

Adult Social Care Local Account

Annual Report 2016-17

Doing the right thing

Helping communities help themselves

Making a difference for vulnerable adults

Living within our means



Introduction

Welcome to the 2016-2017 Local Account for Gloucestershire. In this document we will:

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

Adult Social Care in Gloucestershire commissions and provides a wide range of services designed to support people to maintain their independence for as long as possible. It focuses on strengthening communities whose residents support one another as well as building on an individual's strengths.

As our population grows and ages, so too does the demand for Social Care services. While the majority of people in Gloucestershire are staying fitter and healthier for longer, we are also living longer.

This means that the chance of developing long-term and multiple conditions is increasing, which can lead to more complex and costly care packages.

Gloucestershire County Council, like many Local Authorities, is under financial pressure. We have had to make significant savings to budgets over the last few years and this is expected to continue over the coming years as well.

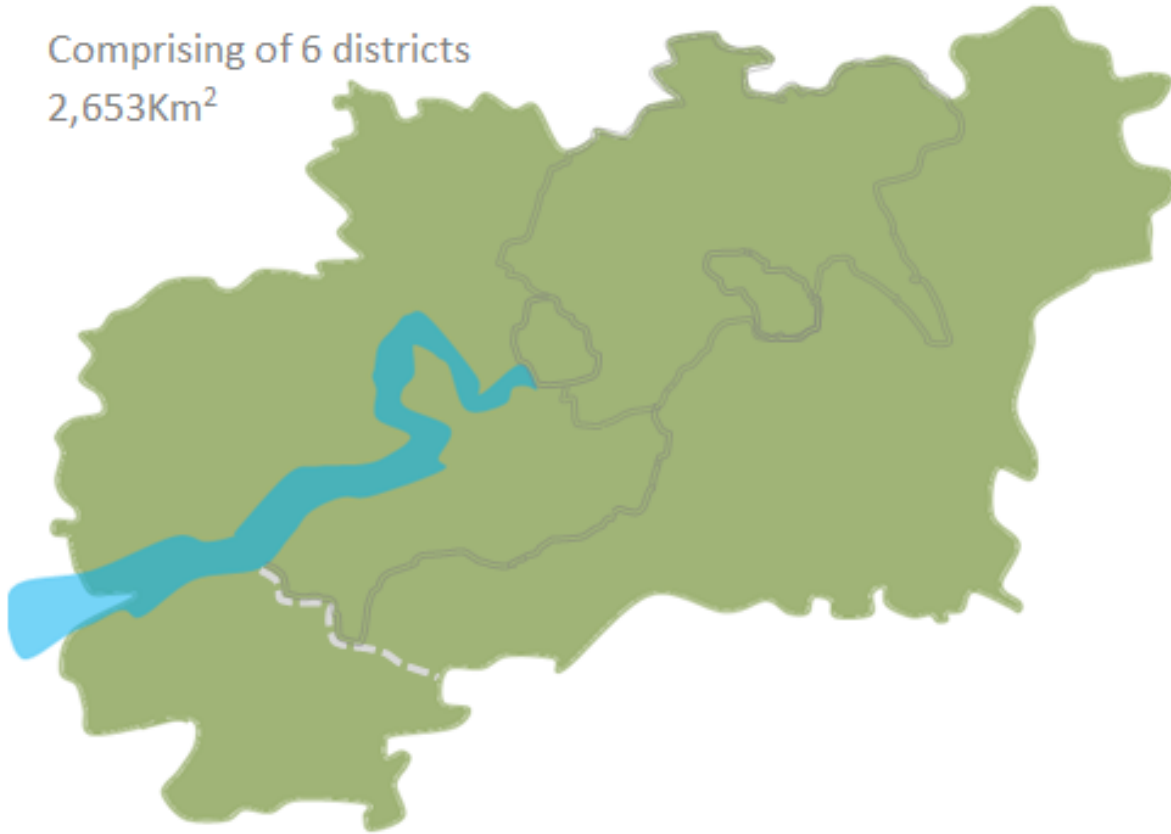
Despite this, results from our Annual Survey show that customer satisfaction levels have increased.

↑ **69%** of those who took part in our Annual Social Care Survey reported that they were satisfied with the quality of care services overall. This is above the national (**64%**) and regional averages (**66%**) for this measure.

