

City of London Adult Social Care Annual Report 2014/15

**A Commentary on Services Delivered By Adult
Social Care Services**

Foreword

Director of Community and Children's Services



I am pleased to present the City of London Corporation's Adult Social Care Annual Report 2014/15 published by the Department of Community and Children's Services. The Annual Report describes the progress we have made from April 2014 and highlights services we are targeting for improvement over the coming year. It is an opportunity to make more information available to our residents.

2014/15 has been a challenging year because we have been preparing for the implementation of the Care Act 2014 from April 2015. This new law will continue to influence the changes we make to improve our services and make a difference to the lives of those who live in the city of London.

We also now have legal responsibilities under the Deprivation of Liberty Safeguards in the Mental Capacity Act 2005. These aim to protect people from being unlawfully deprived of their liberty. A Supreme Court Judgement ruling in March 2014 means this now applies to many more people.

The introduction of the Better Care Fund has brought us the opportunity to deliver more joined-up care by working more closely with our health colleagues. We are proud of the progress we are making in integrated care.

It continues to be a difficult time for adult social care nationally, with demand for services increasing while funding from central government reduces. At the same time the city of London's population is ageing. Ensuring excellent service delivery during times of financial uncertainty is key and we are committed to providing high quality services which meet people's individual needs.

We hope that you find our Adult Social Care Annual Report for 2014/15 an interesting and informative read.

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Director of Community and Children's Services

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1. Key Facts and Figures – 2014/15

(This will be amended by designer for published report)

City of London population: 8,072

18-64 population: 5,882

65+ population: 1,276

Number of people who received costed support from Adult Social Care 222

Number of people who received long term support 155

£4.335 million spent

14 staff in Adult Social Care team

43 percent of service users reported that they receive as much social contact as they would like

63 percent of service users stated that they are satisfied with the care they receive

84 percent of service users and carers find it easy to find information about services

Less than 5 complaints about Adult Social Care

16 Deprivation of Liberty Safeguards assessments carried out

29 safeguarding alerts

2. What is the City of London Corporation Health and Social Care report?

The aim of this report is to give an account of our work in Adult Social Care in the last financial year and priorities for the future, and in doing so to be accountable and transparent.

The Government introduced local accounts (otherwise known as annual reports) in 2011 to help residents see how well local adult social care services were being delivered and what needed to improve in their area. The production of these reports is voluntary and not a statutory requirement.

The City Corporation's annual report sets out the services provided by Adult Social Care, who we work with and who gets help, plus the changes made to the services as a result of discussions with people who use them.

One of the biggest challenges faced by Adult Social Care in 2014/15 was preparing for the implementation of the Care Act of which part one takes effect on 1 April 2015. This means local authorities will have the duty to consider the physical, mental and emotional wellbeing of the individual needing care.

3. What is Adult Social Care?

The Adult Social Care Service in the city of London supports adults of working age and older people who have disabilities, mental health problems, learning difficulties, sensory loss or long term conditions.

We do this by providing information and offering early preventative help and support to enable people to live as full and independent lives as possible.

Personalisation underpins the way the City Corporation delivers its social care services to local people. This means giving people the opportunity to choose the support they feel best suit their needs.

The [City of London Corporation Adult Social Care Directory](#) is available in hard copy and online.

4. Who are our local people?

If the City Corporation is to provide services effectively, it must have an in depth knowledge of who lives in the city of London, their age and their needs. The city of London has:

- 8,072 residents, making it the second smallest local authority in Britain (mid-year population estimates, 2014)
- A high life expectancy, 84.3 years for men and 88.6 years for women.

The city of London has a larger than average proportion of adults aged 25-50 than the general population and a rapidly increasing population of adults over 65. The population structure of the city of London is shown in the chart below.

Figure 1: City of London population age structure compared to London



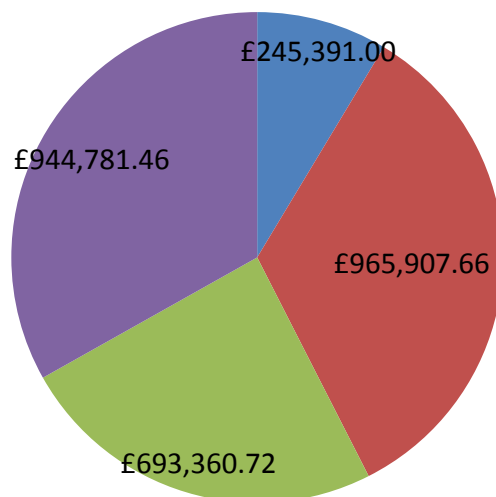
Source: ONS 2014 mid-year population estimates

5. Performance and Spending

Our expenditure in 2014/15 for Adult Social Care Services (including older people) was £4.335 million. 34.6 percent of this expenditure was on older people (over 64 years old). This includes expenditure on carers, even if they are younger than 65. The breakdown of expenditure for adults and older people in 2014/15 by client type is shown in the charts below.

