

RECORD OF EXECUTIVE DECISION TAKEN BY AN EXECUTIVE MEMBER

This form **MUST** be used to record any decision taken by the Elected Mayor or an individual Executive Member (Portfolio Holder).
The form must be completed and passed to the Head of Members' Services no later than NOON on the second working day after the day on which the decision is taken. No action may be taken to implement the decision(s) recorded on this form until 7 days have passed and the Head of Members' Services has confirmed the decision has not been called in.

1. Description of decision

To approve the content of the 2012-2013 Bedford Borough Council Adult Social Care Services Local Account and the significant progress made in the delivery of Adult Social Care services within the Borough and that the priorities for 2013-2014 be supported.

2. Date of decision

June 2013

3. Reasons for decision

The Local Account is the Council's own self-assessment of how it provided Adult Social Care services in 2012/13 and the plan for services in the future which will contribute to the overall Health and Wellbeing of the local community. The views of local people are included through the results of formal surveys of people who use our services, consultations and other feedback opportunities.

Overall this Local Account shows that we are serving our community well and continuing to deliver good services within available resources. This is demonstrated by statistical evidence and case studies throughout the local account documentation showing the impact of the services we deliver and the positive outcomes they achieve for our service users and carers.

4. Alternatives considered and rejected

There are no alternatives to consider.

5. How decision is to be funded

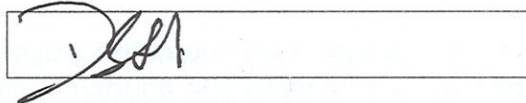
The Services described in the attached report are funded from the Adult Social Care Budget

6. Conflicts of interest

7.

Name of all Executive members who were consulted AND declared a conflict of interest.	Nature of interest	Did Standards Committee give a dispensation for that conflict of interest? (If yes, give details and date of dispensation)	Did the Chief Executive give a dispensation for that conflict of interest? (If yes, give details and the date of the dispensation).
There are no conflicts of interest.			

The Mayor has been consulted on this decision



Signed C. Atkins Date 17.6.13 Name of Decision Taker: Cllr Colleen Atkins, Portfolio Holder for Adult Services and Community Wellbeing

This is a public document. A copy of it must be given to the Head of Members' Services as soon as it is completed.

Date decision published: 20th June 2013

Date decision can be implemented if not called in: 28th June 2013

(Decision to be made exempt from call in.....**YES** or NO.....)

Bedford Borough Council – The Portfolio Holder for Adult Services and Community Wellbeing

Date: 7th June 2013

Report By: The Executive Director for Adult and Community Services

Subject: THE LOCAL ACCOUNT 2013-2014

1. Introduction

The Local Account is the Council's own self assessment of how it provided Adult Social Care services in 2012/13 and the plan for services in the future which will contribute to the overall Health and Wellbeing of the local community. The views of local people are included through the results of formal surveys of people who use our services, consultations and other feedback opportunities. Bedford Borough Council's Local Account document is attached at appendix 1 to this report.

Overall this Local Account shows that we are serving our community well and continuing to deliver good services within available resources. This is demonstrated by statistical evidence and case studies throughout the local account documentation showing the impact of the services we deliver and the positive outcomes they achieve for our service users and carers.

2. Recommendations

That the portfolio holder approves the content of the 2012-2013 Bedford Borough Council Adult Social Care Services Local Account and the significant progress made in the delivery of Adult Social Care services within the Borough.

3. Reason for Recommendations

It should be noted that although significant progress has been made by Adult Social Care Services it is important that the Adult and Community Services management team is supported with their ambitious plan of improvement for future years which will ensure that the Adult Social Care Services continue to improve and deliver a more positive local account for this year.

4. Implications

Legal

4.1 The statutory basis for the provision of Adult Social Services by a Local Authority is enshrined in Section 6 of the Local Authority Social Services Act 1970 (as amended) and subsequent guidance documents concerning the role of the Director of Adult Social Services in England issued in May 2006. The policy guidance requires amongst other things that local authorities ensure that the Director is responsible and accountable for:

- The Authority's delivery of Social Services for adults
- Promoting social inclusion and well-being with a view to (amongst other things) developing sustainable services that promote independence and minimise the need for intensive homecare and residential services
- Maintaining clear and effective arrangements to support joint planning, monitoring and delivery of Local Authority Social Services with the NHS, Housing Authorities, Supporting People Programme and other statutory agencies
- Ensuring (with the Director of Children's Services) adequate arrangements are in place to ensure that all young people with long term special care needs have been assessed and, where eligible, receive a services which meets their needs throughout their transition to becoming adults

As stated in Local Authority Social Services Act 1970 s6(6) it is the authority's duty to secure the provision of adequate staff for assisting in the exercise of the Director's functions

Policy

4.2 Services for adults are governed by a number of national service frameworks and policy guidance documents. In general terms they require councils and partner agencies to ensure that:

- Services are delivered in a safe, sound and supportive manner and should take a preventative approach to ensure that they:
 - Help adults to maintain their independence and live at home
 - Slow down deterioration in function and consequent loss of confidence and self-esteem
 - Prevent accidents
 - Protect people from neglect, abuse and ill treatment
 - Promote economic well-being and employment in appropriate cases
 - Support and better protect the health of carers

- Promote independence, choice, health, well-being and social inclusion
- Services should be timely and resolve the frequently long delays which inhibit people's discharge from hospital, or their safety and confidence in coping at home

The framework for adult social care and 'A vision for Adult Social Care: Capable Communities and Active Citizens' described how we will achieve our aspirations and provide more efficient services in a financially constrained environment. This required a new approach to delivery and a different way of thinking, both nationally and locally. There is a need to continually shift away from the provision of traditional (and often very prescriptive) services and shift towards a more effective relationship between councils and citizens in need of social care. This involves a focus on citizen empowerment and a fundamental shift towards people in need of health and social care services managing their own future. We will do all we can to empower local communities and enable them to influence the design and delivery of modern services which promote independence, choice and social inclusion.

Resources

- 4.3 This report does not recommend any change to the resourcing of Adult Social Care and as such all priorities identified in the local account will be delivered within the budget outlined for the service in the medium term financial strategy for the council.

Risk

- 4.4 The Council's overall reputation is at risk if it is not aware of the challenges presented by the performance of its Adult Social Care Services and the actions taken by senior officers of the Council to address the areas of concern outlined in this report. This risk is managed through monthly performance monitoring meetings chaired by the Mayor and attended by the Chief Executive of the Council, the Executive Director for Adult and Community Services and the portfolio holder for Adult Services and Community Wellbeing. Performance is also reported quarterly to the Adult Services Health Overview and Scrutiny Committee.

Environmental Implications

- 4.5 By encouraging independence, choice and control, the Council will improve access to and encourage greater use of community facilities and more healthy lifestyles for vulnerable people. The reduction of bureaucratic processes and more appropriate use of IT solutions will improve the effective and efficient use of paper resources of the council. The priorities outlined in the local account link closely to the modernisation agenda of the council in this respect.

Equalities Impact

- 4.6 Transforming and improving Adult Social Care is about changing the Council's approach and delivering support and services in a personalised way to ensure that vulnerable people are treated with dignity and respect so that they can exercise independence, choice and control and enjoy a positive quality of life. The availability of more personalised care options will promote social inclusion and equality of access to services for vulnerable people.

In preparing this report, due consideration has been given to the Borough Council's statutory Equality Duty to eliminate unlawful discrimination, advance equality of opportunity and foster good relations, as set out in Section 149(1) of the Equality Act 2010. A relevance test for equality has been completed. The equality test determined that the activity has no relevance to Bedford Borough Council's statutory equality duty to eliminate unlawful discrimination, advance equality of opportunity and foster good relation. An equality analysis is not needed.

5. Background

- 5.1 This is Bedford Borough Council's Local Account of the delivery of Adult Social Care services in Bedford Borough in 2013-14 and our priorities and plans for 2014-15.
- 5.2 The Care Quality Commission no longer publishes Annual Performance Assessments for Adult Services, but local people still need to know how their local services are performing. For this reason the Department of Health have agreed with the Association of Directors of Social Services that local accounts should be produced.
- 5.3 In Bedford Borough the development and delivery of health and social care services will in future be managed by the Health and Wellbeing Board and a range of service specific partnership boards. Users of services, their carers and other stakeholders will continue to play an important part in these arrangements and be regularly consulted through both formal and informal consultation processes regarding plans for the development and delivery of services.

What we are proud of

- 5.4 The Council has consistently demonstrated its commitment to enhancing the quality of life for people with care and support needs. This is reflected in the increasing number of people receiving support through personal budgets and direct payments, an increased number of carer's services and the development of new ways of providing people with services to ensure they retain independence such as extra care housing,

rehabilitation and reablement services. Our drive for improved services is reflected in the positive feedback we receive from our customers demonstrated throughout the local account by good practice examples and compliments.

- 5.5 Safeguarding adults who's circumstances make them vulnerable and protecting them from avoidable harm is perhaps the most important aspect of the work we undertake. Our work in this area is regularly independently audited and at the most recent audit all of the work examined was deemed to be good or excellent. There is however no grounds for complacency and partnership working in this and every area is key to our success.
- 5.6 Managing our performance delivered through an appropriately skilled and trained workforce is crucially important as is effective commissioning and contracting of services. The development and management of services has to include those people who use our services and their carers. We demonstrate our partnership in this area through our regular consultation with key stakeholders and our performance management arrangements and monitoring procedures are reflected in year on year improvement in most areas.
- 5.7 Some of the other specific areas that we are particularly proud of include::
- Opened a new Centre for Independent Living at Gadsby Street
 - Achieved no delayed discharges for social care reasons at Bedford Hospital
 - Improved carer's services and developed emergency response scheme
 - Delivered quality care training with private sector care homes
 - Further development of new Extra Care schemes

5.8 Priorities for 2013-2014

Some of our main priorities include:

- Identify and expand health and wellbeing programmes in partnership with leisure services and health partners
- Assess standards of care delivery at the same time as doing the service users review
- Lead and develop further data quality improvement initiatives.
- Review the Emergency Carers Service
- Review all information on public facing web pages
- Re-establish our Joint Commissioning Strategies with the NHS

- Increase the number of people (vulnerable adults and carers, own and partners staff, elected members, general public including minority groups) who understand safeguarding, how to promote it and what to do if they know or suspect abuse
- Reduce admissions to residential care and hospital services
- Develop specialist dementia services
- Provide more services aimed at improving mental health and wellbeing, particularly at weekend and in the evenings
- Improve the housing and support options available for people with learning disabilities
- To engage more effectively with all users of our services and their carers but make a special point of doing so in the mental health field
- Make preparations to jointly tender with the NHS for provision of an integrated telecare and telehealth service
- Achieve a better balance of supported housing, residential care and nursing care to meet local needs

6. **Conclusion**

This local account outlines the improvements made in Adult Social Care services for 2012/2013 in the context of a challenging resource environment for both the NHS and the local authority. The challenge ahead will be to maintain this improvement and further address areas outlined in the local account as requiring focussed attention.