We hope you find this Local Account of interest.

This is Gloucestershire

Comprising of 6 districts
2,653Km²



Of which:

- **140,666** are under 19 years old
- **352,840** are between 20 and 64
- **129,623** are 65 or over



The population of Gloucestershire is currently around **623,129**

Older Population by District

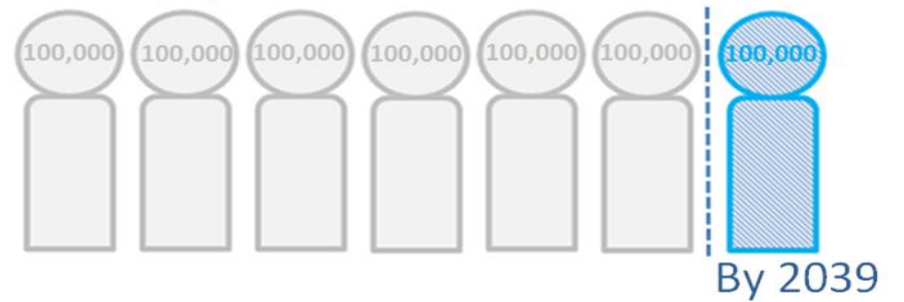


The number of Older People aged 65+ in Gloucestershire has increased faster than nationally.

24.3% growth in Gloucestershire compared to

20.6% growth in England and Wales within the past 10 years

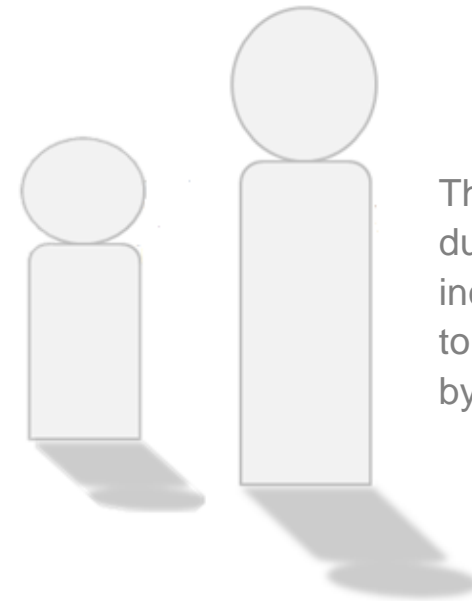
The population will rise



↑ The population of Gloucestershire is expected to rise by a further 100,000 in the next 20 years.

Loneliness

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



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

Physical Disability



A **Physical Disability** is a condition which significantly affects physical activities.

An estimated **9,000** people aged 18 to 64 have a serious **Physical Disability**

An additional **30,000** people aged 18-64 have a moderate **Physical Disability**. Both numbers are expected to increase in the next 15 years.

Learning Disability

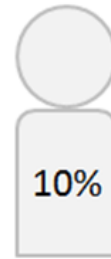
A **Learning Disability** is a condition which affects the ability to learn and process information.

Approximately **11,400** people aged 18 and over have a **Learning Disability**. Of these, **2,400** are either moderate or severe.

Mental Health

In 2015, around **58,000** people in Gloucestershire aged between 18 and 64 had a common mental disorder. Approximately **26,000** people of this group had two or more psychiatric disorders.

Carers



In the 2011 Census, **62,644** 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.

Dementia

A total of **9,000** people aged over 65 were estimated to have dementia in Gloucestershire. This is expected to rise to **15,000** 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.



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 12% from just over **4,000** to just over **3,600**.

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

- ↓ The number of people in **Residential Homes** has fallen by **8%** to **955**
- ↓ The number of people in **Nursing Care** is down **37%** to **472**
- ↓ The number of people being supported in the **Community** has fallen by **5%** to **2,179**.

Helping people help themselves



The development of the **Your Circle** website is aimed at helping people to help themselves, their family and their friends. However enquiries to adult social care helpdesk are still up **2,926**, an increase of nearly **5%**.

We are helping more people to manage the provision of the care they want so the take up of direct payment has increased from **29.6%** in 2015/16 to **37.0%** in 2016/17.

We want to help people in their communities and the number of people receiving support to **live independently** through attending drop in centres has more than **doubled** in the last year.

Help is at Hand



To help people to find the help they need an updated **Your Circle** website has been launched.