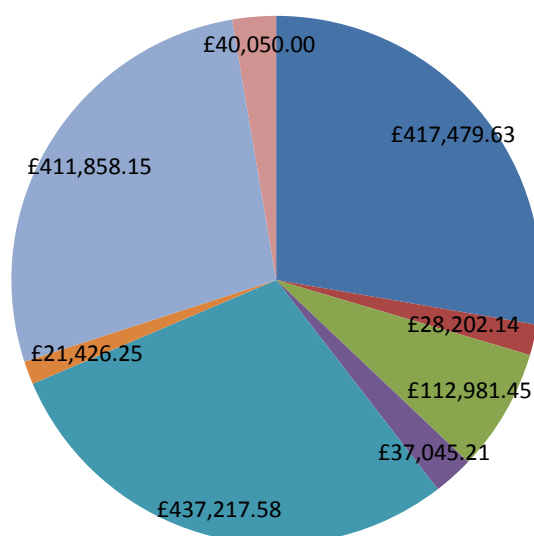
Adults (18-64)

■ Physical ■ Mental health ■ Learning disabilities ■ General



Older People

■ Physical ■ Memory and cognition ■ Mental health ■ Social Care Activities ■ Sensory ■ Learning disability ■ Assistive equipment & technology ■ Carers



In 2014/15, it provided costed adult social care services (see glossary) to a total of 222 clients (this includes individual budgets to carers)¹.

155 clients received long term support (those in nursing care, residential care and those receiving individual budgets). Of the 155 clients, 67 were aged between 18-64 and 88 were aged over 65.

Nursing and Residential Homes

The city of London has no care homes within the Square Mile and therefore residential care for the city of London residents is spot purchased within other local authorities according to need. The City Corporation therefore has limited influence on the residential care market it accesses, but enjoys good relationships with other local authorities and is active on a number of pan-London groups which support, shape and anticipate the London care market.

- 11 people aged 18-64 live in in nursing or residential accommodation.
- 13 people over 65 living in nursing accommodation and 21 in residential accommodation.

6. Our Priorities

- Personalisation and individual budgets for adults with additional needs and their carers
- Working with our partners in health to better integrate health and social care and support
- Helping people to stay at home wherever possible and avoid acute admissions to hospital
- Supporting people when they do come home after being discharged from hospital
- Helping to make people feel safe in their own home and making safeguarding personal
- Raising awareness of Safeguarding Adults
- Introducing opportunities for adults with mental health conditions to gain more independence including making the city of London a more Dementia Friendly community.

¹ EPCS data

7. What has changed in 2014/15

Preparing for the Care Act

One of the biggest challenges we have faced in the last year has been preparing to ensure we fully meet the new legal duties placed on us by the Care Act to:

- Promote physical and mental wellbeing
- Prevent or delay people needing social care services
- Put people at the heart of the system
- Focus more on the outcomes people want to achieve in their lives rather than simply meeting practical needs

Some duties came into effect at the end of the financial year in April 2015. In order to be in a strong position to implement the Care Act we:

- Established a Care Act Implementation Group consisting of officers from across the organisation which meet monthly and is responsible for overseeing all aspects of implementation of the Care Act
- Began developing a Market Position Statement
- Engaged and communicated with our residents about the changes the Care Act would bring through Carers lunches, ageing well in the City events and other awareness events
- Began the refresh of our **Carers Strategy** to ensure it reflects the changes the Care Act will bring
- Reviewed our individual budgets offer to fit with the new requirements of the Care Act
- Developed a more formalised approach to transitions, including young carers
- Became part of the Pan-London Care Act Leads Network which has provided opportunities to share resources and good practice.

Mental Capacity Act – Deprivation of Liberty Safeguards

The Mental Capacity Act (MCA) 2005 applies to everyone involved in the care, treatment and support of people aged 16 and over living in England and Wales who are unable to make all or some decisions for themselves.