7. **Summary of Consultations and Outcome**

The following Council Units or Officers and/or other organisations have been consulted in preparing this report:

Corporate Management Group
 Portfolio Holder for Adult Social Care
 Adult Services Senior Management Team
 Care Quality Commission

No adverse comments have been received.

8. Ward Councillor Views

Not applicable for this report

<i>Report Contact Officer:</i>	<i>Frank Toner Executive Director for Adult and Community Services</i>
<i>File Reference:</i>	
<i>Previous Relevant Minutes:</i>	<i>None</i>
<i>Background Papers:</i>	<i>None</i>
<i>Appendices:</i>	<i>Appendix 1: Bedford Borough Council's Local Account 2013/2014</i>

**For a copy of the above Appendix please visit the Bedford Borough Council website
www.bedford.gov.uk**



BEDFORD
BOROUGH COUNCIL

Adult Social Care Services

The Local Account

2012-2013



Contents

Foreword	3
Introduction	4
Priorities for 2012-2013	8
How much do we spend?	10
Enhancing quality of life for people with care and support needs	11
Delaying and reducing the need for care and support	22
Ensuring that people have a positive experience of care and support	30
Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm	36
Performance, workforce, commissioning and partnerships	42
What we are proud of!	45
Priorities for 2013-2014	51
Glossary of Terms	54

1. Foreword

This is Bedford Borough Council's Local Account of the delivery of Adult Social Care services in Bedford Borough in 2012-13 and our priorities and plans for 2013-14.

Local people need to know how their local adult services are performing. As CQC no longer publish an annual assessment, the Department of Health have agreed with the Association of Directors of Social Services that local accounts should be produced.

The Framework for Adult Social Care and "A Vision for Adult Social Care: Capable Communities and Active Citizens" describe how we will achieve our aspirations and provide more efficient services in a financially constrained environment. This requires a new approach to delivery and a different way of thinking, both nationally and locally. There is a need to continually shift away from the provision of traditional (and often very prescriptive) services and shift towards a more effective relationship between Councils and Citizens in need of social care. This involves a focus on citizen empowerment and a fundamental shift towards people in need of health and social care services managing their own future. We will do all we can to empower local communities and enable them to influence the design and delivery of modern services which promote independence, choice and social inclusion.

In Bedford Borough the development and delivery of health and social care services will be managed by the Health and Wellbeing Board and a range of service specific partnership boards. Users of services, their carers and other stakeholders will continue to play

an important part in these arrangements and be regularly consulted through both formal and informal consultation processes regarding plans for the development and delivery of services.

This Local Account is the Council's own self assessment of how it provided Adult Social Care services in 2012-13 and the plan for services in the future which will contribute to the overall health and wellbeing of the local community.

The views of local people are included through the results of formal surveys of people who use services, consultations and other feedback opportunities. If you would like to comment on the style and content of this Local Account please contact George Hunt on **01234 718240** or **george.hunt@bedford.gov.uk**

Your involvement is essential in helping us to continue improvements in working together to achieve our aims and ambitions for the people of Bedford Borough.



Councillor Colleen Atkins MBE

Portfolio Holder, Adult Services
and Community Wellbeing



Frank Toner

Executive Director,
Adult and Community Services

2. Introduction

This is Bedford Borough Council's Local Account which is how we report to the public on our social care performance.

In this local account we explain how services performed from April 2012 to March 2013. We provide evidence of improved outcomes for the people of Bedford Borough in the form of key performance information and feedback from customers, carers and partners about how our services are viewed externally.

Overall this local account shows that we continue to deliver good services within available resources. This is demonstrated by statistical evidence and case studies showing the impact of the services we deliver and the outcomes they achieve for our service users and carers.

The Adult Social Care Outcomes Framework

The Adult Social Care Outcomes Framework is published by the Department of Health and it specifies outcomes in four domains that have been used as the section headings in sections 5, 6, 7 and 8 of this local account.

- Enhancing quality of life for people with care and support needs.
- Delaying and reducing the need for care and support.
- Ensuring that people have a positive experience of care and support.
- Safeguarding people whose circumstances make them vulnerable and protecting from avoidable harm.

A Vision for Adult Social Care

In 'A vision for adult social care: Capable communities and active citizens' (Department of Health, 2010) the government sets out how it wants to see services delivered for people, putting personalised services and outcomes centre stage.



The government's vision for a modern system of social care is built on seven principles:

- **Prevention:** empowered people and strong communities will work together to maintain independence. Where the state is needed, it supports communities and helps people to regain and retain independence.
- **Personalisation:** individuals taking control of their care. Personal budgets, preferably as direct payments, are provided to all eligible people. Information about care and support is available for all regardless of whether or not they fund their own care.
- **Partnership:** care and support delivered in a partnership between individuals, communities, the voluntary and private sectors, the NHS and councils - including wider support services, such as housing.
- **Plurality:** the variety of people's needs is matched by diverse service provision, with a broad market of high quality service providers.
- **Protection:** there are sensible safeguards against the risk of abuse or neglect. Risk is no longer an excuse to limit people's freedom.
- **Productivity:** greater local accountability will drive improvements and innovation to deliver higher productivity and high quality care and support services. A focus on publishing information about agreed quality outcomes will support transparency and accountability.
- **People:** we can draw on a workforce who can provide care and support with skill, compassion and imagination, and who are given the freedom and support to do so. The whole workforce needs to take a leadership role.



Think Local Act Personal

The national *Think Local, Act Personal Partnership* is made up of 30 national and umbrella organisations representing interest in personalisation and community-based support. The Partnership states that “Councils, health bodies and providers need to work more collaboratively to personalise and integrate service delivery across health and adult social care; and make vital public funding go further”. It also recognises the contribution that individuals, families, carers and communities make in providing care and support – both to those who are publicly funded and those who either pay for themselves or rely on family carers.

Personalisation means that every person who receives support, whether provided or arranged by the Council or funded by themselves, will have more choice and control in planning their support arrangements.



Vision of Bedford Borough Council

Our vision for adult social care is:

To provide excellent, safe, sound, supportive, cost effective, transformational services for the residents of Bedford Borough that promote independence, health, well-being and choice and are shaped by accurate assessment of community needs.

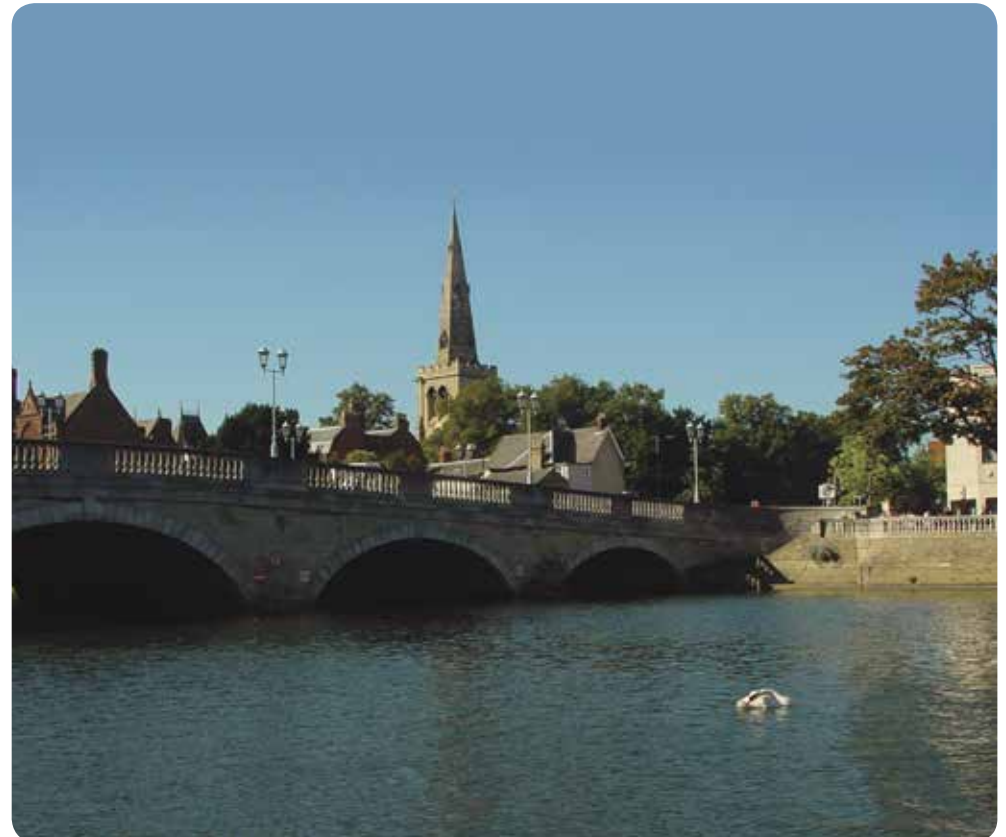
It is important that the Council plans and delivers services in partnership with an emphasis on early intervention and prevention to ensure that people are helped to live independently and achieve their full potential. It is also important that service users and carers feel listened to and are actively involved in planning and developing services. The Council has developed a health and wellbeing strategy and is fully committed to the promotion of healthy living and supporting all aspects of wellbeing. The Council is also fully committed to ensuring that people live at home, not in a home and is working with partners to provide extra care housing in order to assist people to do just that. In partnership with Bedfordshire Clinical Commissioning Group and Bedford Hospital we continue to develop services that prevent unnecessary admissions to hospital and facilitate the timely discharge of people who are medically fit to return home.

People are now living longer than before due to advances in medical science. The demand for social care services is increasing and, because the current economic climate limits the available funding, we are committed to finding new ways of improving the lives of local people within available resources.

The Council will continue to work in partnership with our local NHS commissioners and are producing Joint Commissioning Strategies with Bedfordshire Clinical Commissioning Group in the following areas.

- Older people
- Mental Health
- Learning Disabilities
- Physical Disabilities and Sensory Impairment
- Carers
- Dementia
- Autism

Each of these strategies has an action plan which details what we expect to achieve each year for that service area. The partnership boards for each service area are required to report on the delivery of the action plans to the Health and Well Being Board. Those reports are publicly available and demonstrate our accountability to the people of Bedford Borough throughout the year.



3. Priorities for 2012-2013

The Council is committed to the delivery of its vision for adult social care. Despite the fact we have made great strides in many areas it remains the case that there is more we can do to improve and modernise our services. Transforming and improving adult and community services is about changing the council's approach. We are about delivering support and services in a personalised way to ensure that all citizens, particularly the most vulnerable people, are treated with dignity and respect so that they can exercise independence, choice and control and enjoy a positive quality of life.

Our key priorities for 2012-2013 were continuing to modernise Adult and Community Services in line with the Council's Corporate Plan 2012-2016.



These key indicators were set to provide a headline measure of success.

- Clients receiving a Social Care Review
- Social Care Clients receiving Self Directed Support
- Carers receiving needs assessment or review
- Delayed transfers of care (for social care reasons) from hospitals

Behind the headlines lay a range of initiatives that together we set out to achieve.

