Foreword

As Chair of Hertfordshire’s Health and Wellbeing Board, one of my key responsibilities is that the quality of health and social care services in Hertfordshire is high – and decisions made about how we configure these services are transparent and explained to the public.

This report represents Hertfordshire County Council’s fourth ‘Local Account’, which is intended to give an overview of how adult social care services in Hertfordshire are delivered and have performed over the 12 months up to the end of April 2014.

We have worked hard with our local NHS partners to respond to our ageing population, the changes in how people are accessing local health services – and how we prevent our care services falling below the quality level we aspire to.

New initiatives like the Better Care Fund give us an even greater opportunity to work together. In Hertfordshire we’ve agreed to pool one of the largest amount of money in the country – because we want to transform our community health and social care to meet the needs of our older and disabled population.

Cllr Colette Wyatt-Lowe
Executive Member, Adult Care and Health

Introduction

Our annual ‘Local Account' informs local citizens and elected councillors about how well adult social care services are working in their area.

Throughout the year April 2013 to March 2014 we’ve been working closely with organisations delivering care services on the council’s behalf to maintain the high standards we expect for older or vulnerable people who need support. We’ve maintained our focus on initiatives to support family carers who want to help their loved ones stay well at home.

We have continued to work with local NHS colleagues – our GPs, hospitals, community health services and Clinical Commissioning Groups to use the health and social care resources available in our county to best effect and plan for the introduction of “Better care Fund”. This provides an opportunity for us to work even more closely together around the needs of local people, placing their well-being as the focus of health and care services.

I hope you find this document provides a useful overview of our performance and our plans for transforming and improving our services in the future.

Iain MacBeath
Director of Health and Community Services
How much do we spend?

<table>
<thead>
<tr>
<th>Description</th>
<th>Total Expenditure (Millions)</th>
<th>Fees and charges (Millions)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Older people (aged 65 or over) including older mentally ill</td>
<td>£193.600</td>
<td>£36.623</td>
</tr>
<tr>
<td>Adults aged under 65 with physical disability or sensory impairment</td>
<td>£32.938</td>
<td>£1.957</td>
</tr>
<tr>
<td>Adults aged under 65 with learning disabilities</td>
<td>£136.476</td>
<td>£6.666</td>
</tr>
<tr>
<td>Adults aged under 65 with mental health needs</td>
<td>£22.567</td>
<td>£0.158</td>
</tr>
<tr>
<td>Other adult social care</td>
<td>£2.929</td>
<td>£0.000</td>
</tr>
<tr>
<td></td>
<td><strong>£388.51 M</strong></td>
<td><strong>£45.404 M</strong></td>
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Hertfordshire County Council spends 48% of its annual budget on Adult Social Care. The charts below show how much we spend on people with different care and support needs and how much people contribute towards their care and support.

Other income of £31.6m is also received, primarily from Health.

N.B Adults aged under 65 with Mental Health Needs = 0.35% of Sales Fees and Charges.
Inform, advise and prevent…

This section contains information about:

- Who contacts adult social care
- How we provide information, advice and guidance
- Our work in hospitals
- Preventing people needing social services.

Who contacts adult social care?

Around 151,000 people contacted Hertfordshire County Council about adult social care last year, either by calling the council’s Customer Service Centre or through a referral from a family member or health professional.

Our Customer Service Centre Advisers are trained to deal with all kinds of enquiries immediately. Nearly 145,000 calls were answered last year and 60% were resolved in the call centre. Advisers can provide callers with information and advice about local services to help them stay independent or signpost them to other organisations like HertsHelp. They can take a social care referral which then goes to specially trained social care staff, based at the centre, to ensure a smooth customer journey for callers at what can be a difficult time.

A wide range of information and advice is also available on the Support for adults pages on hertsdirect. These pages have been redeveloped to support the launch of eMarketplace. They are easy to navigate and are structured around the most common problem and queries that people have. There are prominent links to eMarketplace, AskSara and other sources of help and support.

We produce online factsheets based on the information on our web pages. These are intended to be printed as required, they can be easily updated if something changes and are easy and cheap to print for our staff and the public.