The Deprivation of Liberty Safeguards (DoLS) in the MCA 2005 gave us legal responsibilities which aims to protect people in care home and hospitals from being unlawfully deprived of their liberty. The care home or hospital must apply to their local authority to authorise any deprivation of liberty, in order to ensure it is in the person's best interests. A Supreme Court judgement ruling in March 2014 means that DoLS now applies to many more people.

This change to the Mental Capacity Act has led to a big increase in DoLs assessments being carried out in the city of London. In the five years prior to 2014/15 only two DoLs assessment were carried out whereas in 2014/15 alone 16 DoLs assessments were carried out in the City of London.

Adult Wellbeing Partnership (AWP)

The AWP was established in October 2014 to provide strategic leadership, direction and oversight to deliver the vision for improving adult wellbeing in the Square Mile and is accountable to the Health and Wellbeing Board.

AWP is Chaired by the Director of Community and Children's Services and consists of senior officers from a range of relevant organisations including the City of London Corporation, City and Hackney CCG, Tower Hamlets CCG, City of London Healthwatch, London Fire brigade, City of London Police, the Neaman Practice, East London Foundation Trust and Public Health. The Partnership specifically provides strategic leadership and oversight, scrutiny and challenge on initiatives and programmes that deliver adult wellbeing in the Square Mile. This includes the Care Act Implementation Project and the Better Care Fund plan.

Senior Practitioner

A business case was made to recruit a post of Senior Practitioner in order to meet the greater demands on the city of London Adult Social Care service. The senior practitioner supervises the Social Work team which comprises of five qualified social workers as well as managing the Adult Social Care Duty system.

Mental Health Crisis Care Concordat

In 2014 the city of London signed the Mental Health Crisis Care Concordat. This is a joint statement written and agreed by its signatories, that describes what people experiencing a mental health crisis should be able to expect from public services that respond to their needs. It is about how these different services can best work together, and establishes key principles of good practise that local services and partnership should use to raise standards and strengthen working arrangements.

In the city of London we have taken our commitment to the Mental Health Crisis Care Concordant seriously. We have taken steps to work together with relevant agencies in order to benefit people who are in crisis and in need of urgent help. We meet monthly with the City of London Police and St Mungo's Broadway to discuss all possible referrals regarding homeless people and rough sleepers. We also meet regularly with the City of London Police regarding use of section 136 of the Mental Health Act (see glossary).

8. Carers

Carers in the City

A carer is someone who gives regular care and support to someone else and is not paid for doing so. The census identified 567 informal carers in the City of London who provide support to people with a range of needs. This is approx. ten times as many as those known to services provided by the City Corporation. This total accounts for 7.8 percent of the city of London population, compared to 8.4 percent of the London population and 10.2 percent across England.

21 percent of carers provide care for 20 hours or more per week. This is lower than London (36.9 percent) and England (36.4 percent). 12.2 percent of carers provide care for 50 or more hours per week. This is also lower than London and England.

Carers often experience poor health and a lower quality of life as their caring responsibilities can limit their education opportunities and social life. 2 in 10 carers in the city of London report being in not good health compared to 1 in 10 non-carers

The City Corporation has a strong track record of supporting and valuing carers. Since 2011, it has offered assessments of all carers regardless of how much care they provide and also offered non-means tested individual budgets to carers.

The introduction of the Care Act in April 2015 has seen carers' assessment processes strengthened, formal support planning introduced and a review of individual budgets and information and advice provided to carers.

In 2014/15, 58 carers assessments were carried out (these include new carers and existing carers who had a review – recorded as an assessment) Overall, Adult Social Care provided support to 79 carers. 49 carers received individual budgets;

Spend on Carers

	2013/14	2014/15	2015/16
Total spend on carers	£41,000	£40,000	(£40,000)
Total spend on ASC and older people	£3,320k	£3,428k	(£3,519k)
Carers spend as percent of total ASC spend	1.23%	1.17%	(1.14%)

Identifying carers

Within the Adult Social Care Team, all staff have a responsibility for identifying carers through their work. Whether it be in carrying out a needs assessment or delivering a reablement service in someone's home or helping facilitate safe discharge home from hospital, staff will be looking to see if any informal carers are involved.