- Extra-care Housing Developments
- Increasing the proportion of people receiving personal budgets in the form of direct payments
- Develop the Dementia Strategy Action Plan
- Developing new day opportunities services for people with a learning disability
- Adult Social Care Information
- Establishing a Health and Wellbeing Board and Strategy
- Establish Healthwatch Bedford Borough
- Identify and expand health and wellbeing programmes in partnership with leisure services and health partners
- Complete workplace energy audits
- Commission an Emergency Carers Service
- Revise information on public facing web pages

- Update, consult and re-launch our Joint Commissioning Strategies
- Increase the number of people who understand safeguarding, how to promote it and what to do if they know or suspect abuse
- Reduce admissions to residential care and hospital services
- More services aimed at improving mental health and wellbeing
- Improve the housing and support options available for people with learning disabilities
- Open an equipment demonstration centre for people with physical and sensory disabilities
- Achieve a better balance of supported housing, residential care and nursing care to meet local needs

and most importantly

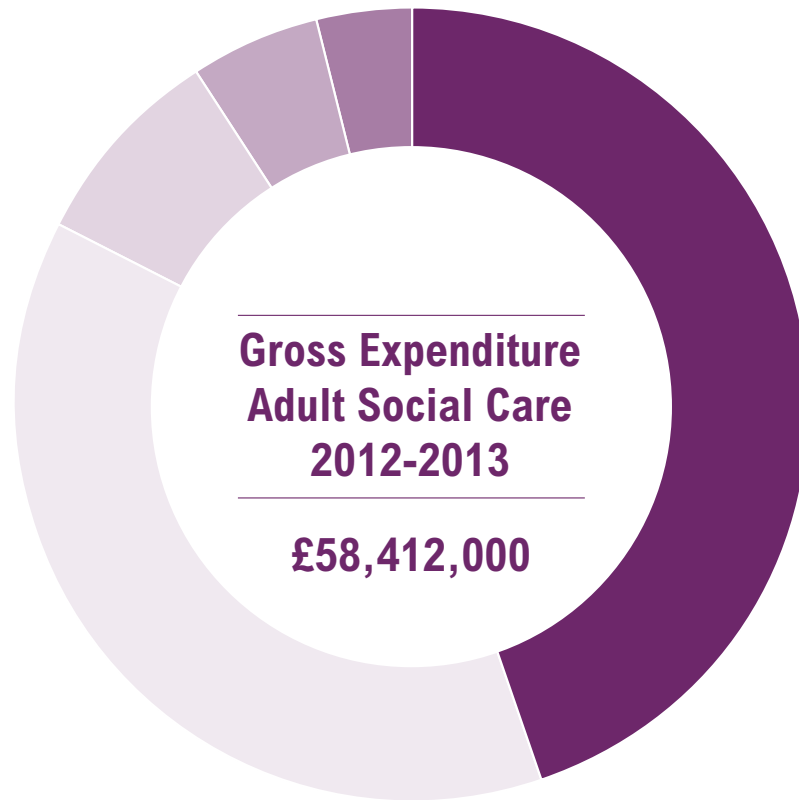
- Make a positive and measurable difference to the lives of vulnerable people in the Borough

Our plans to deliver these priorities were developed as a result of:

- Continued engagement with the Care Quality Commission (CQC)
- Feedback from users of services and carers
- Feedback from Councillors and staff
- Consultations with interested local people and partner organisations
- Comparing our services with others judged to be performing well



4. How much do we spend?



- Older people (65+) - £26,140,808
- Learning Disability - £22,169,762
- Physical Disability - £4,881,313
- Mental Health - £3,087,513
- Any Other Vulnerable Adult - £2,132,603



- Older people (65+) - £7,687,339
- Learning Disability - £1,885,848
- Physical Disability - £889,126
- Mental Health - £469,506
- Any Other Vulnerable Adult - £394,916

5. Enhancing the quality of life for people with care and support needs

Increasing the number of people receiving support through personal budgets and direct payments

Personalisation means that every person who receives support provided or arranged by the Council or funded by themselves will have more choice and control in planning their support arrangements. The Department of Health have set councils challenging targets for the provision of personal budgets. We have consistently improved our performance and achieved 70.27% in 2012-2013 against a target of 70% of people receiving self directed support through a personal budget (31.1% of them received their personal budgets as a direct payment).

Take up of personal budgets

People aged from 18-64 years	2009/10	2010/11	2011/12	2012/13
Physical Disability 18-64	94	115	207	262
Mental Health 18-64	71	11	91	110
Vulnerable People 18-64	2	2	6	13
Learning Disability 18-64	81	105	162	306
People aged over 65 years	208	341	782	1239
Carers	350	515	461	408
Grand Total	806	1089	1709	2338
Percentage of all people in receipt of a service	17.2%	30.3%	50.52%	70.27%



Keeping it simple

Our Personal Budget 'Ready Reckoner' is a simple price list based on the average local cost of care that lets service users see how far their money will go.

We also help people make the most of their resources by agreeing with them what support they are going to receive after their assessment and how much it will cost. The Care Support Plan that we write up with service users, carers and staff provides a written record of what has been agreed.

Personal budgets in mental health services

Mental health recovery can be a long journey. Through South Essex Partnership Trust (who we commission to provide the Mental Health Social Work Service) we provide direct payments to help eligible service users start or maintain their recovery.



Good Practice Example

Use of Direct Payments and Personal Budgets in Bedford Borough Mental Health Services (SEPT)

1. A young man had a personal budget for carers to support him to clean his house and to engage in social activities. This had a positive impact on his mental state. The risk of fires was reduced as his flat was tidy. The man was more willing to take his medication and take a more active role in maintaining his mental health. He has been accessing more community activities and has more confidence to leave his house on his own.
2. A woman with early onset dementia has a personal budget for personal support, as she has a number of physical ailments that impact on her ability to carry out activities of daily living. She has been able to buy support for her personal care and self-medication. This has enabled her to continue living independently in her home.
3. A woman with dementia was forgetting to take her diabetic medication. She now uses her personal budget for carers to visit and support her taking medication twice a day.
4. A Carer used his direct payment for three nights respite to provide a much needed break away from the caring routine, which has helped maintain his own physical and mental well-being.



Increasing the numbers of carers provided with services

We have a legal duty to assess carer's needs and the power to support them in their caring role. The help we give is often essential in helping the carer sustain the caring role and the cared for person to stay at home, not in a home. Help can take many forms such as health education, money advice, support to stay in paid work and/or access to community social and leisure opportunities.

880 carers benefitted from information and advice in 2012-2013 which is an increase from 788 in the previous year. In 2012-2013 354 people were provided with other carers services.

We have concentrated on giving carers more choices through a more personalised self directed approach.



Carers' Breaks (respite care)

Sometimes a Carer and their cared-for need a break from each other. This is called a short break or respite care. It can be for a few hours or several days depending on individual circumstances. In 2012-2013, 13,981 days of respite care were provided where the person being cared for stayed away from their normal home overnight to give their carer a break. A breakdown for each care group is provided in the chart below:

The number of days respite for each service user group.

Client Group	Number of days 2011-12	Number of days 2012-13
Learning Disabilities	2018	2452
Mental Health	588	520
Older Persons	7192	9116
Physical Disabilities	727	1112
Substance Misuse	Not reported	781
Grand Total	10525	13981

Most of this respite care was provided in residential care homes but some was provided within the person's own home. We expect the proportion delivered in the persons own home to increase.



Complex Benefits Advice and Welfare Rights Service

Bedford Citizens Advice Bureau (CAB) is commissioned by the Council to deliver the complex benefits advice and welfare rights service for adult social care users and their carers, people who use mental health services and people who use childrens services.

Some people need help with claiming benefit because they can't manage their own affairs. Another person - called an appointee - can be given the legal right to act for them. The Council is supporting 141 individuals to manage their benefits by being their appointee.

Improving Health and Wellbeing

The Healthy Bedford Borough strategy addresses the strategic need to prevent illness identified in the Joint Strategic Needs Assessment.

The strategy contains targets to increase the promotion of healthy lifestyles and support the prevention of illness, accidents and long term conditions. During 2012-2013 the Council has worked hard with its partners to promote healthy lifestyles through the provision of increased information and a range of activities including healthy walks in our parks and yoga in our libraries. We have also continued to develop the GP referral scheme so that people can access fitness programmes organised within our leisure services

We have significantly improved the use of Council leisure and library facilities to promote healthy living activity programmes.

Of particular significance has been our success in achieving no delayed discharges from our local acute hospital through effective partnership working with the NHS which has enabled people to return home safely following a period of intense rehabilitation and support.

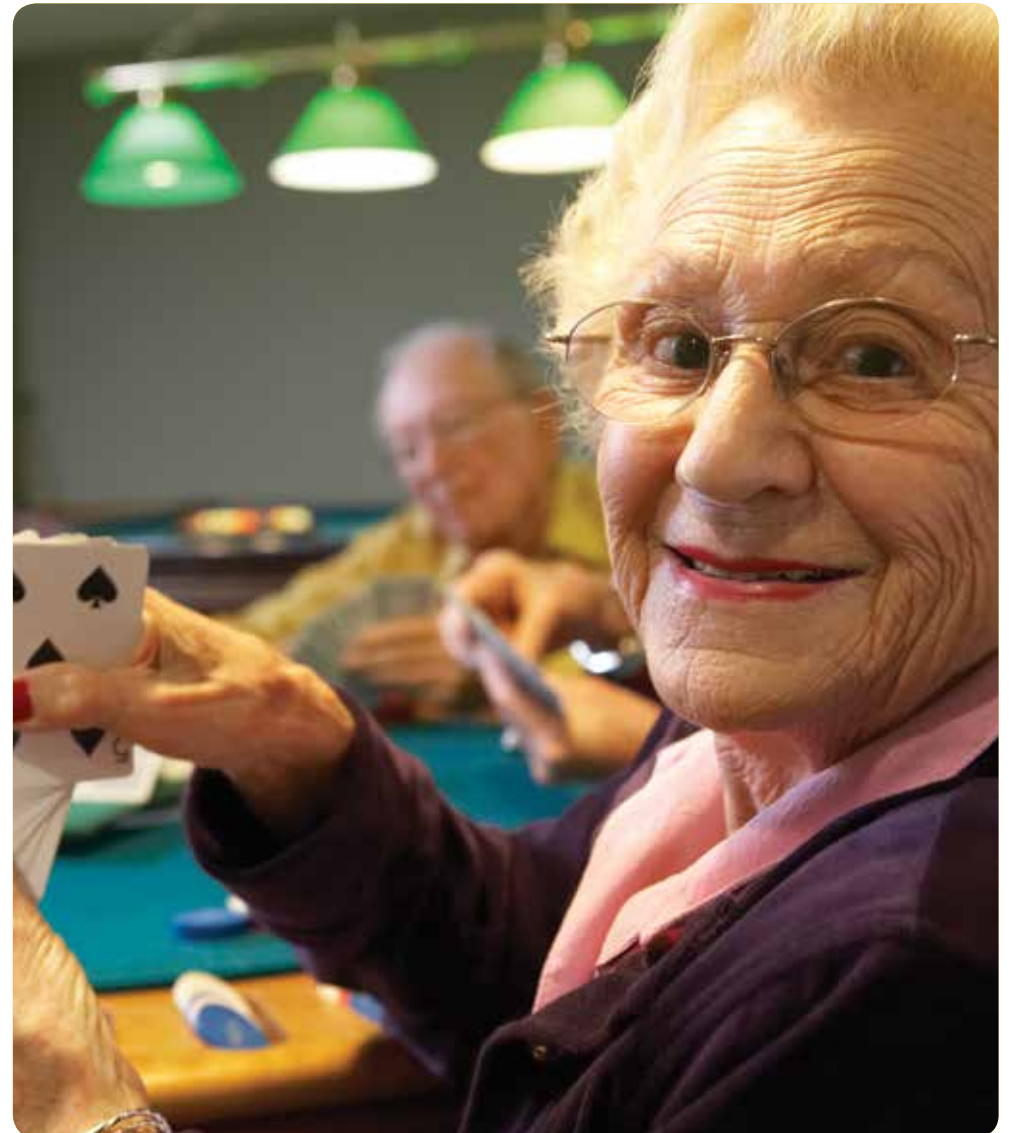


Just Ask project

The Council continues to commission the Bedfordshire Rural Communities Charity to deliver the Just Ask project which provides 'community agents' to increase awareness and take up of services. Community Agents are a trusted first point of contact for people in need or crisis and bring excluded people into local support networks.