All our factsheets are available in large print. We also produce several printed leaflets. All our publications can also be made available, upon request, in different languages and other formats including Braille and audio tape.

We also have an interpreting service which can be requested for people whose first language is not English or who need sign language.
Blue Badge Scheme

Hertfordshire County Council issued just over 18,000 blue badges in 2013/14. The cost of the badge remains at £10 and should be renewed every 3 years. Customers should expect in most cases to receive their badge back within 6 weeks.

The number of online applications has increased from last year by 4% from 16% to 20% in Hertfordshire.

Badges can be applied for at: www.hertsdirect.org/bluebadge

HertsHelp

This telephone helpline is for anyone in Hertfordshire to find the practical support and information they need to get the most out of life.

Call us: 0300 123 4044
Email us: info@hertshelp.net
Look us up: www.hertsdirect.org/hertshelp

HertsHelp is supported by a network in excess of 500 voluntary organisations and building better, stronger networks across Hertfordshire that can ‘signpost’ people and their families to voluntary or community based organisations or services that can best assist them. They lead on many areas of support and take in excess of 3500 calls per month, this is a large increase in numbers from previous years.

The things people wanted to know about continue to be benefits advice, information for older people, carers, disability advice as well information on community activities where they can take part.

Keep Warm, Stay Well (KWSW)

The KWSW project has experienced the warmest winter since inception three years ago. It remains a well branded project that is well understood as tackling excess winter deaths, fuel poverty, fire and hazards in the home and promoting health and wellbeing. The number of interventions has dropped this year however KWSW supported nearly 3000[1] residents with over 2800 separate interventions [2]

We can evidence over £41,000 was saved in fuel audits[3]

Partnership working is crucial to the success of KWSW, with many statutory, non-statutory and private sector organisations making key local interventions. Some examples of the range of interventions follows:

- 351 Groundwork visits were undertaken and 118 fire safety checks were carried out.
- 233 grants were issued, to 435 people who shared £37,650 in grant funding.
- KWSW supported the Papworth Trust to visit 290 clients, saving those clients approximately £4640 on their heating bills and 8700kg of Co2.

[1] Herts Help call statistics May 2014 actual number of residents helped for KWSW was 2986
[2] Based upon Groundwork referrals made * saving per person 07-05-14 Warm Home stats.xlsx

[3]
Local Borough and District Councils are important partners in the programme and have developed KWSW initiatives to reflect local needs. Broxbourne Council focused on providing practical help for homeless people. While Dacorum Council held a KWSW awareness raising event, following which the referrals to Herts Help increased by 7.5% the following month. Watford Council is undertaking a year long study of elderly residents to see what factors are contributing to excess winter deaths. In each case the important factor is that information is distributed and insight shared amongst the KWSW partners.

For the first time businesses have been part of raising awareness; a new partner to KWSW has visited 168 businesses and worked with Chamber of Commerce to raise awareness of the project with their staff, immediate and extended families. Feedback remains excellent with good outcomes reported from every aspect of service delivery.

**Carer Friendly Community & Hospital Pilots**

A business case for ‘Supporting Carers’, which included the development of the carer friendly community and hospital pilots was endorsed in April 2012. The £118,000 investment in the pilots was spent on the following:

- Commissioning Carers in Hertfordshire to provide a Development Co-ordinator tasked with improving carer awareness in Stevenage, helping Stevenage organisations to become more carer friendly and tracking the progress of a cohort of 30 carers including ensuring they had access to the full range of services provided by Carers in Hertfordshire

- A Carer’s Lead post based within the Lister Hospital, tasked with driving up standards in supporting carers across the hospital and supporting individual carers

- A GP prescription scheme which would allow GPs in Stevenage to prescribe carers information, advice and possibly a break, co-ordinated by Carers in Hertfordshire, with breaks delivered through Crossroads Care Hertfordshire North.

An additional investment of £11,861 was made to allow the Carer Friendly Development Co-ordinator post to be extended for 3 months. The community post started earlier than the hospital post and would otherwise have ended before the final evaluation was completed. The Carer Friendly Development Post has been extended until the end of March 2014.