Commissioned community support services all have the identification of carers as a key outcome in their contracts and the GP practice in the city of London keeps a carers register and plays a role in identifying carers. Carers can also refer themselves to Adult Social Care and the City Carers Group.

Safeguarding carers

In March 2015, the City Corporation commissioned a further independent audit of its safeguarding cases. While the knowledge and skill of working with carers was clearly illustrated outside the safeguarding process, the audit identified the need to improve recording of safeguarding with carers.

A new improvement plan has been developed from this audit, with a key recommendation being for continued work to be done around support to carers. The City Corporation has developed a safeguarding toolkit which includes prompt sheets for managers and practitioners (including prompts around the input of carers) and a mandatory 10 point checklist.

Carer Satisfaction

The City Corporation undertakes a carer's survey every two years and the latest was carried out in November 2014. 65 surveys were sent out to adult carers known to the City and 43 percent were completed.

- 52 percent of carers are extremely or very satisfied with the support or services they and the person they care for have received from City Corporation Adult Social Care Team in the previous 12 months.
- 78 percent of carers felt that they had been involved or consulted as much as they wanted to be in discussions about the support or services provided to the person they cared for. This compares to 84 percent in 2012/13.

9. Support for people with:

Dementia

The City Corporation's Dementia strategy 2012-2015 outlines our commitments to creating a 'Dementia Friendly City' where residents and local retail outlets and services have a keen understanding and awareness of the disease and offer support in a respectful and meaningful way. We are proud to say the Alzheimer's Society awarded the city of London Dementia Friendly City status in August 2015.

The implementation of this strategy has been overseen by the Adult Social Care Service Manager, chairing the implementation group. This is made up of a number of partners from health, voluntary sector and service users. The implementation of the strategy has been driven through a partnership with Skills for Care, who identified this as the only pilot site in London becoming a dementia friendly community.

A significant amount of training and awareness has been undertaken to support the City of London's commitment to being a dementia friendly area:

- The nomination of a Dementia Champion in the Adult Social Care Team who has been trained as a dementia friend alongside Skills for Care and The Alzheimer's Society
- Roll out of Dementia Friends and awareness raising campaign. Over 300 Dementia Friends have been created as a result of receiving awareness raising sessions. These include City of London staff, reception staff at the Neaman Practice, customer facing staff at Waitrose, Fusion leisure centre and the City of London Police amongst others
- Skills for Care grant approved following successful bid for city of London to be a pilot site for the Dementia Friendly Communities initiative
- All community groups have been engaged, Carers Group, 50 + group, our befriender and shopping service, so much so that they received additional funding for specialist training for Dementia befrienders.
- Dementia Awareness Week. Activities and Stall at Artizan Street Library in partnership with Healthwatch, held on 2015/14, attracted 40 people and 15 people attended information session at Barbican Library.

The City Corporation commission a Dementia Support Group service which Age UK Camden have delivered since November 2013. The service runs a weekly City Memory Group for anyone who feels they are experiencing difficulties with their memory, including those living with dementia in the City.

Mental health conditions

At the end of March 2014 the city of London Adult Social Care team was supporting 75 people with mental health issues.

The city of London has its own Approved Mental Health Professional who conducts Mental Health Act assessments for people who are resident within the city of London as well as those who request a Mental Health Act assessment by virtue of the fact they have been detained by City of London Police or British Transport Police within the city of London.

Historically, the City of London has experienced significant numbers of rough sleepers due to its central location. The City of London commissions St Mungo's Broadway to deliver an intensive Outreach Service within the Square Mile. The Outreach Service sees approximately three people sleeping rough each day and assesses the support needs, entitlement to services and local connection of each rough sleeper. St Mungo's Broadway works closely with specialist services such the Substance Misuse Team, Enabling Assessment Service London, and StreetMed. Approximately one in five of the rough sleepers in the City of London have mental health needs. The City of London has responsibility for the assessment of rough sleepers under the Mental Health Act. East London Foundation Trust provides a Community Mental Health Nurse to facilitate on street assessment of the mental health needs of rough sleepers.

10. Some Key Achievements

Work with the London Fire Brigade

The City of London Corporation has been working in partnership with the London Fire Brigade (LFB) to improve fire safety in the City of London to reduce accidental dwelling fires and 2014/15 saw the completion of this work.