Successes include helping people obtain benefits they were entitled to, enabling them to afford regular and better food and to pay bills; reducing isolation for those such as the recently bereaved or housebound by being there to listen, and linking people to local volunteers and organisations able to support and befriend them.

Agents have also worked with the Bobby Van Scheme (see page 41) to help make vulnerable homes more secure; and have been a supportive presence giving people confidence to refuse doorstep callers and resolve antisocial behaviour.



Good Practice Example 1

Village Agent

A Village Agent has worked with a lady of 77 only recently retired from work. The lady has always been very independent, but now her overall health, sight and mobility have declined. The Agent arranged for the Bobby Van and occupational therapy team to visit. They provided equipment and household improvements that have made the lady safer and more confident at home.

Good Practice Example 2

Village Agent

A couple sought their Village Agent's help after receiving a letter stating the gentleman had been overpaid Attendance Allowance by nearly £6,000 over a period of 2 years and this would need to be repaid. The Village Agent spent several months liaising with the Pension Service, Attendance Allowance Department and Debt Management Department. The Village Agent made an official appeal on behalf of client in December 2012. In February 2013 the couple received another letter informing them that a decision had been made in favour of the client - the overpayment was due to errors on behalf of the Pension Service and Attendance Allowance department so no repayment was required.



Extra Care Housing

Extra Care Housing is the name for housing schemes that have on-site care teams and other facilities available to support tenants. The tenants are usually older people and have a mix of support needs from low to high. They have specific legal rights as tenants (or sometimes owners) and this means extra care housing is very different from residential care. People who live in extra care housing are at home, not in a home.

Gordon Colling House, a 55 apartment extra care scheme, opened in April 2012. The on-site care provider has offered tenants great flexibility about when they have care delivered. Tenants have also enjoyed having lunch in the restaurant on site. Five lunches a week are included in the weekly rent, and tenants can choose which days they would like to eat with others. Eating together regularly created a friendly community feel to the scheme, enabling the tenants to get to know one another quickly when they moved in.



Personalised Support Services Approved Provider Directory

A number of providers have been approved to provide Personalised Support Services. These range from helping to recruit and employ a Personal Assistant and managing payroll services through to helping identify opportunities to participate in the local community. An online directory has been produced to show people what services are offered by each provider and the costs. All the information is available to download so social workers can provide the information in hard copy for those unable to access online.

Carers Emergency Response Scheme

Carers consistently highlight the fact that their main worry is what will happen to their cared for if an emergency prevents them from continuing their caring role. This new service has been launched enabling Carers to register with the scheme and work with Carers in Bedfordshire to develop a plan of what should happen in the short term if they are unable to continue their caring role because of an emergency.

Dementia

Dementia care is one of the main priorities for Bedford Borough Council. We are committed to making changes to transform the way dementia services are delivered by concentrating more on prevention and early intervention. When people need services we provide them effectively and efficiently and in a personalised way with all our partners in care provision.

In 2012 the Dementia Steering Group was set up to improve dementia services across the Borough. The group includes local people with dementia, carers, social care and NHS professionals, representatives from local voluntary groups, social care and NHS commissioners.



The group has:

- enhanced the local dementia pathway to increase diagnostic rates, provide more a personalised service and enhance patient experience.
- improved the information available about local and national dementia services on the Bedford Borough website at: www.bedford.gov.uk/health_and_social_care/help_for_adults/dementia.aspx
- delivered a dementia training programme available to local social care providers, and in cooperation with NHS Bedfordshire delivered an extra 10 dementia training days to local providers and hospital staff.
- changed contracts with the Alzheimer's Society and Carers in Bedfordshire to support people with dementia in a more targeted way.
- developed a simple practical tool to support alternatives to antipsychotic medication, supporting local residential and nursing homes.
- reviewed the local assessment and treatment service (Fountains Court) and all the places available in long stay hospitals to ensure the appropriate levels of in-patient hospital care for people with Dementia are available.
- made significant improvements in waiting times for Memory Assessments in Bedford.

Good Practice Example

Dementia Care

A lady in the late stages of dementia was causing concern to the staff in her nursing home as she was talking to herself for excessive periods at night, and was also becoming highly agitated during personal care. The Specialist Dementia Nurse identified that the agitation during personal care was due to pain, and worked with the Home staff to educate them on how to identify pain with somebody in the late stages of dementia, and prescribed a pain relief patch.



Bedford Borough Armed Forces Community Covenant – July 2012

Bedford Borough Council and a wide range of partners have pledged their commitment, through the Armed Forces Community Covenant, to work together with military personnel to offer appropriate support to Service personnel, Service families, Reservists and Veterans.

In a special event held to mark National Armed Forces Day the Community Covenant was signed on 2 July 2012.

The Covenant ensures that there is no disadvantage as a result of having served in the Armed Forces. It also allows special treatment where justified, for example in the case of injured personnel.

In recognition of the special circumstances of military personnel and their families, the Mayor of Bedford is the Community Covenant Champion. The multi-agency Bedford Borough Community Covenant Steering Group monitors progress of the following working groups:

- Welfare, Housing and Transport
- Employment, Training and Education
- Health and Wellbeing, including mental health

Public Health priorities

From April 2013, Bedford Borough Council will have responsibility for public health services. Staff from the NHS public health team will be moving into the Council. This gives us an excellent opportunity to better understand, influence and shape our services to meet local need.

There are five key priorities that the public health team will lead on and support.

The five priorities are;

- **Teenage Pregnancy:** to reduce the number of pregnancies in young women under 18 through education and access to sexual health services, and to improve the education, training and employment outcomes for young mothers.
- **Looked After Children:** to improve health outcomes for looked after children.
- **Healthy Lifestyles:** to improve healthy lifestyles by reducing the number of people who smoke, by preventing people starting and helping people to quit, promoting sensible drinking while supporting those with alcohol problems, and providing advice on how to maintain a healthy weight.
- **Mental Wellbeing:** to promote mental wellbeing in children and adults by raising awareness and providing services for early intervention.
- **Independence:** to promote independence by leading work on falls, ageing well and improving care and rehabilitation services.



6. Delaying and reducing the need for care and support

Helping adults and older people to live independently

This means providing services that help people stay living in their own home and not have to move into a care home. The most common way of doing this is by arranging a care worker to visit and help with things like getting up and going to bed, keeping clean and tidy, eating and drinking properly and managing household bills. In 2012-2013 we provided services like these to 2,973 adults (including 335 adults with learning disabilities).

Reduction of people placed in residential care by the Council

We are getting better at helping people to live at home and promoting independence. This is demonstrated by the reducing numbers of people we have placed in residential care over the last 4 years. We have achieved this by providing better re-ablement services and better access to equipment, assistive technology and housing adaptations. The council is committed to developing extra-care housing and that will further reduce how many people we need to place in residential care.

Number of people living in residential care who have been placed by the Council

Admissions	2009/10	2010/11	2011/12	2012/13
Older People	509	490	454	447
Adults 18-64 years	155	152	158	152
Grand Total	664	642	612	599

Re-ablement

Our Re-ablement Team is a group of Support Workers and Co-ordinators who are specially trained to help people to regain independent living skills and encourage independence. They visit people at home for up to 6 weeks to promote rapid recovery following an episode of illness or other change in circumstances. We provide this service in partnership with the NHS.

In 2012-2013 40% of people receiving the reablement service achieved independence.



Telecare

Telecare is the name for equipment that provides 'alert' systems for people at home. People can use it to call for help or it can be set to call automatically when required. Examples include systems to alert carers if a person falls over, or out of bed, or needs changing, or is having a seizure. This equipment was provided for 184 people in 2012-13 with 157 out of that figure being new installations.

Community Equipment

The Community Equipment Service is a jointly commissioned service across Bedfordshire and Luton Health and Local Authority services. The service provides a range of equipment from simple items (raised toilet seats, chairs) to equipment to meet complex needs (profiling beds and pressure relieving mattresses).

A new contract was agreed in April 2012 which introduced changes to meet the needs of our service users. The performance of the contract has been above the target set and 1177 people within Bedford Borough Council area were supported to continue to live at home with delivery of equipment within 4 working days of referral.

Bedford Borough Council and partners won the Society of Procurement Officers in Local Government 'Collaboration / Partnerships' award for this piece of work (see page 44 for more details).



Improving drug and alcohol services.

Following the retendering of the Drug & Alcohol Treatment System, the contract to deliver services was awarded to the CAN Partnership. This consortium is made up of CAN, (the Council on Addiction for Northamptonshire), NHFT (Northampton Health Foundation Trust) and WDP (Westminster Drugs Project), who work as a single provider. Services are delivered from two main hubs in Bedford and Dunstable, with support from satellite sites around the county.

Alcohol is now a key priority. Successful completions from treatment are closely monitored and there is a comprehensive action plan to increase the number of clients who leave treatment drug and alcohol free.

Good Practice Example

Drug and Alcohol Services

A 31 year old male was using crack and heroin daily, first used at 18. He completed a 9 month Drug Rehabilitation Requirement in 2012 and continued to access Relapse Prevention groups and completed a course of Cognitive Behaviour Therapy Counselling.

He has attended S.T.E.P.S. (Skills, Training/Education, Peer support and Self development) workshops – for employment support, a 1 day CV workshop and NVQ Level 2 in bricklaying at Bedford College. He has been nominated for the College's Annual Learner's Award. He is actively working towards self-employment with another service user. He is a father of 5 and is now abstinent from drugs.

The Council commissions the SEPT Enhanced Care Service to provide Social Work for people with a substance misuse problem. In 2012-2013 the service received 43 referrals for Bedford Borough residents.

Good Practice Example

Enhanced Care Services

A man in his 30's was referred to The Enhanced Care Service for residential rehabilitation. He had been drinking and using drugs since childhood, and had serious physical health problems. The Enhanced Care Service prepared him for residential rehabilitation, helped him detox to improve his physical health and explained the process of securing funding.

