Adult Social Care Annual Report
I am pleased to introduce the City of London Corporation’s Supporting you, an report of Adult Social Care for 2015/16.

This report gives an update on the progress the City of London’s Department of Community and Children’s Services have made against what we said we would do in Adult Social Care services in this past year, and what we plan to do in 2016/17.

As Chairman of the Department I am proud of the progress that has been made in the last year in challenging times. These pressures have made it more important to continue to work with our partners across the City Corporation, in health services and the voluntary and community sector.

We remain committed to enabling our adult service users to have more choice and control over the support they receive and to live safe, active and independent lives. I would like to take this opportunity to thank our service users, their families, our providers and all staff involved in the work that has taken place and the changes that lie ahead, and for their continued support.

Your feedback is very important to us and we are keen to hear your views on what you would like to see in the report next year. I would encourage people with comments or suggestions to get in touch. I hope that you find this report useful and interesting.
About this document

This annual report for 2015/16 gives an overview of how well we have delivered our adult social care services to help the adults who need our support. It sets out what we have achieved in the last year, what those who have had help from us think of our services, and how much we have spent delivering adult social care.

Our aim is to deliver the help people need to maximise their wellbeing, independence and control over their lives. As well as telling you how we have achieved this, this report also sets out some of our ambitions and priorities for the years ahead.

About our services

The City Corporation’s adult social care services provide support and protection to adults who may be vulnerable due to mental or physical ill health, learning disabilities or those who are frail in their old age.

We also give help and support to those who are carers, and provide protection for vulnerable adults who may be at risk of or experiencing abuse.

Key Facts and Figures – 2015/16

The City is the second smallest local authority in Britain with a population of 8,7601. Of which 21% of the population is from a Black, Asian and Minority Ethnic background2.

City of London is the third least deprived borough in London, only Kingston upon Thames and Richmond upon Thames are less deprived.

Ageing population

In the City of London, people are living longer, the average age for a man is 86.1 years and for a woman is 89.0 years. This compares to 80.3 and 84.2 in London respectively3.

Over the last five years the working age population has risen by 8% to 6,310 and is expected to rise by further 17% by 2026. The number over 65 (currently at 1,360) is expected to increase by 38% over the same time period. This is likely to create increased demand for social care services in the future4.

Headline figures about City Adult Social Care Services

During 2015/16, 208 adults in the City used our services last year, of which 67 were new requests for care.

Adult social Care Team

In 2015/16 there were 14 staff working in the Adult Social Care team, This included social workers, reablement staff, approved mental health professional, Occupational Therapist and support staff.

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1 2015 Population estimates from the Office of National Statistics
2 2011 Census Data
3 Public Health City of London Health Profile
4 GLA Local authority population projects
Who do we support:

Care in the Community

In the last year we supported 102 people on a long term basis who may otherwise have had difficulties with normal daily tasks, from washing and cooking to socialising with friends and family.

During 2015/16, the City received 67 new requests for care this is a similar number to 2014/15. However, last year the City witnessed an increase in requests requiring a higher level of support and for a longer time period, this went up from 11 in 2014/15 to 17 in 2015/16.

The City is committed to help people remain in their own home as long as possible, and during 2015/16, we provided support to 24 people for a short period, to help them regain their independence. This included providing equipment for a short period or advice on health care.

To also help facilitate this, the City also offers a reablement plus service, this supports residents going in or out of hospital. Referrals are made direct from hospital staff to the Reablement Plus Coordinator, who facilitates a smooth and safe discharge back home for the patient with up to 24 hours home care and essential equipment.

The City also employs a full time Care Navigator, who works closely with hospitals especially University College Hospital and the Royal London Hospital where many of the City residents are admitted. The navigator works with GPs, social care services and other organisations to ensure City residents are directed to the services they need when leaving hospital.

As result, the City performs well on two key performance indicators when compared to London.

![Graph showing percentage of older people at home 91 days after discharge from hospital and percentage of older people received reablement/rehabilitation services after discharge from hospital.]

In 2015/16 the City continued to provide an Independence and Wellbeing Service. This service provides advice on benefits, debt and money matters. It also provides guidance on employment, learning and community volunteering.

Adults in Nursing and Residential Homes

In the last year we supported 39 people whose needs required nursing or residential accommodation. Twenty nine of these individuals were aged 65 or over, of which 10 people required nursing care, and 19 required residential accommodation.

The City Corporation does not have residential or nursing homes within the Square Mile, so we arrange access to this accommodation in our neighbouring boroughs. We work with those boroughs, and London wide groups, to ensure we secure value for money and are not disadvantage by our size.

Despite this, we are experiencing an increase in the cost of care placements – rising form an average of £760 per week in 2014/15 to £915 in 2015/16.

Although we did not experience a significant change in the number of people we support in accommodation in 2015/16, the time that individuals spend in nursing or resident homes has increased. All of the placements that we made in 2015/16 added up to a total of 1,595 weeks of accommodation – an increase from 1,335 in the previous year.

