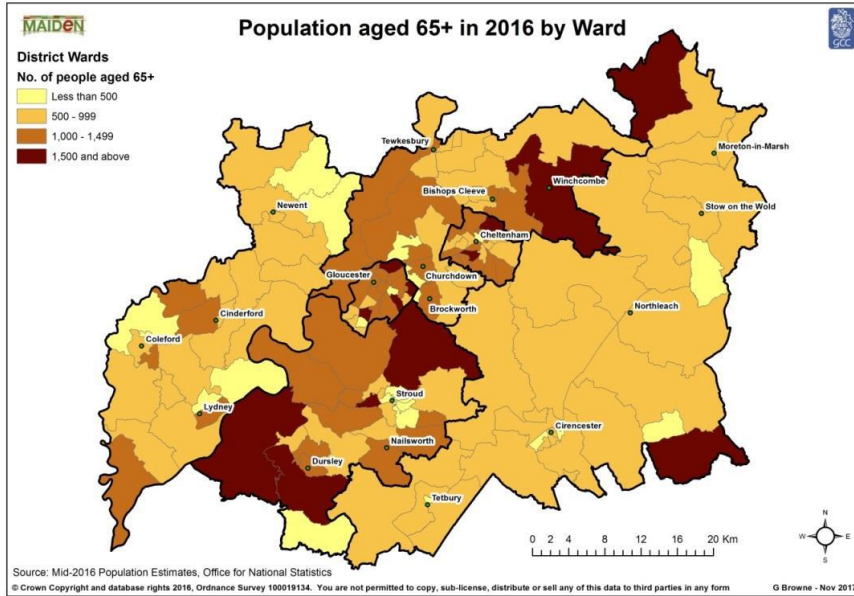
- **141,353** are under 19 years old
- **354,574** are between 20 and 64
- **132,212** are 65 or over

Source: *Inform Gloucestershire*



The population of Gloucestershire is currently around **628,139**

Older People 65+



↑ The number of **Older People** in Gloucestershire is expected to rise by a further 76,700 in the next 20 years.



The number of **Older People** aged 65+ in Gloucestershire is increasing faster than the national average. We have;

27%

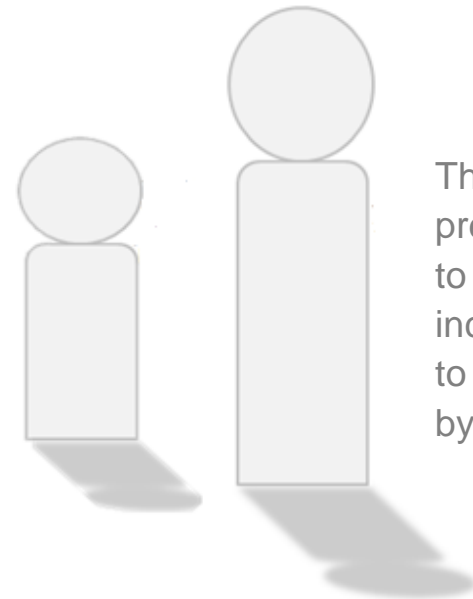
growth in Gloucestershire compared to

23%

growth in England and Wales within the past 10 years

Loneliness

The 2011 Census showed that **33,800** people were Living Alone



This is predicted to increase to **67,700** by 2030

Physical Disability



A **Physical Disability** is a condition which can limit a person's physical activities.

An estimated **9,200** people aged 18 to 64 have a serious **Physical Disability**

An additional **30,300** people aged 18-64 have a moderate **Physical Disability**. Both numbers are expected to increase in the next 15 years.

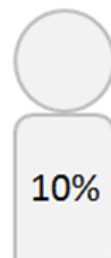
Learning Disability

A **Learning Disability** is a condition which affects the ability to learn and process information. By 2020 it is estimated that a growing number of approximately **11,900** people aged 18 and over will have a **Learning Disability**. Of these, **2,400** will be either moderate or severe.

Mental Health

In 2018, around **59,300** people in Gloucestershire aged between 18 and 64 had a common mental illness. An estimated **26,500** people had two or more psychiatric disorders and **4,400** people had anti-social, psychotic or borderline personality disorders.

Carers

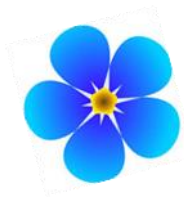


In the 2011 Census, over **62,600** people reported that they **Looked After** or **Helped Support** someone with a long-term illness, disability or problem related to old age

This is equivalent to 10% of the population of Gloucestershire. The majority were between the ages of 50 and 64.