Since coming out of detox and residential rehabilitation he has been clean of everything for one year. He now resides in his own flat, and is building contact with his children.

Although he still struggles with physical health problems he is better physically and mentally than he has been in many years.

Improving Information and Advice

We continuously review our Directory of Services (Adults) and publish updated information. It is also available online together with 36 leaflets explaining various aspects of our services.

The home page of the health and social care section of Bedford Borough website has been revised to reflect the information that visitors to the site are looking for and make it easier to find. There are four new headings relating to adult services:



- Adults and older people
- Help to stay at home
- Carers
- Disability and health

Each page has links to relevant information and advice. All pages have been reviewed to ensure information is up to date.

Hospital Information Boards

Information has been provided on 3 large directional maps in Bedford Hospital to promote:

- Safeguarding adults from abuse
- Help leaving hospital (hospital social work team)
- Carers Lounge

The Boards are sited in prominent positions with the greatest footfall:

- Accident and Emergency
- Outpatients x-ray
- Outpatients blood test area



Care Directory

We invited Central Bedfordshire Council and Luton Borough Council to join in with this to provide more comprehensive information across the geographical county of Bedfordshire.

The Directory provides information on all available care options and includes comprehensive listings of care providers for care in your own home or residential care. The new directory will be published in June 2013.

Stroke Rehabilitation

The Bedford Borough Stroke Rehabilitation Scheme is one of the first in the country. It was developed in conjunction with NHS Bedfordshire, Beds and Herts Stroke Association and the Action for Rehabilitation from Neurological Injury Trust (ARNI).

Stroke survivors are offered a free 10 week programme of 'one-to-one' gym sessions to aid their recovery. Stroke survivors can continue with their programme of cardio-respiratory and resistance exercise when in Council's Gyms at Robinson, Kempston and Oasis Pools.

Ageing Well Exhibition

This annual event, previously known as the Bedford Borough 50+ Festival, took place in the Corn Exchange at the end of May 2012. 49 organisations and services were represented to provide information, advice and guidance on a wide range of services and opportunities available to older people in Bedford Borough.

There was also an opportunity for people to get health advice. Horizon Health offered free health checks. Sight Concern Bedfordshire provided free vision screening.

There was an increase in numbers this year with approximately 500 people visiting the Exhibition. From the positive feedback received both visitors and exhibitors found the event useful and informative.

The Bedford Wellbeing Centre

The Bedford Wellbeing Centre in Woburn Road was opened in April 2012 by Bedford Borough Council and Bedfordshire and Luton Mind. The Centre enables people to receive information and support to improve their wellbeing and reduce significant mental health needs.

Most people at some point feel stressed or overwhelmed by life's pressures but do not always know how to reduce those feelings. The Wellbeing Centre offers someone to talk to in confidence, referral pathways to other organisations and information on issues affecting emotional and general wellbeing. Appointments are not required which ensures immediate support can be offered when it is needed.

Since the centre opened the types of practical support people have found most useful are:

- Knowing where to get help
- Learning to change your approach to situations
- Setting achievable goals
- Managing time effectively
- Being more assertive
- Eating healthily
- Taking regular exercise
- Having time to relax
- Learning to sleep better
- Reducing alcohol consumption
- Quitting smoking.

The centre offers meeting and training rooms which are used for a range of workshops and courses.



Feedback from people who have used the Bedford Wellbeing Centre

'I just wanted to say a massive thank you. If I had not spoken to you I would be in the same place with most of my problems'.

'Coming in to the Centre has certainly helped with the problems I was going through and to come to terms with them. It has been useful seeing someone who does not know me and is non-judgemental and has been able to help me understand both sides of my relationship and the effect my mental health has on it. This has helped me to turn my life around.'

'I found the Centre a very welcoming, friendly and supportive place to come. The staff members were very understanding and I felt I could open up to them and felt comfortable doing this'.

'I found the Centre enlightening, freeing and very helpful. It was good to know there was someone there for me who would listen'.

Falls prevention

Falls are a major cause of disability and the leading cause of mortality resulting from injury in people aged 75+ in the UK. A number of local initiatives have been developed to prevent falls and reduce preventable hospital admissions.

The services available include:

- Mulberry Unit Falls Group – Bedford Borough residents aged 65 plus who have fallen in the past 12 months or are at high risk of falling are invited to attend a falls prevention programme including home based education and exercise, outpatient education and exercise and mobility drop-in sessions.
- First Response – This is a pilot project, working in conjunction with the East of England Ambulance Service. The service provides an assessment to people who have fallen within their own home but do not require any medical assistance or admission to hospital. The team receive referrals directly from the Ambulance Service and can provide equipment, advice or liaise with the Reablement Service for ongoing support.
- Falls awareness and information pack for care homes – for use in both residential and nursing homes.
- Complex Care Team – supports nursing and residential homes to reduce avoidable hospital admission rates and is now delivering falls awareness training as part of their service.

The number of falls related hospital admissions is decreasing. Ongoing work will continue to address risk factors and reduce the likelihood of falls.

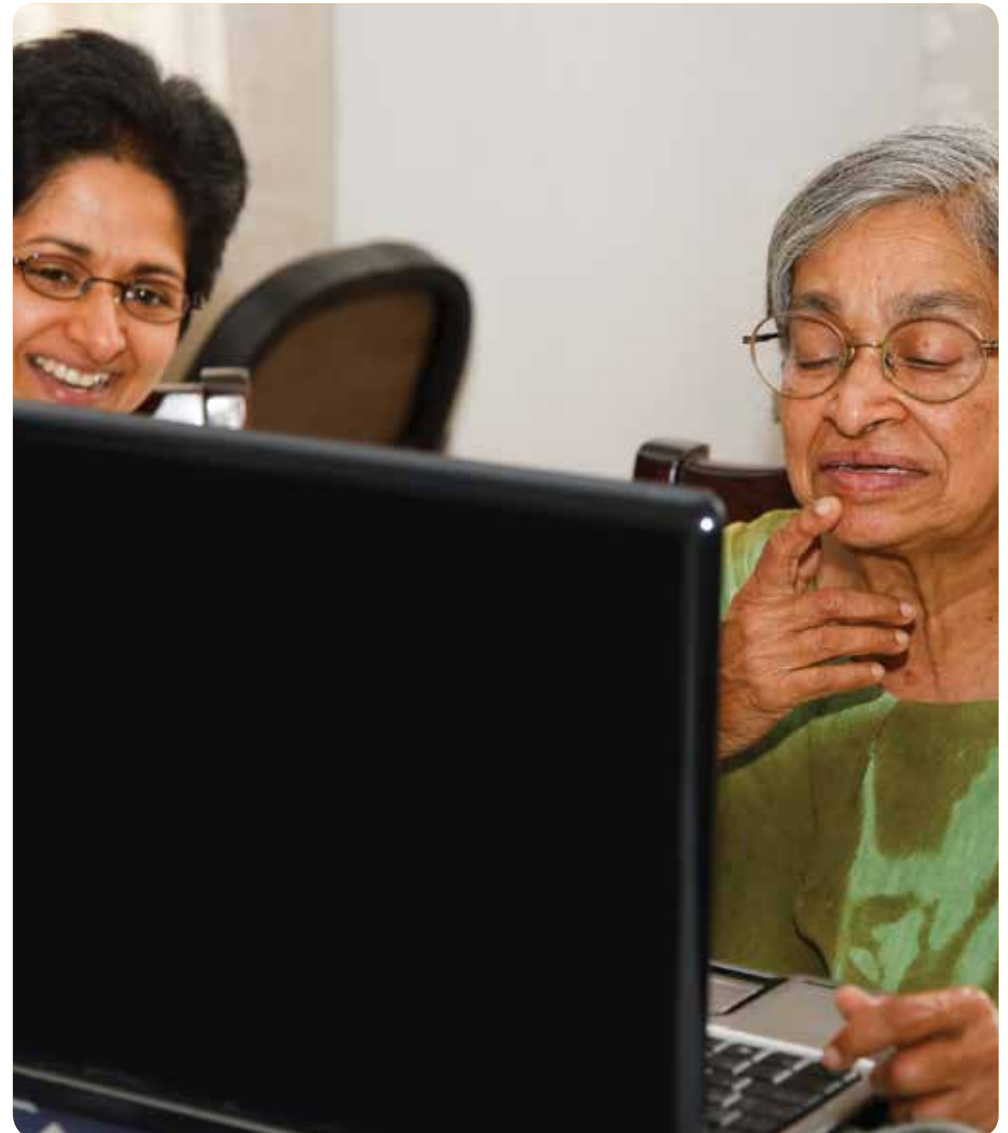
Home adaptations

Providing alterations to a person's home can assist to promote their safety and independence, and prevent them moving into a residential care setting. Following assessment by an Occupational Therapist recommendations for adaptations can include the provision of a level access shower, stairlift or ground floor facilities.

157 major adaptations to people's homes were completed in 2012-2013. 102 of these were funded through Bedford Pilgrims Housing Association and 55 were funded through the Disabled Facilities Grant (DFG).

An additional £100,000 for home adaptations and improvements was committed by Bedford Borough Council. That helped more elderly and vulnerable people obtain adaptations to their home and helped keep them safe through the prevention of accidents.

Additionally, 1105 people received help from our Handyman Service doing small household repairs including grab rails, stair rails and ramps.



7. Ensuring that people have a positive experience of care and support

We are committed to engaging local people in the planning, review and development of services. Positive outcomes arising from our local engagement include implementation of:

- Joint Commissioning Strategic Action Plans
- Modernisation plans for in-house day services
- Effective user engagement in partnership boards
- Healthwatch Bedford Borough

Consultations take place when new strategies and plans for services are being designed. Consultation includes partners such as service users and carers, local service providers, voluntary organisations and the NHS.



Good Practice Example

Sensory Conference Action Plan

A number of actions involved introducing new services for people who are Deaf.

The Council commissioned 'POhWER' to pilot a bi-monthly drop-in for people who are Deaf. The drop-in sessions remove barriers of communication that make accessing support difficult for the Deaf Community. At the sessions there are British Sign Language (BSL) interpreters. Feedback has been very good:

“POhWER has helped me to break down the barriers”

“The interpreter service has really helped me resolve my issues, by enabling me to access the services I need with my advocate.”

Community Engagement

POhWER (the local advocacy provider - commissioned by the Council) set up VOICE groups for people with learning disabilities. The groups have worked on subjects including:

- Transport
- Specialist learning disabilities services review
- Council tax consultation
- Healthwatch

A working group was set up to help group members understand what a bank is and what it can do for them.



Groups have also been set up for clients with mental health issues. Feedback has been positive:

“Thank you for mentoring me and enabling me to attend the mental health partnership board and have a voice.”

A drop-in advocacy service is now established at the Prebend Street Day Centre for homeless people and another was arranged at the Traveller’s site at Kempston Hardwicke.

Short-break services for people with physical disabilities

We surveyed people with physical disabilities who had either received or were eligible for a ‘short break’ service. We wanted to find out about their experiences of using traditional services and talk to them about the different types of short break that they could choose.