1 NHS Digital Adult Social Care Finance Return (ASC-FR)
Mental health conditions

City of London is delighted to announce in August 2015 they were awarded Dementia Friendly Community Status by the Alzheimer’s Society. The award is in recognition of the City’s commitment and actions to improve inclusion and quality of life for people with dementia living within the Square Mile.

City of London is also entitled to call itself as Dementia Friend. As, since December 2013, over 650 employees and partners in the City have attended a Dementia Friends Information Session.

During 2015/16 the City refreshed its mental health strategy to focus on delivering better outcomes for residents, workers and rough sleepers.

At the end of March 2016, we were supporting 58 people with long term mental health or memory and cognition needs. A key performance indicator published by central government shows that more people in the City who receive mental health services live independently (with and without support).

The City continues to commission a Dementia Support Group Service. This group provides a weekly session for anyone who feels they are experiencing difficulties with their memory or those living with dementia in the City. During 2015/16 there were 45 active members, and roughly 10-20 people attending each session. The group also organised monthly trips such as St Luke’s for Ballroom Dancing, an outing to the Museum of London and walks.

The City Memory Group was also awarded small grants to run art classes, and produce a group newsletter. During 2015/16 it produced two editions of “Down Memory Lane”.

On World Mental Health Day (10th October) City put on a number of activities and workshops to promote mental health services to residents and partners.

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 to protect people in care home and hospitals from being unlawfully deprived of their liberty.

A Supreme Court judgement ruling in March 2014 means that DoLS now applies to many more people. During 2015/16 there were 34 Deprivation of Liberty Safeguards assessments were carried out, this compares to 16 in 2014/15 and in the five years prior to that fewer than five DoLS assessments were carried out.

Support for carers

Carers provide vital support to family and friends with needs – and we are committed to supporting them. We assessed or reviewed the needs of 59 people providing care to someone living in the City. Across the year we gave support to 67 carers, of whom 41 received individual budgets to help them secure the support and help they need.

We also continued to provide our City Carers Group – which provide support and advice to our carers. The group provides an opportunity for informal support and socialising as well as helping carers with the skills they need to provide care, and cope with their caring role. The group hosted a session that focussed on the work of our occupational therapy service, volunteering services and the opportunities we offer through our Carers Breaks service.

All carers newly registered during the year received a Carer’s Information Pack, and the City Carer’s group created and distributed an email newsletter to provide information and support to all.

Carer’s week was celebrated with a lunch at the Guildhall, and hosted by the Chair Marianne Bernadette Fredericks of Adult Advisory Group (AAG)
Safeguarding Adults

The City is 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.

During the last three years we have seen the number of alerts for safeguarding rise from 28 in 2013/14 to 31 in 2015/16. Of the 31 concerns received in 2015/16, 26 were investigated.

The City and Hackney Safeguarding Adults Board (CHSAB) is a key body for agreeing how the relevant organisations in the City of London will co-operate and promote the welfare of adults.

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.

Integrated care is a key policy for the City of London where patients can be registered with GP practices in Tower Hamlets or the City and as a result get linked in with a range of different services.

In December 2015, local health and social services were required to work together to produce a Sustainability and Transformation Plan which set out how organisations were going to work together to address some of the pressures in the NHS. This involves thinking of new ways to deliver services across health and social services.

During the year, the City of London continued to work in a number of integrated ways.

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 complete and co-ordinated way. It also provides a range of voluntary sector services which City of London residents can access.

Better Care Fund

In 2013 the Better Care Fund (BCF) was announced to help facilitate more integration between health and social care services.

The City Corporation has its own BCF which sets out plans to facilitate health and social care to work together. It is based on a shared budget of NHS and local authority funding which for 2015/16 was £777,000. The plan, which included 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 was rolled out and quarterly performance reports were signed off by the Health and Wellbeing Board. Another round of BCF funding was set out for 2016/17 and the City Corporation submitted a bid for this which built on schemes established in 2015/16.

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.
How we spend our money

Our expenditure in 2015/16 for Adult Social Care Services was £5.848 million; this is equivalent to £762 per head this above the London average £378. This is partly because City is a small authority and does not enjoy the same economies of scale as other local authorities.

The breakdown of expenditure is shown in the chart below.

Below shows spend by primary need.

Feedback

In December 2014 we sent a survey who use our services

During 2015/16, there were less than 5 complaints and 75% were responded within 3 day target

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 provides service user and carer feedback on a range of health and social care issues to inform the Corporation’s strategic planning. This year a new member Chair Marianne Bernadette Fredericks was appointed.
Looking ahead

Review of Domiciliary Care and Reablement Services

The City of London arranges home care for around 40 people, mainly older people. It also helps many others to fund and find their own home care; and delivers extra care for people coming back home from hospital.

Currently, our carers work for one of a number of homecare agencies. All of these agencies are on an approved list. They have gone through a number of checks to ensure that they deliver good quality care that gives value for money. The City also has an agency that supports people going into, or returning from, hospital at weekends and bank holidays our ‘Reablement Plus’ service.