**Hospital Social Work Teams**

Social workers are located at each of our main hospitals to quickly assess people being discharged home. They can assess whether any care and support is needed to ensure the person is safe to return home and their family carers are supported. In 2013/14, hospital teams assessed 5,964 people (an average of 115 assessments per week).
Working with Health Services
Over the last 12 months, Hertfordshire County Council has been working closely with the NHS – our GPs, hospitals, community health services and Clinical Commissioning Groups – to continue improving the ways in which our services work together.

In January 2014, a number of events were organised to ask members of the public and colleagues from the community and voluntary sector what our priorities should be for closer working between health and social care services. Based on views expressed at those events, NHS organisations and Hertfordshire County Council have put together an ambitious joint programme to deliver better services for residents in more efficient ways.

Achievements so far include:

Community ‘HomeFirst’ services expanded to cover more areas – four local areas are now covered by these teams, which offer rapid response services for people who might otherwise need to be taken to hospital and a ‘multi-disciplinary’ approach where nurses, therapists, social workers, home carers and mental health workers are jointly involved in providing people with support.

Peoples Stories
“The help and care was so beneficial in my wife’s recovery.”
Mr W is talking about the support his wife, received from our innovative HomeFirst scheme.
Mr W added: “The nursing care and help from the physiotherapist was excellent - a very big thank you to the HomeFirst team.”
This means that older people and others with long term or complex conditions can remain at home rather than going into hospital or residential care.

Starting new homecare services designed to help people in their own homes after they have left hospital.
‘Community navigators’ in West Hertfordshire to help people, with GPs and other health workers find support in the community and voluntary sector.
Planning for an Early Supported Discharge service (starting in October 2014) to support people who have had a stroke to be cared for at home earlier in the recovery process.

In the next 12 months, Hertfordshire County Council and the NHS plan to make further improvements to our services including:
Further improvements to hospital discharge services
Expansion of joint health and social care community teams
Support for care homes in providing high quality care to residents with complex care needs
Joining up budgets so the best possible use of our health and social care resources can be planned

The Health Liaison Team
For the 12 months preceding end of March 2014, there were 3,072 people with LD aged 18 and over receiving local authority services, and a further 609 new people with LD aged 18 and over who the council completed assessments for but had not yet received a service. This brings the total LD population that we are aware of and responsible for in adult social care for 2013/14 to 3,681.
The NHS funds nurses to be integrated in the council’s LD Social Work Teams. They work across health and social care promoting equitable access for people with LD. This involves promoting awareness of health needs, tackling inequalities, changing attitudes and developing skills and competency in supporting people.
Purple Star Strategy

The Purple Star brand has been developed by the Health Liaison Team in partnership with service users, carers and the University Of Hertfordshire Business School. Like a "kite mark" the Purple Star represents a defined set of standards set out in the Purple Star Promise. It is being used to raise awareness of the needs of people with learning disabilities and to influence change in how services are delivered within the local community.

The Purple Star is awarded to services following staff participation in specialist training; service checks and monitoring to ensure the standards are met.

My Purple Folder

My Purple Folder is a Health Action Plan and Health Portfolio that is used to support access to equitable health care for adults with learning disabilities who often experience health inequalities.

Developed by the Health Liaison Team over 2,715 Purple Folders have been distributed since the launch in December 2010.

Great Leap Project

The Great Leap project has been running for the last year and encompasses two key areas. Firstly to work to re-value and re-motivate staff in their roles as social workers and social care practitioners and develop a positive cultural change following significant periods of system change. The second phase has been to take a lead in the ideas of community capacity building and develop a much stronger link between our teams and the communities they serve to ensure that people with Learning Disabilities are able to exercise their rights to be valued, connected and included citizens.

People who fund their own social care

The council charges people for the cost of their social care if they have savings or income above certain levels. There is a different charging system for people who need a residential care home place from people who receive assistance in their own home. Information is available on the council website moneymatters or through the Customer Service Centre for people on how each charging system works. Everyone is entitled to a care assessment from the council, irrespective of their means. Our staff will give advice in arranging services for people who fund their own care.
Money advice
Advice on benefits, welfare reform and debt is available to vulnerable adults and families through our Money Advice Unit (MAU), as well as the Citizens Advice Bureau (CAB) and a network of voluntary groups which HCS fund. The MAU supports front-line staff in Health and Community Services, the NHS, and partner organisations such as housing associations and district councils with benefits advice, training and information. In partnership with the CAB, it also gives specific individual help to older and disabled people, people who use Health and Social Care services, mental health service-users, parents of disabled children and other carers. Funding from the Herts Welfare Assistance Scheme has been instrumental in developing innovative approaches in 2013/14 in particular. The benefit take-up work provided by the MAU alone will have generated almost £5m in additional benefits in 2013/14 by the time all claims are assessed - this helps promote independence and well-being.