As part of this work, 88 adults in receipt of social care support and who were identified as vulnerable were written to saying the LFB Dowgate crew would be calling on them to carry out a Home Fire Safety Visit. During this visit fire safety advice is given and further, smoke detectors and heat detectors connected to a telecare alarm system were provided by Adult Social Care if needed to mitigate risk.

The top 10 most vulnerable adults were given targeted support to see if the installation of additional fire prevention measures such as a domestic sprinkler system may be necessary.

All 88 people identified have been contacted and help given to those who needed it. City of London Adult Social Care continues to work closely with the fire brigade and have set up referral pathways to identify others who may be in need of help. .

Framework-I

2014/15 was our first year using framework-I as our electronic case management system in the City of London. This includes the development of a new system to make joint working with the Substance Misuse Partnership easier.

Winter pressure money

The City of London received money for 2014/15 to seek to improve the negative impact of adverse winter weather conditions. This money was used to:

- Obtain heaters and blankets and bedding for those found to be in need of emergency response
- Have a supply of food vouchers for vulnerable, elderly, housebound or newly out of hospital to provide food staples if without money/benefits
- Funding for on-going provision of reablement (see glossary) at weekends and out of hours with a private provider
- Provide duty backfill and training
- To develop the City of London's Good Neighbour Scheme in conjunction with City of London Corporation Housing and Spice project and CSV
- To offer enhanced reablement 'Staying Put' service following a fall at home, to seek to
- reduce the numbers of admissions post fall.

11. Listening to you

Adult Advisory Group

The City Corporation has an Adult Advisory Group (AAG) which was established in 2011 as part of a transformation programme for Adult Social Care and consists of a range of service users, including a number of carers. The Group meets every quarter and provide service user and carer feedback on a range of health and social care issues to inform the Corporation's strategic planning. Recent examples include commenting on the Carer's UK evidence base and outcomes for the refreshed Carer's Strategy, receiving the Adult Wellbeing Plan for feedback and helping shape communications around the Care Act.

Carers' lunches

The City of London Corporation has held two lunches, supported by Members and senior staff, which have facilitated engagement with carers.

In 2014 the carers lunch was held as a joint initiative with the library service at the Artizan Street Library and Community Centre. Attended by the Chairman of the Grand Committee and the AAG, the event included the launch of library resources to support carers. A number of organisations including commissioned services, Healthwatch and NHS healthchecks were also available.

The 2015 lunch was hosted by the Chairman and held at the Guildhall, providing an opportunity to engage with a wide range of carers.

Ageing Well in the City

In July 2014, the City Corporation held a number of Ageing Well in the City events, hosted by Healthwatch. The events brought together residents, including service users and carers, to help shape the future development of services in light of the Care Act and a Sheltered Housing Review. These brought up a number of themes in particular doing more to address social isolation. As a result the City of London has commissioned a piece of work in conjunction with Goldsmiths University to see what we can do to address this problem. We look forward to updating you on the outcome of this work in the coming year.

Carers Week

As part of Carers Week, the City of London Corporation, in partnership with the City Carers' Service, holds a range of events for carers in the City of London.

Complaints

There were less than five complaints to the Adult Social Care team in 2014/15 and all complaints were dealt with within the three days target time period.

12. Integrated Care

Integrated care refers to health and /or social care working in a co-ordinated way, especially for those with long term or complex conditions who are more likely to need on-going health and social care support. It is about providing the right services at the right time in a way which is seamless to the patient.

NHS England states 'For health, care and support to be 'integrated', it must be person-centred, coordinated, and tailored to the needs and preferences of the individual, their carer and family. It means moving away from episodic care to a more

holistic approach to health, care and support needs, that puts the needs and experience of people at the centre of how services are organised and delivered’.

As part of the development work required to support improved integration between Adult Social Care, local health commissioners and providers, City Of London Community and Children Service’s commissioned an external consultant to carry out a review of current arrangements and invite them to make recommendations regarding the implementation of a proposed model. This included a stocktake of current activity, data, pathways and provision of care along with the development of a ‘One City Model’ involving the engagement of key partners and agencies in the development of this model. This work has helped to inform the development of integrated care, which is facilitated in a number of ways in the City of London.

Care Navigators

In October 2014, the City of London Corporation commissioned Care Navigators as a pilot to support residents who live in the Square Mile with safe hospital discharge and maintaining independence. The Care Navigators are in place to help City residents navigate the complex care pathways to ensure they get the services they need when leaving hospital. This promotes independence, good health and wellbeing and prevents hospital readmission. Two part-time Care Navigators are employed through East London Age UK.