Based on the findings we developed an action plan to offer more personalised short breaks to eligible service users.

All service users who are eligible for a short break are now being provided with a personal budget so they can purchase the short break of their choice. Information on the types of breaks available and support with finding a suitable short-break service is now provided.

Learning Disability short breaks

Over eighty people with learning disabilities are now using the Council’s short breaks service which includes the ‘shared lives’ option for breaks in an approved carers home as an alternative to a residential care home.

Feedback from service users is really positive and they are doing the things they want to do on their short break including leisure and community activities and learning new skills to increase independence.

Feedback from service users

“Make me feel at home”

“Provide good food”

“The staff are always friendly and helpful”

“Great rapport with clients and communicate all aspects back to carer/parents really well”

“Strive to promote independence with clients and staff are supportive where required”

“A happy place”

Comments, Compliments and Complaints

We have a statutory duty to produce an annual report on compliments, concerns and complaints received throughout the year. Our ‘Comments, Compliments and Complaints’ leaflet is given to all service users and carers following their assessment or review.

A total of 38 complaints were recorded in 2012-2013. This compares to 39 recorded in the previous year.

Of the 38 complaints 27 were investigated under the Adult Social Care Statutory complaints procedure. All of these were investigated under the Local Resolution stage and none were progressed to Independent Investigation or Independent Review Panel.

11 Complaints were investigated under the Corporate Complaints Procedure (10 at stage one and 1 direct to stage two)

138 other pieces of feedback were recorded by the Customer Relations Team including 92 compliments.

There were 18 improvements and learning points arising from complaints recorded for the year. Here are some examples:

- Focus on effective communication and customer relations during induction sessions.
- Leaflets on information sharing introduced at the start of the safeguarding process for service users and for their families/carers.
- Discussions held with staff to improve communication between teams and to ensure referrals and enquiries are directed correctly.
- The Occupational Therapy team reviewed procedures to ensure that recommendations for housing adaptations are sent to the Housing Improvement Team without delay.



Compliments

Compliments are important feedback that tells us what we are doing well and helps to spread good practice.

Here are some examples of the compliments we received over the year.

“Thank you for the excellent level of care and helpful advice received from the team which has enabled the service user to regain their confidence and independence.” (Hospital Social Work Team)

“Thanks for the care and compassion shown and for an approachable, professional, compassionate approach.” (Older People’s Team)

“Thank you for providing a helpful support service which has boosted my confidence.” (Physical Disability Social Work Team)

“Thank you for providing a letter and card about my visually impairment. Showing the card is helpful at check outs when using the chip and signature bank card.” (Visual Impairment Team)

“Thank you for your professional, caring, understanding approach and support in completing a financial assessment.”
(Resource Allocation & Care Brokerage)

“Thanks for installing equipment in my home. Compliments on the time taken to do the job, and how helpful staff were, and how well they kept me informed.” (Housing Improvement Team)

We remain committed to learning from all comments, compliments and complaints. All feedback is continually monitored to ensure service improvements can be identified and acted on.



Supported Employment Service for People with Learning Disabilities

In October 2012 the Supported Employment Service for People with Learning Disabilities moved from Borough Hall to the more accessible Centre for Independent Living in Gadsby Street in Bedford Town Centre.

We have continued to develop this service and to focus on more user friendly business processes, including:

- A formal “one to one” review with people in voluntary positions
- An emphasis on personal profiling and developing a strong rapport with individuals
- Links with local providers to teach basic and vocational needs and skills for attaining employment
- Improving our links with people who use traditional day services who aspire to employment.
- Working with other employers and local businesses to create ‘job carving opportunities’

The Supported Employment Team is working with 98 people which is an increase of 29 individuals since last year. 27 individuals are in paid employment, 38 are in voluntary placements, and 33 are being supported to seek employment opportunities. Training has included health and safety, data protection and Food Hygiene Certificates.

Care Standards Review Service

The Care Standards Review Services combines two distinct work streams Care Standards Monitoring and Care Standards Review. The aim of the service is to review the care needs of all adult social care users whether living in the community or in residential or nursing care and assess and report any concerns relating to the standards of care.

The Care Standards Monitoring Service has the lead and responsibility in assessing and monitoring the standards of care delivered by all Service Providers in the Borough. This includes assessing and actioning concerns reported by professionals via the Quality Assurance Reporting process, assessing new providers who have Bedford Borough Framework agreements, working alongside CQC to ensure all our service users are safe and receiving the best quality services. The service works closely with providers offering an enabling and supporting role.



In 2012-2013 the Care Standards Review Service has:

- received and actioned 176 Quality Assurance Reports
- carried out 105 Site Visits
- completed 54 full Monitoring Assessments and 20 Approved Provider Assessments.
- led on a Serious Concerns Review
- actioned and monitored 3 short term suspensions of service.
- worked closely with CQC by informing and sharing information at regular Information Sharing Meetings
- acquired funding to support a My Home Life Leadership programme for Residential and Nursing Home Managers which will be celebrated in May 2013.
- hosted 4 Provider Forums

The monitoring service has been recognised as offering a first class service with an innovative and successful model for working with providers. This was recognised by an invitation to present at the National Commissioning Conference in Derby. Following the conference we have been asked by several councils to share our working practices.

The Care Standards Review Service is integral to Safeguarding (see section 8). The information gathered is shared at the Quality Assurance Safeguarding Group which feeds into the Safeguarding Adults Board meeting.



8. Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm

A vulnerable adult is defined in 'No Secrets' (the Government's guidance on adult abuse) as 'a person aged 18 or over, who is in receipt of, or may be in need of community care services, by reason of mental or other disability, age or illness, and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'.

Safeguarding performance

A safeguarding alert is when somebody reports a concern to our safeguarding team. Alerts are checked and if found to be substantiated then an investigation is launched. 1,289 safeguarding alerts were received in 2012-2013 (4.5% increase on the previous year) and 344 went on to investigation (15% decrease on the previous year).

The figures in the following table need to be carefully interpreted because individual cases can involve more than one category of abuse. We have no reason to believe that more people are at risk of significant harm, rather that detection and awareness has improved.

Referrals by type of abuse	2011-2012	2012-2013
Physical	134	135
Discriminatory	1	7
Neglect	105	108
Sexual	42	33
Emotional/Psychological	39	81
Financial	104	131
Institutional	None reported	7
Total	425	502

Example of Safeguarding Outcomes

One intervention resulted in a young woman being enabled to move away from an abusive situation, with the support of third sector (refuge and counselling) and statutory services (police, Council community support and housing, mental health workers) a plan was coordinated through a safeguarding investigation, which helped her to live closer to her family.

Following the Panorama programme about the abuse at Winterbourne View in Bristol, Bedford Learning Disability Services and the Safeguarding Team are working closely with the Bedfordshire Clinical Commissioning Group to support individuals who come from Bedford Borough but are living in facilities elsewhere. The plans



include bringing people back and developing services in Bedford Borough closer to family and friends. We are also working to meet the future needs of young people who could find themselves in a similar situation, so they will not need to move away from their home area.

In addition we have implemented:

- the Stop Hate UK campaign to eliminate bullying for people with learning disabilities.
- regular audits of safeguarding case files which indicate an improvement in safeguarding practice.
- training programmes to reflect best practice on safeguarding investigation.
- nominated service user representatives to join the Safeguarding Board's working groups.

We are determined to continuously improve people's lives through these safeguarding objectives:

- prevention of abuse, maltreatment and neglect
- raising awareness and understanding of safeguarding, particularly in health settings
- staff competency and the promotion of dignity
- effective partnership working
- learning from incidents and audits and improving quality assurance
- involving people who have experienced abuse, maltreatment and neglect and learning from experience
- improving people's experiences of the safeguarding process



Risk enablement

A revised risk enablement policy has been implemented and a risk enablement panel established.

Risk is an inevitable consequence of people taking decisions about their lives. The risk enablement policy addresses complex risk situations where there are different views between an individual, family carers or professionals.

To make good choices, people need to understand the consequences of their decisions and take responsibility for them. Bedford Borough Council is promoting a culture of choice that entails responsible, reasonable, supported and shared decision-making.

We will not agree a care support plan if we have serious concerns that it will not meet the individual's needs or if it places the individual at unacceptable risk.

The risk enablement panel brings senior management support to complex cases where service users may be making unwise decisions concerning their support plan. The panel guides, advises and supports individuals to minimise risk situations. The panel aims to achieve positive solutions and outcomes for individuals and to resolve issues regarding the sharing of risk between individuals and services.

Audit of Safeguarding

An audit of safeguarding cases was completed in February 2013 by an ex regulatory inspector. Sixteen recently completed cases were selected at random and reviewed. Twelve of the cases were from Bedford Borough Council and four from South Essex Partnership Trust (SEPT).

Judgement	Organisation	Number of cases
Excellent	Bedford Borough Council	8
	SEPT	2
Good	Bedford Borough Council	4
	SEPT	2
		Total: 16



The auditor commented that the results of the audit were impressive and demonstrated a high standard of safeguarding case work in both Bedford Borough Council and SEPT and noted the following strengths and achievements:

- Very high quality threshold decisions
- Good adherence to timescales, up to and including the case conference stage
- Good quality case conference minutes
- Adults at risk involved in the safeguarding process
- Investigations were multi-agency and where appropriate carried out with service providers
- Managers and supervisors provided advice and support to investigating officers
- Mental Capacity Act assessments were being carried out where there were doubts about a person's capacity to participate in the safeguarding process.

The auditor concluded that both Bedford Borough Council and SEPT were delivering a high level of performance in relation to safeguarding and performance was in the range of good to excellent, reflecting positively on the skills of frontline staff and their managers.

Another case file audit has been arranged for August 2013. Our training programmes are regularly updated to reflect best practice and involve staff from all stakeholder organisations on the safeguarding board

Feedback from service users

After a safeguarding investigation a member of the safeguarding team talks to services users about all aspects of the process.

Feedback from service users on safeguarding process

All concerns were addressed quickly

Service user felt supported by home manager and social worker involved

Pleased with the outcome of the investigation

Happy to report any future concerns

Was informed of the safeguarding process

Was aware that a protection plan was put in place to safeguard

Felt views were listened to and considered





Meeting the Dignity Challenge

The 10 Point Dignity Challenge describes the values and actions that high quality services that respect people's dignity should embody, these are:

- | | |
|---|---|
| 1. Have a zero tolerance of all forms of abuse; | 6. Respect people's right to privacy; |
| 2. Support people with the same respect you would want for yourself or a member of your family; | 7. Ensure people feel able to complain without fear of retribution; |
| 3. Treat each person as an individual by offering a personalised service; | 8. Engage with family members and carers as care partners; |
| 4. Enable people to maintain the maximum possible level of independence, choice and control; | 9. Assist people to maintain confidence and a positive self-esteem; |
| 5. Listen and support people to express their needs and wants; | 10. Act to alleviate people's loneliness and isolation. |



Dignity in Care

In 2012-2013 to help raise awareness of Dignity Action Day we launched a new project 'Meeting the Dignity Challenge' and organised a number of different activities.