In 2015, there were **18,400** carers over the age of 65 in Gloucestershire. This is expected to rise to **22,300** by 2025. In Spring 2018 Proud to Care Gloucestershire was launched to promote careers and volunteering in the Adult Social Care Sector. Proud to Care can be found at;

<https://www.proudtocareglos.org.uk>



Dementia

Around **9,500** people aged over 65 are estimated to have dementia in Gloucestershire. This is expected to rise to over **14,000** by 2030.

Dementia describes a set of symptoms that result from damage to the brain caused by different diseases (such as Alzheimer's). The symptoms vary, depending on which part of the brain is damaged. Symptoms include:

- ✿ Memory loss
- ✿ Difficulties thinking/concentrating
- ✿ Difficulties regarding tasks that require planning skills
- ✿ Difficulties carrying out familiar, daily tasks
- ✿ Difficulties following a conversation or communicating effectively
- ✿ Confusion regarding time and place
- ✿ Change in mood
- ✿ Muscle weakness and movement problems
- ✿ Hallucinations

Dementia Friendly Communities

We are working with communities to help make them places where people with dementia can live more independently and safely. This involves awareness raising and training so that people recognise and understand the needs of people with dementia and have confidence in interacting with them.

Helping people help themselves



To help people to find the support they need the **Your Circle** website gives people information and advice to help them, and anyone they know or care for, stay independent, safe and well.

Your Circle helps people find out what is available in their local community and what they can do for themselves. Your circle can be found at; www.yourcircle.org.uk



The Adult Social Care Helpdesk is also there to support people and dealt with nearly **63,000 enquiries** in 2017/18.

We want to help people **live independently** in their communities and the number of people receiving support by attending drop-in centres has continued to be strong with over **2,200** attending in the last year.

We are also helping people to manage the provision of the care they need. The take up of direct payment for 2017/18 locally was **33%** this is on track against our target of 32%.

Listening to what you have to say



Each year, we carry out an annual survey of those who received social care services from us. **19%** of Gloucestershire's Social Care service users said their **overall quality of life** was **good**, which is in line with the National and Southwest outcomes.

↔ **92%** of people who responded to the survey reported that they feel safe due to the services they receive. This is similar to the 93% last year and is well **above** the 86% National and 87% Regional outcomes.

↓ The proportion of people who reported that they had as much social contact as they would like has dipped from last year to **49%**. Although this is better than the National and Regional outcomes both of which are **46%**.

↓ **77%** of people who use our services feel as though they have as much control over their lives as they would like, this has dipped from last year. There has been no change in the **77%** National and **79%** Regional picture.

↓ **74%** of service users find it easy to find information about our services, this has dipped from last year, however, this has also declined nationally and Gloucestershire is 1% point **above** the National and Regional picture.



What Carers have said

We strive to support those who care for friends or family. We will offer an assessment to those who care for others to identify their needs.

Older **Carers** show a higher quality of life score than younger **Carers**. This shows we need to carry out further work to understand younger **Carer's** needs.

↑ **Carers** who feel they have as much social contact as they would like has improved. However, we continue to strive to increase social contact for all who want it by encouraging communities to help themselves.

↔ The proportion of **Carers** who report that they have been included or consulted in discussion about the person they care has remained around **68%**.

↑ Proportion of **Carers** who find it easy to find information about support has increased from **65%** to **69%**

Source: Carers survey 2016/17



Complaints and Compliments

We are always seeking to improve the services we provide, however we accept that there are instances where we may fall short.

91% of Adult Social Care complaints were resolved in-house by our Service. Of the 9% referred onto to the Ombudsman only **2%** were upheld. We received over **200** compliments in 2017/18.



Keeping Vulnerable People Safe

To keep vulnerable people safe we believe prevention is better than cure. Therefore, we have provided Safeguarding training to those who work and come into contact with vulnerable adults. This training aims to help people to recognise signs of abuse of vulnerable adults and raise awareness of how to report it in order to stop it happening. **6,680** people undertook Multi-Agency Safeguarding and Mental Capacity Assessment training during 2017/18.

Similar numbers of safeguarding concerns were raised in the current year than previous years however more have lead to a Safeguarding Enquiry.



Helping Adults with Learning Disabilities reach their potential

Adults with **Learning Disabilities** are given the necessary support to help them to reach their full potential. Part of the support we provide is to help people with **Learning Disabilities** to find paid employment within the community.

↔ The Proportion of adults with learning disabilities in paid employment in Gloucestershire has remained above the national outcome of **6%**.



Supporting Adults with Learning Disabilities

To help adults with **Learning Disabilities** to become as independent as possible, we supported more service users to obtain and maintain stable and suitable accommodation than last year.

More than **3 out of 4** people with **Learning Disabilities** were in stable accommodation in 2017/18.