People’s Stories
Donna is a lone parent who had been subject to domestic violence. She has severe mental ill health problems but her claim for the new Personal Independence Payment had already been refused by the time the MAU intervened. She also had problems with her housing benefit, which was being ‘capped’. This could have meant, eventually, eviction and family break-up, due to a build-up of rent arrears amongst her other debts. The MAU adviser negotiated an easement of the capping, submitted a PIP challenge and helped the service-user prioritise and manage her debts. The PIP decision was eventually overturned and backdated, with the arrears of benefit clearing her rent arrears and other debts. The housing benefit cap was lifted altogether, so rent arrears should not arise in future. Donna’s mental health has improved noticeably.
As a mental health service professional commented to the MAU “I personally appreciate your knowledge and skill in the area of benefits. Your intervention has already significantly reduced the amount of time I spend in this area with service users, giving me more time to work with other mentally unwell people, so reducing our caseload and waiting times”

Facts and Figures
12, 914  Carers were in touch with Carers in Herts.
11,695  Carer breaks were offered by Crossroads
1,675  People received Advocacy support from POhWER
2,938  People were offered support through Hertfordshire Welfare Assistance scheme that is delivered through HertsHelp and Citizens Advice Bureaux
5,784  People who accessed a Herts MIND Network Service
2,350  People contacting MIND in Mid Herts for support
Recovery, re-ablement and rehabilitation

If people need more than information or advice, adult social care have teams of professionals who can assist people on the phone or visit them in their own homes. They assess them and decide whether someone’s needs meet the council’s eligibility criteria for social care services. Hertfordshire County Council meets people’s needs at the ‘substantial’ or ‘critical’ level according to national ‘Fair Access to Care Services’ criteria.

<table>
<thead>
<tr>
<th>New service users who were assessed</th>
<th>2012/13</th>
<th>2013/14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Older people</td>
<td>10,514</td>
<td>12,427</td>
</tr>
<tr>
<td>People with physical disabilities under 65</td>
<td>1,872</td>
<td>2,048</td>
</tr>
<tr>
<td>People with learning disabilities under 65</td>
<td>180</td>
<td>217</td>
</tr>
<tr>
<td>People with mental health needs under 65</td>
<td>703</td>
<td>738</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>13,307</strong></td>
<td><strong>15,475</strong></td>
</tr>
</tbody>
</table>

NB -2012/13 figures have been revised since the last Local Account was published.

The number of assessments of new service users undertaken in 2013/14 increased by 2168 people compared to the previous year. 64% of assessments took place within 28 days (target 85%). In addition, 21,000 reviews of people already known to social services were completed.

We must also assess people who are family carers – who look after a family member or friend and give them assistance. We assessed over 11,000 family carers and 26% of them had specific carers’ services.

People have told us that they want to remain as independent as possible at home and not use social care if they can live safely without assistance. Adult social care offers all people short-term services to enable them to stay at home after recovering from a fall, an illness or stay in hospital. People can often make a full recovery with short-term assistance.

Providing equipment and adaptations at home

Adult social care employs Occupational Therapists to assess people’s movement and ability to undertake daily living tasks at home. They can give advice on how to cope after an illness, a fall or just becoming older. They can also arrange for items of equipment to be provided free which mean people live more safely. In some cases, they can assess for more major items of equipment or fixed adaptations to people’s property to prevent them from going into a care home. Last year the council spent £7.8M on providing over 84,000 items of equipment that were delivered to people’s homes.