This website gives people information and advice to help them, and anyone they know or care for, stay independent, safe and well. It helps people find out what's available in their local community and what they can do for themselves and can be found at www.yourcircle.org.uk

Listening to what you have to say



Each year, we carry out an annual survey of those who received social care services from us. Gloucestershire's score for **Social Care Related Quality of Life** is above the national average, similar authorities and other authorities in the Southwest.

- ↑ At least **90%** of people who responded to the survey reported that they feel safe due to receiving regular help from their social network.
- ↑ Performance continued to improve in 2016/17 with all 7 measures where feedback was from people who use our services having increased by **2-5%** points and are above national average.

While the feedback from the survey has been positive overall, the proportion of people who reported that they had as much social contact as they would like is at **53%**. This result is better than our comparable and neighbouring authorities, yet still about half of those who responded reported they experience loneliness within their community.



What Carers have said

We strive to support those who care for others being 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, increasing social contact for all who want it still requires more improvement and this is where helping communities to help themselves is really important.

↓ The proportion of **Carers** who report that they have been included or consulted in discussion about the person they care for has reduced from **68.1%** to **67.6%**

↑ Proportion of **Carers** who find it easy to find information about support has increased from **64.6%** to **68.4%**



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.

The number of complaints received in 2016/17 is marginally higher than the previous year. However, the number of compliments received about our staff and services remains higher than complaints made.



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. **Over 7,500** people undertook Multiagency Safeguarding and Mental Capacity Assessment training during 2016/17.

Fewer numbers of safeguarding concerns were raised in the current year than previous years however about the same number 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 has decreased from **8.7%** to **6.8%**. However, Gloucestershire is above the national average **5.7%**.



Supporting Adults with Learning Disabilities

In order to helping adults with **Learning Disabilities** to become as independent as possible, it is important to provide support around obtaining and maintain stable and suitable accommodation. More than **7 out of 10** people with **Learning Disabilities** were in stable accommodation in 2016/17.

↓ The proportion of adults with learning disabilities who live in their own homes or with their family has reduced to 70.6% and is lower than the national average 76.2%



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.

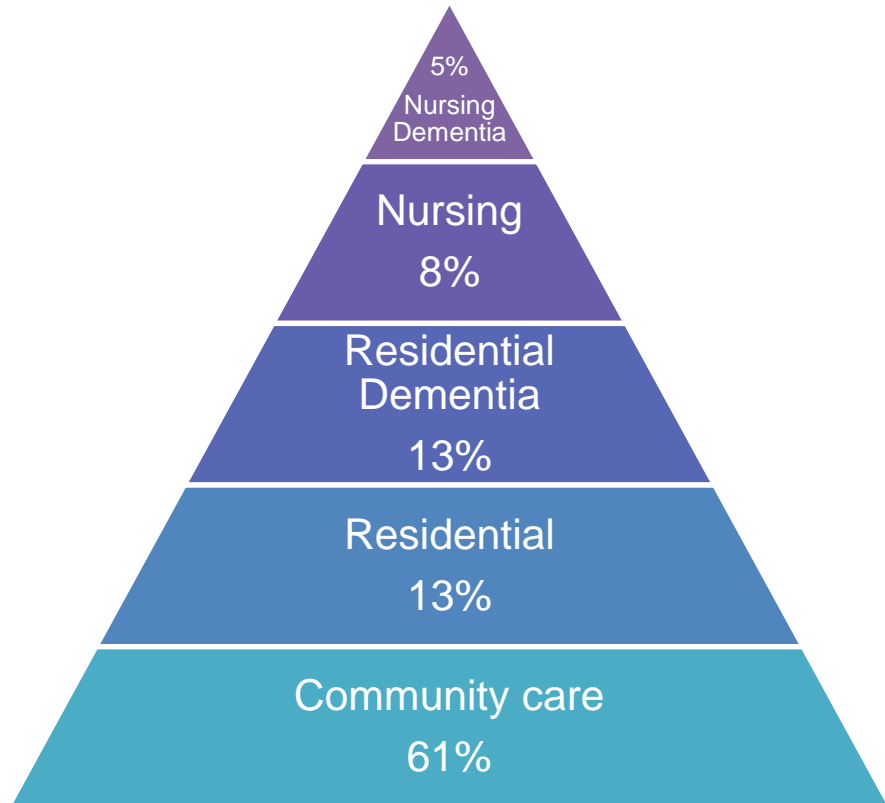


How are we spending our funding?