The City of London has started a process to review these arrangements. This review will help us understand how we can to continue to have the best service for everyone who receives care at home after April 2017. This review will not affect anyone’s eligibility or entitlement to care. So far the review has included consultation with those receiving care and their families and carers, support organisations and care agencies.

Governance

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 NHS 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.

During 2015/16, the partnership focused on some of the developments in the integration of health and social care and considered how these could best work for City of London residents.

Social Wellbeing Strategy

The need to tackle social isolation has been raised as a priority by City residents and by our Health and Wellbeing Board. In 2015, the Corporation commissioned Dr Roger Green from Goldsmiths University to carry out a study to examine the prevalence and causes of social isolation in the City. The conclusions from this research have shaped the development of our Social Wellbeing Strategy, which aims to reduce social isolation by:

- Identifying, reaching and understanding lonely individuals
- Supporting the City’s communities to tackle loneliness for themselves and
- Developing personal assets and skills to lessen an individual’s risk of loneliness.

A public consultation was held on the draft Social Wellbeing Strategy in September. This found wide ranging support for the actions suggested in the strategy, with 4 out of 5 respondents agreeing or strongly agreeing with the proposals. The consultation also identified several areas for improvement and a Social Wellbeing Panel has been convened, to further investigate several areas of challenge specifically relevant to social isolation in the City. The Panel will report back in the New Year and its conclusions, along with the feedback gained through the public consultation, will be used to shape the final draft of the Social Wellbeing Strategy.

In the meantime, several projects are already being piloted. We are working more closely with the CCG’s Social Prescribing Pilot, and providing a small budget to ensure that income is no barrier to participation for Social Prescribing clients. The Corporation is also working with Opening Doors London to provide a local, supportive and informal social group for older LGBTQ people, a key area of need identified in the Goldsmith’s research.

Adults Services Improvement Board

The Adults Services Improvement Board, is an internal forum that will drive service improvement and ensure a consistently excellent service is provided to adults in the City of London. By collectively holding to account the different cross-cutting services that support adults, it will help us to identify on our current achievements in adult social care and where service improvements need to be made through the completion of a self-assessment and the development of a service improvement plan. This board will meet quarterly; the first meeting took place in November 2016.

Framework-I

Work is continuing to develop framework-I as our electronic case management system in the including the redesigning of our reablement assessments.
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 2015/16

We believe that the best way to make health and social care better for ordinary people 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.

We are the only body looking solely at people’s experience across the whole health and social care landscape.

Healthwatch has been pleased to work with Adult Social Care Services in the City to engage with City people on services. Last year we held our annual conference on 8 October 2015 with a focus on integrated care which is a key policy for the City of London where patients can be registered with GP practices in Tower Hamlets or the City and as a result get linked in with a range of different services.

Attendees included residents from the different wards of the City, service providers (many of whom had information stalls), staff from the City of London Corporation and local CCGs, City workers and representatives from surrounding boroughs.

A presentation was given by Chris Pelham, Department of Community and Children’s Services on integrated care in the City. The discussion panel included representatives from Tower Hamlets CCG, City and Hackney CCG, One City and Hackney and Adult Social Care in the City of London Corporation. We were also really pleased to hear from Billy Mann, a service user who shared his story on surviving a stroke with us and how integrated care worked for him.

The discussion panel focussed on services available in the City such as the memory group for those with early stage dementia; the criteria for One Hackney and City and where referrals can come from; the work of the care navigators across the borough boundaries and the plans agreed with carers: the dilemma for self funders as people find it difficult to pay for care on an ongoing basis. Services based in Tower Hamlets and Hackney were also explored for those that cross boundaries for treatment.

Some of the main issues that were raised in relation to hospital discharge and integrated care were:

- Timeliness – agencies need to join up to avoid gaps and ensure the speed and efficiency of action and discharge.
- The care package needs to be ready in time and should be followed through with the assistance of a key worker. A full discharge checklist should be ready a few days before.
- Tribalism based on funding pots takes place and more pooled budgets are needed.
- Transport should be provided for discharge or getting to follow up appointments.
- The patient needs to have clarity on what will be in place i.e. what time the support worker might arrive.
- There is often a gap between assessment and what the patient is entitled to.
- People are unaware of what’s in their plans and roles and responsibility. For instance the way a care navigator is defined differs across organisations and boroughs.

• Patients need to have confidence that the re-ablement service is making the necessary adjustments to ensure their homes are fit for purpose.
• Understanding the services/support networks available in the community and how to or who to access them through. Some people identify as self-funders and would benefit from having access to this type of information.
• The need for a directory of services that is kept up to date by providers.

We have reported these findings to the CCG and will ensure the issues are considered within the Sustainability Transformation Plan which covers City and Hackney.
Glossary

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.

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

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.

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.

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.

Personalisation – Approach to adult social care that is tailored to people’s needs and puts them in control.

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.

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 is 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.