During the latter part of 2013/14, there was recognition in response to the drive for greater integration of health and social care and the creation of new care pathways that the current service delivery model for equipment needs to be reviewed. In 2014/15 Integrated Community Support Commissioning Team will consult with stakeholders to re-model the Equipment Service to meet a new level of service demand.
Community Enablement
The council started working in partnership with Goldsborough Home Care in 2010 to deliver a new service called Community Enablement. This is now offered to most people who are eligible for social care to see if they can rehabilitate fully or partially after an accident, losing their confidence or after a stay in hospital.

The service involves trained enablement care workers visiting people at home to help them rebuild their confidence and re-learn daily living skills that they may have lost. They assist them to make their own meals and hot drinks safely, ensure they have enough mobility to get safely to the bathroom and around their home – and have a good quality of life. The service is free for up to four weeks for all.

3,300 people received Community Enablement for up to four weeks. 61% of those people did not need any social care services afterwards. Many of the rest had reduced care needs and most people reported being happier and feeling safer at home at the end of the service.

People’s Stories
“After coming out of hospital I wasn’t sure how I would cope, but the group of ladies who came to help me put my mind at rest and we soon found a routine that worked.”

Mrs M was discharged from hospital following a fall at home where she fractured her ankle. Her recovery was complicated by an underlying health condition affecting her mobility and balance. Enablement supported Mrs M to be independent with her personal care and by following a progressive plan of recovery she felt confident to remain at home with less support.

Enablement beds
People who are not able to return home from hospital straight away or need a little bit of help and support where home support has failed – but who can be rehabilitated or convalesce and be given the confidence to return home – can now have a short stay in an ‘enablement bed’ in a special care home placement. 24 permanent beds are available in care homes around the county. Staff assist people to become fully mobile, increase their confidence and re-learn daily living tasks such as preparing a hot drink or basic meal. After their short stay they can return home, with further help through Community Enablement if they need it, or with some other aid such as occupational therapy advice or equipment. Progress has been made with training care homes to provide enablement care which ensures that people are encouraged to do things for themselves. This also has a knock on effect to the permanent residents in the home, who become more engaged in their own care.
During periods of peak demand more beds are brought on line to cope with times of pressure within the hospitals. The introduction of the community bed bureau, which is jointly administered by Health and Adult Social Care means that people are moved into these beds quickly, realising the benefits earlier. This means that people can go home sooner, therefore spending less time in the service.

People’s stories
One lady had a successful stay in an enablement bed but it was still felt she needed more support than could be provided in her house. She agreed that a move to flexicare would provide her access to help if she needed anytime day or night, while still having her own flat with her own tenancy. She moved from enablement to have a short stay in residential care while waiting for a flexicare flat to be free. She then moved into flexicare and is doing very well.

Personalised care and support
If people still need on-going support after they have accessed enablement services and other short-term interventions, their on-going needs are met through a ‘personal budget’.

A personal budget is an annual amount of money that the council can spend on a person’s eligible social care needs. The person is told how much money this is – and they have a choice over how their care needs are met. They can take their personal budget as cash ‘Direct Payment’ - and arrange and directly pay for their own care services if they wish. Alternatively, they can ask the council to arrange services to meet their needs.

Almost 81% of people receiving on-going social care services now have a personal budget – meaning they know how much their social care costs and that they have a choice over how it is spent. This compares well to other councils.

Direct Payments
1,849 people currently receive a Direct Payment to meet their care needs in Hertfordshire; this is almost a 4% increase on last year (this represents around 13% of all people who have a community-based service). We think more people haven’t taken the option of a direct payment because they are satisfied with the way their care is already provided through
personal budgets - and also because of the quality of council-commissioned services. We want to continue to do more and increase the numbers of people with a Direct Payment.

**Things that people buy with personal budgets:**

**Home Care:** on 31 March 2014 there were 5,022 people receiving a homecare service funded by the local authority.

This compares to 5,173 service users in March 2012.

The decrease is due to the success of Community Enablement and beds. Although the number of people receiving homecare has reduced, the average hour’s people receive every week is slightly higher, meaning the people remaining are of a higher care need. This is line with the council’s strategy of helping people to stay in their own home for as long as possible, even where their needs are relatively high.