'Meeting the Dignity Challenge' involves all staff across Adult and Community Services focussing on a different point of the '10 point dignity challenge' each month – stating what they do well and what they could do better. The feedback from the teams is being collated and will be used to evaluate what improvements we should make to ensure 'dignity' in our daily service delivery.

Other activities to support dignity in care included:

- Providers and service users sharing good practice at the Provider Forum on Dignity Action Day. There were presentations on dignity for individuals, living with dementia, dignity in action, effective communication and activity books.
- Filming with service users about what dignity mean to them. The film will be included in a video produced by service users who visit the Centre for Independent Living.
- An information stand in the town centre, raising awareness of the dignity agenda and encouraging people to make dignity pledges and become dignity champions.

The Bobby Van Scheme

The Bobby Van Scheme is part funded by the Council and operated by the Bedfordshire Police Partnership Trust. It aims “to provide help and guidance on home security to elderly and vulnerable people within Bedfordshire, providing assistance in securing their homes after a crime has been committed or in an effort to prevent crime.”

People can self refer to the scheme or referrals can be made by the Police and other statutory and voluntary agencies.

Referrals April 2012- January 2013

Elderly Persons/ Households	Vulnerable Persons/Households	Domestic Violence	Total Referrals
218	54	43	315

Security safety “surgeries” have been held in the following Bedford Borough Parishes:

- Clapham
- Oakley
- Harrold
- Bromham
- Sharnbrook
- Biddenham
- Stagsden
- Elstow

This resulted in 66 new referrals for security reviews in elderly persons own homes in addition to the figures above.

All properties referred are subject to a complete security survey and receive at the minimum, and free of charge:

- installation of door chains
- window sash jammers
- survey mirrors and
- crime prevention advice

Smoke alarms are also installed and replaced as required and supplied via Bedfordshire Fire Service.



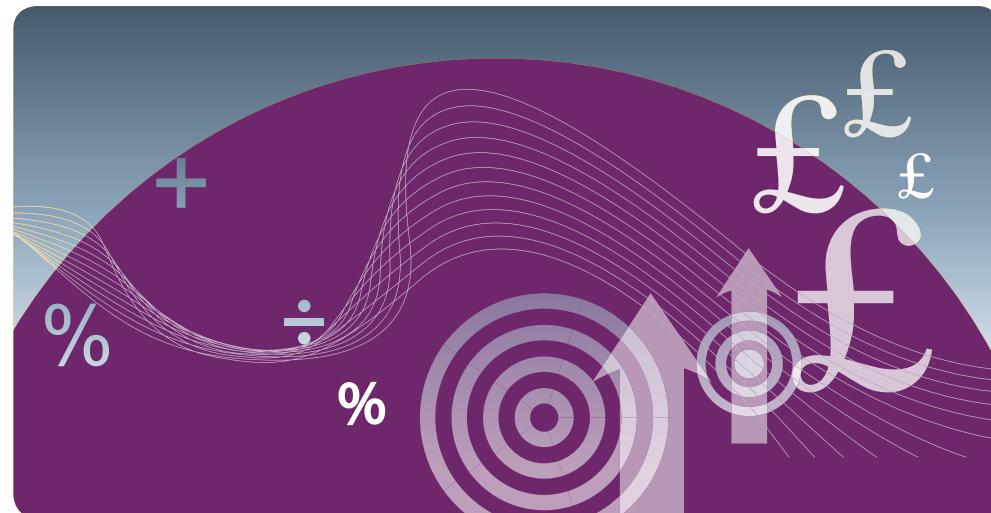
9. Performance, Workforce, Commissioning and Partnerships

Managing Performance

Adult Social Care performance targets are set and monitored in real time through our suite of electronic reports known as SWIPE reports. The complete set of indicators is monitored monthly by the Senior Management Team and also through the Chief Executive's monthly performance monitoring meeting with the Mayor.

Our performance on many targets is in the top quartile of performance regionally and nationally. It is important to note in particular the substantial improvements for carers receiving assessment and/or review which has risen from just over 33% in 2009-2010 to 42% in 2012-2013.

We continue to set ambitious targets even in the context of the current (and future) financial climate.



Developing the workforce

We recognise that staff are key to the success of delivering excellent outcomes for people. This includes the staff of organisations that we commission as well as those that we directly employ.

Training is provided free of charge to independent providers of social care in the Borough and carers as well as staff employed by the Council.

Regular training courses are available on topics such as safeguarding and there is specialist worker training such as that leading to the qualification for approved mental health professionals. There were 36 new training opportunities available in 2012-2013 including:

- Dignity in care
- SOVA Charing Case Conferences and Minute Taking
- Communication in Dementia
- Welfare Reform
- Personal Independent Payments
- Carers Rights and the Law
- Autism Level 2
- Practical Approaches to multi-disciplinary working

Overall 188 training activities took place. There were 667 attendances from the Private, Voluntary and Independent sector throughout the year.

Commissioning

This part of the service ensures a suitable range of adult social care services are provided within available resources to meet the identified needs of vulnerable adults and carers in Bedford Borough.

We have:

- Ensured joint arrangements with health, housing, leisure and transport for service development
- Reviewed adult social care budgets to ensure compliance with the Council's medium term financial plan
- Reduced dependence on residential care to make best use of resources, and promote independence, choice and well-being
- Brought new services into the area to support people using direct payments, for example recruitment support payroll services and holding accounts
- Provided clear information for users, carers and referrers in the new Directory of Services
- Worked with NHS Bedfordshire on end of life services, falls prevention and the accelerated stroke targets



SOPo (Society of Procurement Officers in Local Government) Awards

Bedford Borough Council Commissioners jointly won the 'Collaboration / Partnerships' award for their collaborative procurement with Luton Borough Council, Central Bedfordshire Council, NHS Bedfordshire and NHS Luton for the Integrated Community Equipment Service.

Voluntary Organisations

We commission a diverse range of services from voluntary organisations including advocacy, social clubs, advice and support for carers and activities for people with disabilities.

Voluntary organisations participate in a number of council committees and Boards which contribute to decision making by the Council. These include the Health and Wellbeing Board, the Adult Safeguarding Board and the Joint Commissioning Boards.



Good Practice Example

Involving service users, carers and key stakeholders in planning and quality assuring services

The User and Carer Advisory Group (co-chaired by users and carers) was relaunched in 2013. The group provides an opportunity for users and carers to be involved and influence how services are developed. This group has been fundamental to service development and changes to practice, policy and procedure. They have conducted mystery shopping exercises, reporting how they were treated and the information and advice they were provided with when contacting the Adult Social Care teams. Their personal experiences formed one element of the Personalisation training tool.

Good Practice Example – partnership working

Implementing The Autism Strategy

We have taken the lead role in developing a co-ordinated approach to the Autism Strategy across Bedfordshire. Tom Purser from the National Autistic Society visited to assess our progress and said this in his report (9 July 2012).

“It is my opinion that this work consists of some of the best work on the strategy in the region.

What is perhaps most heartening about what the Bedfordshire authorities have done is that they have set aside differences in approach and tackled all barriers which have arisen, they have formed a strong partnership between themselves and Voluntary and Community Sector partners and people with autism and had a focussed and driven approach to improving the services because they accept the moral basis for doing so and they genuinely want to improve the lives of people with autism in Bedfordshire.”



10. What we are proud of!

In this section we highlight just a few examples of work that we are particularly proud of.

No delayed discharges for social care reasons from Bedford Hospital

It is really important that people leave hospital as soon as they are fit to do so. Staying longer than necessary reduces a person's confidence in regaining their independence and makes them more vulnerable when they do go home. It also means that the hospital bed they are in is not available for another person who really needs it.

We have 7 day working by our Hospital Social Work Team so that we can support people to leave hospital at weekends. Our re-ablement team support hospital discharges by following people up at home and working on their independence skills for up to 6 weeks. Referrals for this service jumped to 349 this year compared to 258 in 2011-2012 and 88 in 2010-2011.

In 2012-2013 the Hospital Social Work Team took responsibility for discharges of people who have had a stay in rehabilitation. This is usually people who have had a stroke or a fall and need to spend time in a non acute setting to rehabilitate before they go home. The team also took responsibility for discharges of Bedford Borough residents from outlying hospitals. With these new responsibilities the Hospital Social Work Team still managed to maintain their record of zero discharge delays attributable to social care. Only a handful of other local authorities have been able to achieve this.

A welfare rights advisor joined the team in October and brought in over £115,000 in benefits gains in her first six months. We have been able to offer support and guidance on welfare benefits at a stressful time for patients and their families.

We have started an early intervention service in Bedford Hospital's Accident and Emergency Department and the Acute Assessment Unit so that where hospital admission can be avoided by the arrangement of social care support at home, then that is what happens.

British Red Cross Home from Hospital Service

The British Red Cross have been commissioned to provide a Home from Hospital service for vulnerable adults living in Bedford Borough.

British Red Cross staff liaise with the hospital to arrange transport home. They then visit within 24 hours of the person going home.

The Home Support Service is able to provide support to regain independent living skills and encourage independence over a maximum period of 6 weeks if required. This service complements the reablement services provided by Bedford Borough Council.

The outcome of all this activity is that hospital beds are being used more efficiently and people are benefitting from not staying in hospital longer than they need to. There have not been delayed discharges for social care reasons from Bedford Hospital for a long time and we will continue to ensure delays are kept to a minimum.

British Red Cross - Home from Hospital Service

A lady was referred to the British Red Cross. She was afraid to leave her home and had no family in Bedford to help her with shopping. She was also suffering with depression and required transport to appointments in Weller Wing.

When the volunteer arrived the service user was very tearful as she had recently found out that her friend had passed away. She was very anxious and was afraid of going to the funeral alone. The volunteer offered to accompany the lady to the funeral.

The volunteer took the lady to the funeral and once they returned home she told the volunteer she would like to go with her to do the shopping next time.

On the following visits the volunteer took the lady to the supermarket and appointments. The lady was becoming more and more confident with going out.

After a few weeks the lady felt confident enough to get a taxi and go shopping alone without suffering panic attacks.

After the six weeks, the level of support was able to reduce to telephone contact to monitor how she was coping with getting her own shopping.

Carers' Lounge

Last year we reported that a Carers Lounge had just opened in Bedford Hospital.

Hospital is the place where:

- many people become carers for the first time
- carers regularly attend as their cared for often needs medical intervention or
- carers end up in hospital themselves as a result of their caring role



The team at the Carers Lounge are there to offer help for carers, give professional advice and signpost to other support services.

The Carers Lounge is staffed by the Co-ordinator and a different professional support worker each day to provide specialist advice on a range of topics including:

- welfare benefits
- mental health
- parent carers

The Carers Lounge is open Monday to Friday 11am to 6pm for carers to drop in without an appointment. Carers can be seen at weekends by appointment.

The Coordinator has promoted the Carers Lounge by:

- visiting over 40 wards and departments within the hospital
- attending events at the hospital where managers and coordinators come together to discuss how the discharge pathway can be improved, encouraging hospital staff to involve the Lounge in the discharge pathway
- attending hospital Dementia Awareness Training to talk to staff about the support available to carers of people with dementia at the Carers Lounge
- attending the hospital Dementia Champions meeting with a carer who shared his experience of caring for someone with dementia

Since May 2012 the Carers Lounge has supported 427 carers of which 137 were newly identified carers.