The Care Navigators work with acute hospitals especially University College Hospital and the Royal London where many City residents are admitted as acute cases. Care Navigators also work closely with GPs and with Adult Social Care to ensure that health, reablement or other social care services are joined up. As part of their role, the Care Navigators have identified carers who may benefit from support.

Better Care Fund

In 2013 the Better Care Fund (BCF) was announced to help facilitate more integration between health and social care services at a local level and a programme of integrated care pioneers was also announced.

The City Corporation has its own BCF which sets out plans to facilitate health and social care to work together at a local level. It is based on a pooled budget of NHS and local authority funding which for 2015/16 is £777,000. The plan, which includes contributions to the One Hackney and City model, telecare, reablement and care navigators, was agreed by the Health and Wellbeing Board in September 2014. The plan is now being rolled out and quarterly performance reports are signed off by the Health and Wellbeing Board. It has been announced that there will be another round of the BCF for 2016/17. The exact amount of funding will be agreed as part of the

Comprehensive Spending Review but early discussions on what could be included in the bid are underway.

One Hackney and City Pilot

The City Corporation is part of the One Hackney and City pilot – an integrated care model for adults with complex or long term conditions. The model includes hospitals, GPs, our Care Navigators and the Adult Social Care Team working together to ensure people's needs are met in a holistic and co-ordinated way. It also provides a range of voluntary sector services which City of London residents can access.

Pan London groups

The City of London's Adult Social Care team are part of Pan London groups including the London Safeguarding Adults Network, Carer Leads network, the Mental Capacity Act/DoLs network and End of Life network. A Pan London approach makes sure that we are consistent with a London wide approach, we are kept up to date with current changes in legislation and procedures and the needs and interests of adults at risk are always respected and upheld.

13. Safeguarding Adults

We are legally responsible for protecting vulnerable adults who may be at risk from abuse or neglect.

Abuse may be the result of deliberate actions or a lack of care/neglect that lead to a person coming to harm. Abuse can be physical, sexual, psychological, financial or neglect or a combination of these.

The City and Hackney Safeguarding Adults Board (CHSAB) is the key body for agreeing how the relevant organisations in the City of London will co-operate and promote the welfare of adults in the locality, and for ensuring the effectiveness of what they do. The introduction of the Care Act in April 2015 will mean the Adult Safeguarding Board will become a statutory body.

The CHSAB priorities for 2014/15 were:

- To develop the Board governance arrangements and support structure
- To continue building outcomes focused safeguarding practice and recording
- To build on our work to understand better the view and wishes of our service users and carers to improve practice and inform service development.
- To further develop strategic arrangements with other boards and partners.

Our **Notice the Signs Safeguarding Awareness Campaign** was a key feature of work in the City in 2014. This campaign to residents has been a great success

seeing an increase in the number of community referrals, including those from residents. The written feedback from five consultations with the public in the City has shown that adult safeguarding has been placed on the public agenda and this, together with the 2015 safeguarding training under the Care Act, has really raised the profile of safeguarding being 'Everyone's Business'.

Following the distressing events at Winterbourne View hospital a review was published to look at the lessons we must learn and the actions we must take to prevent abuse from happening again. As a result we overhauled our own processes to ensure an event like this never happens in the city of London. Although we have no Adults with learning difficulties who fall in the category of challenging behaviour we use the Winterbourne View Review Concordat: Programme of Action to inform best Practice.

The number of safeguarding alerts received from April 2014-March 2015 was 29. 21 of these were within the City Corporation and 8 outside of the City Corporation area.

14. Looking ahead

Carers' Strategy

The City of London Carers' Strategy will be refreshed in summer 2015 to replace the existing strategy which has now reached its expiry date. To develop a new strategy to support carers and reflect changes from the Care Act, the City of London Corporation have commissioned Carers UK to carry out a range of work included consulting with carers and key stakeholders. .

Carers peer review

The London Association of Directors of Adult Social Services runs a programme of Peer Challenge in which all London boroughs take part. The aim of the Peer Challenge Reviews is to support self-evaluation and service development. The City of London Peer Review will focus on the implementation of the Care Act in relation to carers and in the context of personalisation.

Reablement Plus

The City of London Corporation plans to commission a Reablement Plus Service in 2015 which will provides a seamless service between health and social care to help patients avoid an emergency admission to hospital or to be safely discharged from hospital at weekends and Bank Holidays.