All homecare services in Hertfordshire are delivered by private and independent sector agencies. The council has contracts with around 49 agencies. Eight are large block contracts with minimum guaranteed hours to make sure we can always buy homecare for the people who need it. There have been problems with some of the homecare contracts during 2013/14 which has resulted in a continued increase in complaints from people and their families. The majority of these agencies have now been successfully supported to enable them to provide high quality services.

We received 1,619 complaints during the year from 516 individuals. Over the full year, 7,922 different people received homecare meaning 6.5% of people formally complained (this has decreased from 8% the year before). People said agencies had missed calls, late calls and carers did not do what they wanted. 203 people didn’t think the standard of care was good enough.

The council takes these complaints very seriously and issues formal contract notices to agencies if there are a high number of complaints, usually suspending them from taking any new people and giving them a short period of time to improve. All agencies that experienced problems in 2013/14 have improved on time and their contracts continue.

A care professional from the council always reviews all people receiving services in these circumstances to make sure they are safe and feel able to tell us if problems persist.

**Satisfaction ratings**

People can give us feedback on how satisfied they are with our staff and services through our ‘Having Your Say’ feedback forms. These are available on the website, are given to people in their homes and are sent out by post. People’s overall satisfaction with adult social care remains high. 1,347 forms were sent back in 2013/14 and the headline statistics are:

- 93% felt ‘satisfied’ that they were treated with respect and courtesy
- 88% were ‘satisfied’ that we understood their needs
- 81% of people were ‘satisfied’ that they were offered choice in meeting their needs
- 84% felt ‘satisfied’ that the information given was clear and helpful
- 79% of people were ‘satisfied’ that our service made a positive difference to their lives
Developing Home Care Services

Integrated Community Support Commissioning are currently in the process of re-tendering services for mainstream homecare support. In March 2015, the current block arrangements will come to a natural end (having been in place for the last 7 years).

The ‘Local of Offer of Care’ are based on the following key ambitions and drivers:

- To provide service users and their families with a wider range of support that can flex to meet their needs without having change providers
- To build more resilience in to the health and social care system – targeting resources where they are most needed and up skilling the workforce
- To provide better value for money by better use of the voluntary sector and universal services
- To integrate ‘pathways of care’ with health, and to commission with health to support these pathways
- To encourage innovation by working with providers and service users to find solutions to existing and future challenges.

Our aim is to have 12 Support at Home Local Areas with 1 contract in place for each of the district areas. In 2 areas, this has been split to create two new ‘rural’ areas – these are Dacorum & North/East Herts.

Day Opportunities

Around 2,500 people currently receive a day care service or other day opportunity as part of their personal budget. This may mean attending an older people’s day service or taking part in a community project or other activity for people with physical or learning disabilities. For example a local provider is developing an apprenticeship programme supporting people to gain valuable work skills as well as undertake work experience for 16-25 years old and vulnerable adults. This year they will be offering level 1 City and guilds in Work based Horticulture.

<table>
<thead>
<tr>
<th>Day Opportunities Service user type</th>
<th>No of people</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning Disability</td>
<td>1,420</td>
</tr>
<tr>
<td>Older Frailty and Physical Disabilities</td>
<td>672</td>
</tr>
<tr>
<td>Mental Health Problems</td>
<td>399</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2,491</strong></td>
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Older People's Day Care Review

Through engagement with service users and their carers for the development of ageing well strategy older people wanted to:

- Feel valued and are treated with respect
- Have choice and control over their lives
- Have more opportunities to socialise
- Be enabled to live well with dementia

The Older peoples day services review will build on the important role day services can play in supporting the priorities of the HCS Plan, - Prevention/Advise, Reable/Recover, Personalise and Safeguard, with a specific focus on how to optimise day provision as preventative services that are well placed to sign post service users to other support and services that will improve their quality of life and enable them to live independently within their communities for longer.
Day Services Review
As a result of a large consultation exercise with all stakeholders regarding what they thought of current day services for adults with learning disabilities and physical disabilities and what they would look for in future services, the decision was taken to review current day services based on the following principles:

- Promoting even greater choice and control for individuals
- Promoting independence and inclusion and use of local community facilities
- Responsive to the changing demographic profile of those needing support
- Person-centred
- Improved value for money
- Offering meaningful activity including support to access paid employment and volunteering
- Offering respite to carers to carry on caring

Currently two areas of Hertfordshire are being considered for this review; St Albans and Stevenage and assessments will be undertaken on people currently using these services shortly with a view to developing a clear specification of what services are required and tendering these services to both in house and private and voluntary services. In the New Year there will be a series of Market Test days to develop clarity about the local interest and expertise available to meet the requirements of the tender. Throughout the process involvement and engagement with service users, carers and providers will ensure that the new services are fit for purpose and will meet current and future needs.