Carers' stories

Carer's story 1

A man suffered a very severe stroke in August 2012. His wife came to the Lounge in a very distressed state and we provided support to them up to his discharge in December 2012 and beyond.

The man's wife regularly visited the Lounge throughout his stay in hospital where she found a quiet area to talk about the burdens of caring. We referred her to the Stroke Association. She initially received benefits advice and when she found out she was being made redundant she was given revised benefits advice. She continued to receive a service after her husband had been discharged and described the support she had received as "a godsend"

Carer's story 2

A man called into the Lounge in June 2012, after seeing our leaflet. He was distressed as his wife had just been diagnosed with breast cancer for the second time, and saying that they had support systems in place for his wife, but there appeared to be nothing available for him as a male Carer.

He was referred to the Male Support Group run by Carers in Bedfordshire.

His wife has now made a full recovery after repeat operations and both attend the Carers' Cafés regularly.

Carers' Emergency Response Scheme

Carers consistently highlight the fact that their main worry is what will happen to their cared for if an emergency prevents them from continuing their caring role.

This service has recently been launched enabling Carers to register with the scheme and work with Carers in Bedfordshire to develop a plan of what should happen in the short term if they are unable to continue their caring role because of an emergency.

My Home Life Programme

My Home Life is a UK-wide movement promoting high quality of life in care homes. It has been developed to celebrate positive practice and communicate the vital role that care homes play for our frailest citizens.

In 2012-2013 Bedford Borough funded 16 managers from private residential and nursing homes to attend a series of Action Learning Sets and take forward change in their homes.

All of the managers in the action learning sets provided continuous positive feedback. At the end of the programme an event was held to share the learning with other managers, proprietors, the Council and the NHS.

Bedford Borough Council has agreed to support the ongoing commitment of a Managers Support Group with further funding. The support group will not only be attended by the original My Home Life managers but also provide a forum for all care home managers. This will be an ongoing commitment which will eventually be self-led by the managers themselves.



At the event, managers were asked to speak about their experience of the My Home Life programme:

Good Practice Example

My Home Life programme

'The realisation that others are facing the same challenges as me and at times their heads spin as much as mine has helped me to stop wasting energy and causing myself more stress worrying about the things I can do nothing about and use that energy to look for the things that can be changed, and in particular the way in which positive relationships can be used to bring about sustained real change that is felt by everyone involved in the home.'

'My Home Life has helped me to articulate and evidence the belief that this is the way in which care should be provided. Staff should work in genuine partnership with residents and their families to ensure that care is experienced in the way that each person chooses and this will only consistently occur when the staff have an understanding of their own value base and what they would expect to experience in a care home, feel valued for themselves as well as for the work they do and can see that they have a contribution to make to the running of the home.'

'Through the Action Learning Sets we were provided with many ideas and tools that would help us introduce the ideas for change where change was needed and the confidence to present these to staff in a way that ensured they knew it was ok to question what was taking place.'

However, genuine culture change takes time and persistence to embed; particularly when there are so many pulls on everyone's time and I haven't achieved as much as I would have liked, but I can see where we need to get to and know what we need to do and most importantly My Home Life has given me the tools to do it.'

Bedford Borough Council is proud to have offered local managers the opportunity to become involved with My Home Life. We have pledged our support to continue helping the managers and their homes to be the best they can be.



Developing new day opportunity services for people with a learning disability

We have continued with our modernisation plans by remodelling the Council's in house day services. In October 2012 we successfully opened the Centre for Independent Living at Gadsby Street, Bedford. Service users are now building up their personal levels of independence by accessing the town and taking part in a range of community projects. Many service users have received independent travel training and are able to travel successfully into town from home.



Several shops and services are now proudly displaying a smiley face sticker to show their willingness to support and signpost people if needed.

Gadsby Street also hosts a showroom where people can see a range of disability related equipment whilst receiving an Occupational Therapy Assessment to help them stay as independent as possible.

We continue to ensure that service users with complex needs can access day services at the Kempston Centre. We are working to improve and further diversify the activities on offer by consulting with service users, advocates, family carers and other stakeholders.



11. Priorities for 2013-2014

Modernising Adult and Community Services is a continuing priority in our Corporate Plan 2012-2016 with these key indicators:

- Social Care-related quality of life
- Clients receiving a Social Care Review
- Social Care Clients receiving Self Directed Support
- Carers receiving needs assessment or review
- Delayed transfers of care (for social care reasons) from hospitals

We plan to deliver these and other key priorities 2012-2013 by:

Extra Care Housing - St. Bede's

The Council has been working with Orbit Housing Association on the St Bede's development, scheduled to open in Summer 2013. St Bede's will be the biggest extra care scheme in Bedford when it opens, comprising 104 apartments and villas. Some of the properties will be available as shared ownership, and others for social rented. The ethos will be about independent living, with support. The on-site support provider has been selected and has been working with Orbit to make sure that support is available from opening day. Local people will be encouraged to come in and use the facilities so that St Bede's becomes part of the local community. Facilities include a restaurant, open seven days a week for breakfast, lunch and dinner, a hairdresser and beauty salon and a shop selling everyday essentials.

Increasing the proportion of people receiving personal budgets in the form of direct payments

We will continue to promote this option at the time of assessment and review of support plans. Our target is to achieve as close to 100% that we can within the constraints of the current definitions which disallow counting people in residential care.



Reviewing rehabilitation and re-ablement services

We will continue to work in partnership with any organisation who shares the same goals. Many developments are taking place with partner organisations, particularly the local NHS, to enable local people to access health and social care services which are jointly delivered and will be further established in 2013-2014.

We continue to discuss the opportunities for better aligned services and integrated working across health and social care particularly in relation to intermediate care services and building on what already exists. We will be discussing with the CCG the need for changes to deliver improved outcomes for people with fewer resources.

Locality working

We are exploring the introduction of multi-disciplinary teams based in the local community. We are also planning closer working with GPs through the newly formed GP consortia (Clinical Commissioning Group).

We are considering the best operating model for working in a more multi-disciplinary way based on local areas and intend to carry out a trial.

Reviewing services provided directly by the Council

All regulated services received CQC inspections in 2012-2013 and all met the required standards. All services have a business plan and these are reviewed annually. We will continue to review our directly provided services to ensure they deliver value for money.

Dementia Strategy Action Plan

As people are living longer so the number of people with dementia continues to grow. We have a continuing commitment to enable people with dementia to have maximum independence, choice and control in how they live their lives. We will continue to deliver this commitment through our Dementia Action Plan with these key work streams:

- Early diagnosis and intervention
- Enabling effective support to carers
- Avoiding inappropriate use of medication
- Improving standards in care homes and hospitals
- Improving end of life care for those people with advanced and terminal dementia



Adult Social Care Information

Feedback obtained both locally and nationally indicates that users of adult social care and their families sometimes find it difficult to find out about local health and wellbeing services. They said this is because it is often necessary to trawl through a huge range of information, in widely-differing formats, locations and styles, to get to the particular information needed.

We are reviewing and developing our adult social care information and advice plan. Better information will promote greater choice and control for service users and carers.

In addition to these priorities, we will also be taking action on a number of related fronts to deliver the following items from our business action plan.

- Expand health and wellbeing programmes in partnership with leisure services and health partners
- Assess standards of care delivery at the same time as doing the service users review
- Lead and develop further data quality improvement initiatives
- Review the Emergency Carers Service
- Review information on web pages
- Re-establish our Joint Commissioning Strategies with the NHS
- Increase the number of people who understand safeguarding, how to promote it and what to do if they know or suspect abuse
- Reduce admissions to residential care and hospital services



12. Glossary of Terms

An alphabetical explanation and meaning of some of the terminology used in the Local Account.

Direct Payments

Cash payments given to people to pay for the community care services they have been assessed as needing. They are intended to give people greater choice in their care. The payment must be sufficient to enable the person to purchase services to meet their needs and must be spent on services that he or she needs.

Eligibility Criteria

Guidance has been issued from the Department of Health about how each Council should set the criteria they use for a person to be eligible for social care services. Councils should ensure that each decision about a person's eligibility for support is taken following an appropriate community care assessment.

Health and Wellbeing Board

Local authorities have a duty to set up these Boards. The aim is to bring together local councillors, patient representatives and key decision-makers across health and social care so that local people benefit from coordinated and joined up local services. There is to be a focus on addressing health inequalities, combining resources across health and social care, and the empowerment and involvement of local people.

HealthWatch

Healthwatch Bedford Borough is the new local consumer champion for publicly funded health and social care. The aim of the local Healthwatch is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality.

Joint Strategic Needs Assessment (JSNA)

The Local Government and Public Involvement in Health Act 2007 places a duty on local authorities and PCTs to undertake these assessments. This is a process to identify current and future health and well-being needs of the local population; informing the priorities and targets set by local authorities and the local NHS PCTs. It enables agreed commissioning priorities that will improve outcomes and reduce health inequalities.

NHS continuing care funding

This describes a package of continuing health care provided outside hospital, arranged and funded solely by the NHS, for people with ongoing healthcare needs. To decide if a person is eligible for this funding an assessment of healthcare needs takes place. Eligibility for continuing care funding is reviewed on a regular basis.

Personal Budgets

An allocation of funding given to users of community care services after a community care assessment. The amount should be enough to meet their assessed needs. People can take them either as direct payments (see above) or – while choosing how their care needs are met and by whom - leave local authorities with the responsibility to commission the services; or they can have a combination of the two.

Personalisation

Personalisation is a social care approach described by the Department of Health as meaning that “every person who receives support, whether provided by statutory services or funded by themselves, will have choice and control over the shape of that support in all care settings”. The purpose is to ensure that services are tailored to the needs of every individual, rather than being delivered in a “one-size-fits-all” fashion.

Reablement

Services for people with poor physical or mental health to help them accommodate their illness by learning or re-learning the skills necessary for daily living. The aim is that, through short term intervention, people are helped to recover skills and confidence to enable them to live at home.

Self Directed Support

A description of how a Council plans to arrange social care support by carrying out an assessment of need with an individual; agreeing what help is needed and then determining how much money will be provided to pay for it. This is called a personal budget. The Council then agrees a plan with an individual about how the money will be spent and who will manage the “personal budget”. Some people choose to manage the money themselves.

SEPT - South Essex Partnership University NHS Foundation Trust

SEPT is commissioned by Bedford Borough Council to provide mental health and community health services for people in Bedford Borough.



Notes

Notes

Notes

Finding out more

If you would like further copies or information about us and our services, please telephone or write to us at our address below.

Për Informacion

برای اطلاع

তথ্যের জন্য

المعلومات

Per Informazione

ਜਾਣਕਾਰੀ ਲਈ

Za Informacije

Informacja

معلومات کے لئی



Bedford Borough Council

Borough Hall

Cauldwell Street

Bedford MK42 9AP



01234 267422



care@bedford.gov.uk