We spend **60%** 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 we are supporting service users?

Approximately **3,600** people use our services. They are broken down as follows:

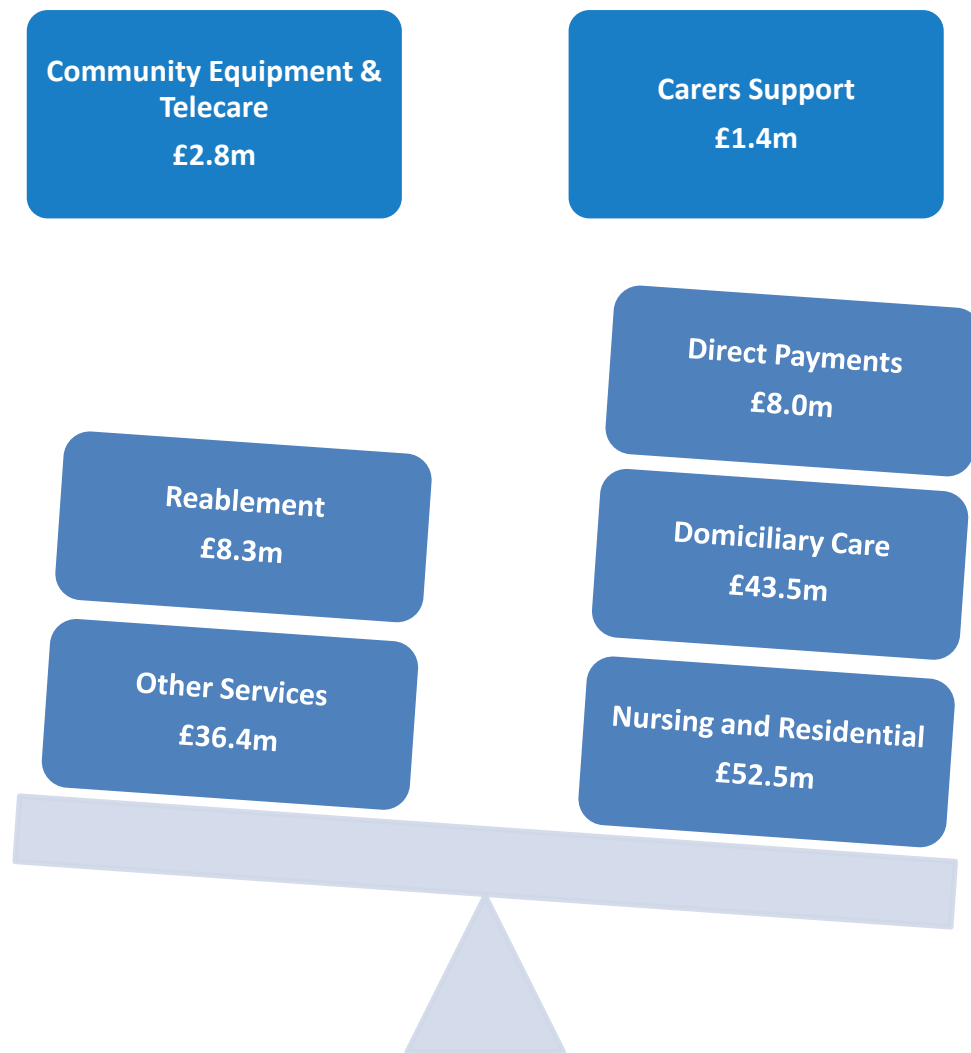


What does it all cost?

We spent **£153 Million** on Adult Social Care Services in 2016/17.

Our biggest spend was on Nursing and Residential Care (34% of our budget), followed by Domiciliary Care (29%).

The budget is set to rise to **£157 Million** for 2017/18.



Find out more about information and services available



on Your Circle
<https://www.yourcircle.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



The Out-of-Hours service operates from 5pm to 8am Monday to Friday, all day Bank Holidays and weekends for emergencies. Contact by email edt@gloucestershire.gov.uk or on 01452 42614194.



Email:
socialcare.enq@gloucestershire.gov.uk



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