↑ The proportion of adults with Learning Disabilities who live in their own homes or with their family has increased to **76%** from 71% last year which brings Gloucestershire in line with the national average.



Telecare – Keeping you safe at home

Telecare equipment supports people to live safely and independently at home. Using special sensors Telecare can detect potential emergencies at home like:

- ⚠ Falls
- ⚠ Wandering
- ⚠ Medication mismanagement
- ⚠ Fire
- ⚠ Flooding
- ⚠ Carbon monoxide
- ⚠ Gas leaks

The equipment is linked to a 24-hour monitoring centre, where a trained operator will manage an appropriate response to alerts.

Types of Telecare sensors include fall detectors, bed and chair sensors, movement sensors, smoke and heat detectors, and medication prompting devices. Stand alone Telecare equipment can also be used within the home to alert an onsite carer or family member via a pager system.



Targeting our resources

Money is tight so we are targeting our resources to support those most in need. Therefore the total number of people receiving local authority social care support has fallen from **5,450** to just over **5,300**.

We are working hard to support older and vulnerable people to remain independent and living in their own homes for longer.

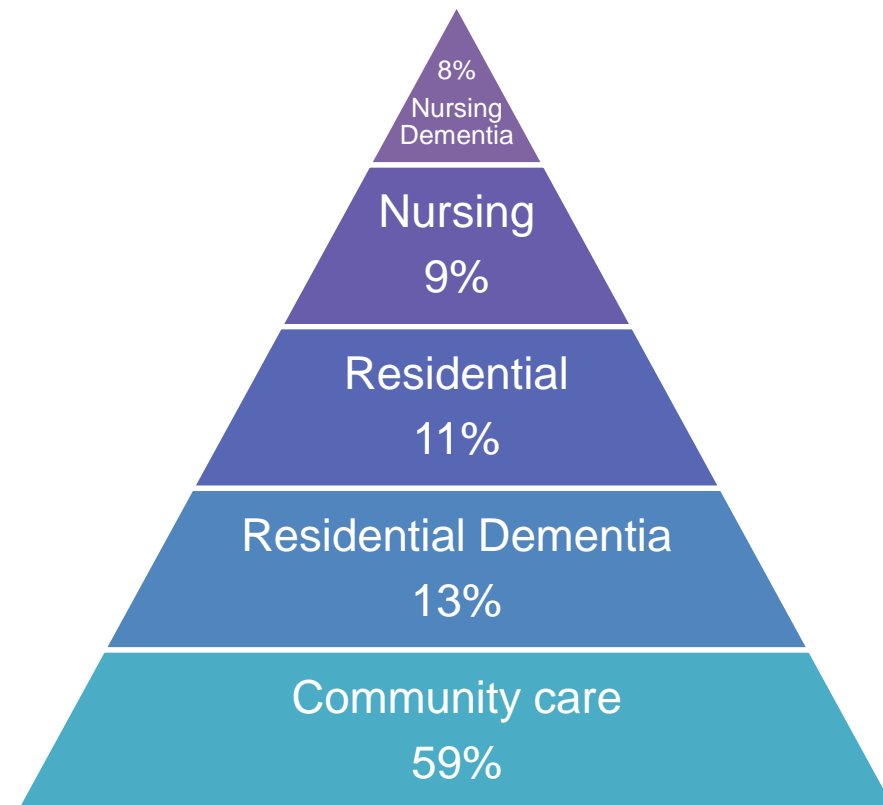
- ↓ The number of adults including service users with Learning Disabilities in **Residential Homes** has fallen by **8%** to just over **1,200** in 2017/18 from **1,330** last year
- ↓ The number of adults including service users with Learning Disabilities being supported in the **Community** has fallen by **7%** to just over **3,200** in 2017/18 from just over **3,400** last year.

We currently spend 63% of the **Older People's** budget on paying for people living in care homes even though twice as many individuals are supported by the council to live in the community. We know that in the future we need to spend far more in the community and much less on residential care in order to deliver our aims.

How are we supporting our service users?

In 2017/18 just under **3,700** people used our Physical Disability and Older People services, just over **1,400** people used our Learning Disability services and **215** our Mental Health services.