Accommodation choices for people
Our top priority is to help people to live in their own home for as long as possible. We have been developing a number of different options as alternatives to care homes for a number of years in Hertfordshire – but sometimes a residential or nursing care home is the most appropriate place to meet people’s needs.

Flexicare Housing
1068 units of Flexicare Housing are available around the county, an increase of 77 since our last report. These are either owner-occupied properties or tenancies which have care staff available on site that are on-call to deliver care and support as an alternative to residential care. 66% of people in these established schemes are now in the ‘high’ or ‘medium’ care needs band which means they need in excess of three hours of care on average per week.

One new scheme is being built in St Albans for 2015 called Parkside View, there will be 38 beds in this scheme.

A successful bid to national training funds has allowed us to provide a programme of training bespoke to Flexicare. This has been delivered jointly to housing and care staff, to enhance partnership working.
Supported Living Accommodation

At the end of March 2014, there were 3,681 people with Learning Disabilities (LD) aged 18 and over with 3,072 receiving local authority services.

Out of the 3,072 people reported, 825 people were receiving residential care and 44 nursing care whilst 2,203 people were in receipt of community-based services. The community-based services include:

- 1,083 with Home Care and Supported living
- 1,113 with Day Care which including the private, voluntary and in-house services
- 454 with Direct Payments
- 114 with Equipment and Adaptations

There were 380 services being received by carers including respite and 148 carers received information and advice services.

Hospital settings

In Hertfordshire, the Health and Social Care Partnership has worked together to implement the recommendations of Transforming Care; namely, the review and transition of people with learning disabilities from NHS/health funded placements to the community and the development of a local, joined up strategy to improve the local response to any person, of any age who has a learning disability and is described as having behaviour that challenges. Despite some success in moving people to more appropriate community settings, there remains 37 people on the ‘Winterbourne View list’ that is reported to Department of Health. There are also up to 20 people in secure settings, under the commissioning responsibility of NHS England.

Whilst all of the individuals have named workers, and individual planning has been taking place, there are still considerable delays, with the majority of people not having a discharge date in place. For these people, there will be a detailed Care and Treatment Review – overseen by NHS England and an opportunity to explore reasons for people not moving. Commissioners have highlighted locally and nationally that reasons for moves not happening are:

- Lack of local specialist provision in the social care sector, especially for working with people with Personality Disorders, PTSD and sexual offending
- Where local provision is available, transition periods have been unsuccessful and at times required a further admission suggesting the need for training and development in the sector
- Clinical decision making by the current health setting, effectively blocking moves for service users
- People, particularly young people, continue to be admitted to similar settings, which means that the cohort of people keeps growing

In order to mitigate against the risks realised in this programme, a series of recommendations are being made to the CCGs and HCC regarding continued funding of the Winterbourne View commissioning and operational teams, as well as investment into the support of the social care sector and specialist treatments.
Residential and nursing care homes

Facts and Figures

Out of 15,475 new service users eligible for social care services in 2013/14, 1,284 people moved into residential care (8%).

14,547 people were receiving community-based social care services on 31 March 2014.

The local authority funded 3,089 older people in registered residential and nursing care homes at the end of March 2014. The quality of care homes in Hertfordshire is generally good.

In Hertfordshire, there are 5,308 residential care beds in homes across all adult client groups and 3,763 nursing beds. In some of the nursing care homes some beds are residential.

The council is still admitting relatively high numbers of older people into permanent residential care when compared to other similar councils. Development of flexi-care, sheltered housing schemes and support systems are going some way to reducing this imbalance.