The service will include a full 24-hour support plan for up to 72 hours at home, for those most at risk of acute admission to hospital. This will be known as the Admission Avoidance service, and GP's, District Nurses, Modern Matrons and Adult Social Care will be able to make referrals. The service will also facilitate discharges from hospitals over the weekend, from Friday evenings (after 5pm) and including Bank holidays. Referrals will be made direct from ward and Accident and Emergency staff to the agency direct where the Reablement Plus Coordinator will facilitate a smooth and safe discharge back home for the patient with up to 24 hours home care and essential equipment. This service can be provided for up to 72 hours with prompt hand over to Adult Social Care by 9am on the next working day.

Framework-I

Work is continuing to develop framework-I as our electronic case management system in the including the redesigning of our reablement assessments.

15. Role of Healthwatch

The City of London has its own [Healthwatch](#), provided by AgeUK London. It has been instrumental in facilitating consultation and involvement with a wide range of community based groups.



Healthwatch City of London response to city of London Adult Social Care Annual Report 2015

Healthwatch City of London is here to make health and social care better for ordinary people. We believe that the best way to do this is by designing local services around their needs and experiences. Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience.

Healthwatch has been pleased to work with Adult Social Care Services in the City to engage with City people on services, particularly as the last year has led to a greater focus on the wellbeing of local people with the introduction of the Care Act.

Workshops facilitated by Healthwatch on awareness of the Care Act attracted attendees including City residents, users of social care and health services and staff from local care and advice services - with staff from the City. Attendees expressed a

need for a clear A-Z of what the Care Act is and a simple hand out so that people know where to go for what information. Attendees discussed the need for information and advice on: what help is available for informal carers; knowing which websites to access and who to contact at organisations; a flow chart showing service providers so people know where to go and who to talk to about concerns - there is a role for charities and the voluntary sector to play and be signposted to preventative healthcare and mental exercises; housing options; lasting power of attorney and benefit claimants; access to specialised care; information on out of hours services and knowing whether carers from organisations are accredited.

The 'Ageing Well in the City' workshops we hosted in July 2014 to hear about people's needs as they grow older raised a number of common themes including more needs to be done to help address social isolation in the City especially for certain groups such as older men. Local shops, pharmacies and post offices are important as is the development of other assets in the community such as religious centres, schools, and good community centres. Many people told us they liked living in the City and wanted to stay living where they were for as long as they could with good care and the right support. Consistency, reliability and the recognition of personal preferences were seen as crucial to delivering good care, together with the values of dignity, respect and trust. Help in keeping up with new technology is necessary; there was also strong interest in the internet and web-based provision to meet the need for better coordinated information about services and events, though many people also favoured face to face interaction to get information and this should be available locally.

The One Hackney and City pilot has been operating for a short period of time and has a great deal of potential in what it can offer to City residents in terms of access to voluntary sector services. Healthwatch would be keen to assist in raising the profile of this initiative to City residents in the forthcoming year.

16. Glossary

Personalisation Approach to adult social care that is tailored to people's needs and puts them in control
Carer Someone who provides unpaid support to family member or friend who cannot manage without this help

Reablement Timely and focused intensive therapy and care in a person's home to improve their choice and quality of life and maximize long term independence

Individual Budgets Money payment made to people who need care following an assessment to help them buy their own care or support and be in control of those services

Carer Someone who provides unpaid support to family member or friend who cannot manage without this help

Better Care Fund Creates a local single pooled budget to incentivise the NHS and local government to work **more** closely together around people, placing their well-being as the focus of health and **care** services.

Integrated care People benefit from care that is person-centred and co-ordinated within healthcare settings, across mental and physical health and across health and social care. For care to be integrated, organisations and care professionals need to bring together all of the different elements of care that a person needs.

Safeguarding To protect an adult's right to live safely free from abuse and neglect.

Section 136 of the Mental Health Act: The police can use section 136 of the Mental Health Act to take you to a place of safety when you are in a public place if they think you have a mental illness and are in need of care. A place of safety can be a hospital or a police station and the police can keep you under this section for up to 72 hours and arrange a Mental Health act assessment for you.

Costed Support: The care and support an eligible person will receive in the form of an Individual Budget following the outcome of their Assessment of Needs by a Social Worker in Adult Social Care.