The **Physical Disability** and **Older People** support was delivered in the following ways:

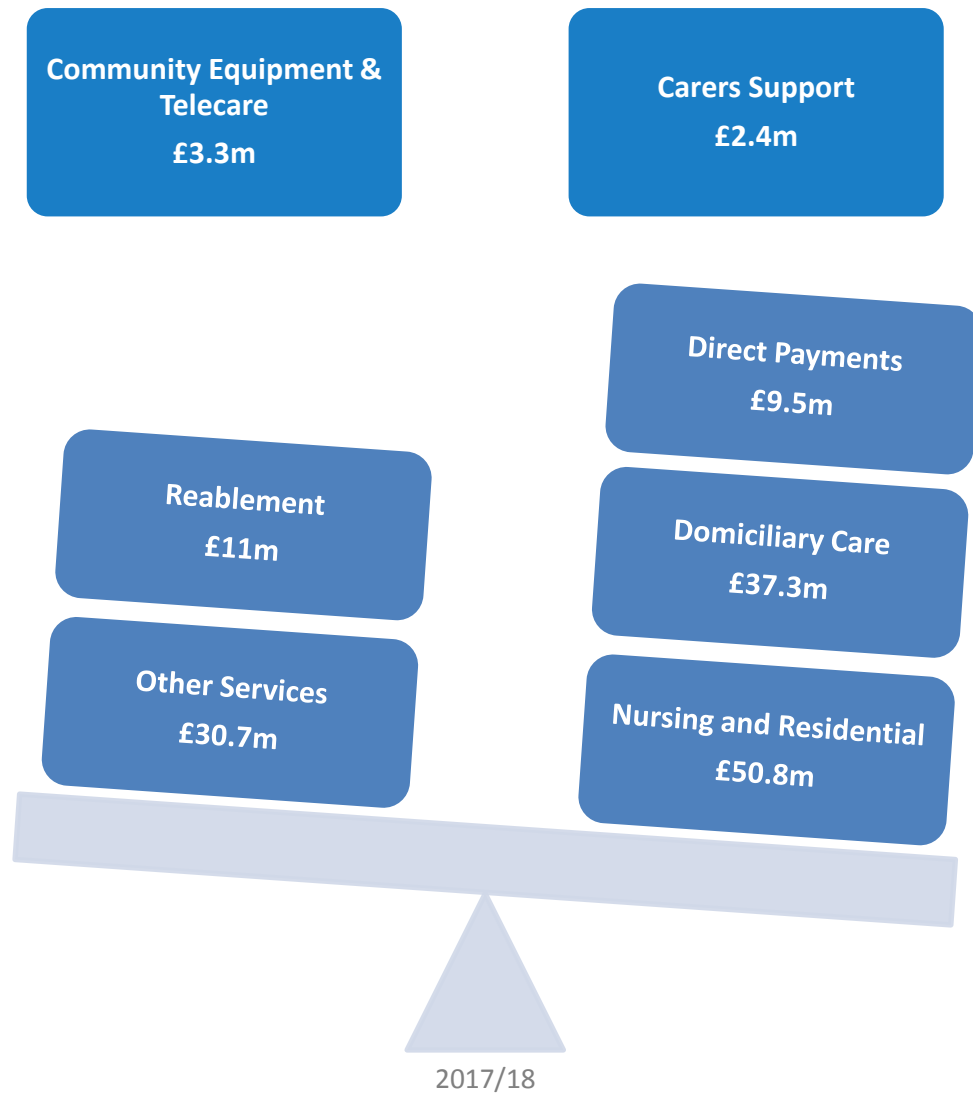


What does it all cost?

We spent **£145 Million** on Adult Social Care Services in 2017/18.

Our biggest spend was on Nursing and Residential Care (32% of our budget), followed by Domiciliary Care (28% of our budget).

The budget is set for **£143 Million** for 2018/19. To protect the future stability of service provision we need to continue to deliver more for less.



Gloucestershire Looking to the Future 2019-2022

This is our new Council Strategy to deliver our vision to make the most of all that Gloucestershire has to offer, help improve the quality of life for every community, support businesses to be successful and make sure the county is a place where people want to live, work and visit.

For Health, Care and Prevention we plan to;

- Design an adult social care system that helps people stay independent and supports people with long-term needs
- Promote better mental health for all
- Help people of all ages to stay healthy and well
- Join up health and care services

You can read the full strategy at;

<https://www.gloucestershire.gov.uk/media/2083042/looking-to-the-future.pdf#page=12>

Find out more about the Services in this Local Account at:



<https://www.yourcircle.org.uk/>

A directory to help you find your way around health and care and connect with people, places and activities in Gloucestershire.



<https://www.proudtocareglos.org.uk>

And at Gloucestershire County Council website Health and social care
www.gloucestershire.gov.uk/health-and-social-care/

Or Contact us;



Customer Services
Gloucestershire County Council
Shire Hall
Westgate Street
Gloucester
GL1 2TG



Email:
socialcare.enq@gloucestershire.gov.uk



Adult social care helpdesk is available
Monday to Friday 8am to 5pm on
telephone 01452 426868.

For **emergencies** (outside of these hours)
please telephone 01452 614194 or email
edt@gloucestershire.gov.uk