There is an increasing population who have self financed their move into care homes who now find their funds have decreased and are applying to the council to fund their placement. The council must then meet their eligible care needs.
Keeping people safe

Safeguarding vulnerable adults is a key responsibility of the county council. Safeguarding is everyone’s business and we have the lead responsibility to make sure that the public, public sector partners and health and social care organisations can recognise safeguarding issues, know how to report them and resolve them quickly and effectively.

The Hertfordshire Safeguarding Adults Board…
…is the key body for agreeing how the various organisations in Hertfordshire will work together to safeguard and promote the welfare of vulnerable adults effectively.

The Hertfordshire Safeguarding Adults Board is committed to providing excellent performance. The shared vision is that the Board will act to be:

- **preventative** - identifying and preventing abuse, while promoting independence
- **pro-active** – targeting groups of adults at risk, including older people, adults with disabilities or those receiving care, in hospital, in custody
- **responsive** - work to protect adults who are at risk of abuse or have been abused

An annual report is published by the Board which can be found at www.hertsdirect.gov.uk

**Safeguarding Activity**

In 2013 – 2014 investigating teams received a total of 3361 safeguarding adults’ alerts of which 1716 progressed to referral stage.

This represents a 14% increase in alerts and a 23.6% increase in the number of referrals compared to 2012 – 2013. 51% of alerts lead to a referral. This trend is similar to the previous two years.


The majority of alerts are raised by social care staff; this includes staff in the private and voluntary sector as well as the local authority. This is a contributing factor in the higher number of incidents involving social care staff. Other sources include: self-referral, family members, friends/neighbours, other service users, housing and police.
Location of abuse
Most incidents of abuse have occurred where the alleged victim lives, 37% of abuse took place in the alleged victims own home and 35% in a care home. In 2012 – 13 the percentage was 37% and 36% respectively and in 2011 – 2012 it was 36% and 30%.
*It should be noted that this is where the abuse occurred; it is not necessarily that the alleged abuser was a care worker.

Nature of abuse
Neglect was the most prevalent type of abuse recorded in 2013-2014, constituting 32.5% of all safeguarding adults’ referrals. This was followed by physical abuse (31.7%), financial abuse (16.2%), emotional or psychological abuse (10.7%), sexual abuse (6.3%), institutional abuse (1.8%), and discriminatory abuse (0.9%). These are similar trend levels to last year except in 2012/13 physical abuse had a greater percentage than neglect.

Care Concerns System
The ongoing national debate on the quality of care for older people has prompted Hertfordshire County Council to consult with Carers and Health and Social Care staff about the development of a simple system to enable people to report minor concerns about care services.

In February 2014 Hertfordshire County Council launched a new email, careconcerns@hertfordshire.gov.uk and online form at www.hertsdirect.org/concerns to allow concerns to be easily reported. Concerns can also be reported using the telephone 0300 1234042.

While the county council are not being able to investigate each concern individually, all concerns will be recorded to help identify patterns of poor service requiring investigation. This intelligence works as an early warning system to help people providing care to make changes before something small escalates into something more serious. People are also encouraged to talk to the care provider about their concerns. Good providers will welcome feedback to help improve their services.
Priorities for 2014/15

Health and Community Services is the council department responsible for adult social care. Our priorities for the coming year are:

- Promoting Herts Help as the telephone number for residents to get information, advice and guidance on local services.

- Work with new GP Clinical Commissioning Groups and other NHS partners to ensure people are satisfied with health and social care and stay as well as possible.

- Identify, assess and assist family members who care for older or vulnerable people who would benefit from extra support to help them in their caring role.

- Eliminate times when a person's discharge from hospital is delayed because social care services are not arranged or available in time.

- Enhance our enablement services which help people be independent in their own home and help them cope after a fall, a stay in hospital or a loss of confidence.

- Provide a 24/7 Telecare Service to give more people and their families confidence to stay in their own homes.

- Continue to expand the number of Flexicare Housing Schemes around the county to support older people and provide an alternative to residential care homes.

- Provide a personal care budget to everyone who is eligible for on-going social care services.

- Take immediate action to protect older or vulnerable people from abuse wherever they live.

- Encourage volunteering and community participation in all of the services we deliver or commission.

- Invest in our staff, improve the skills of the social care workforce - and improve the quality of our services in Hertfordshire.

www.hertsdirect.org