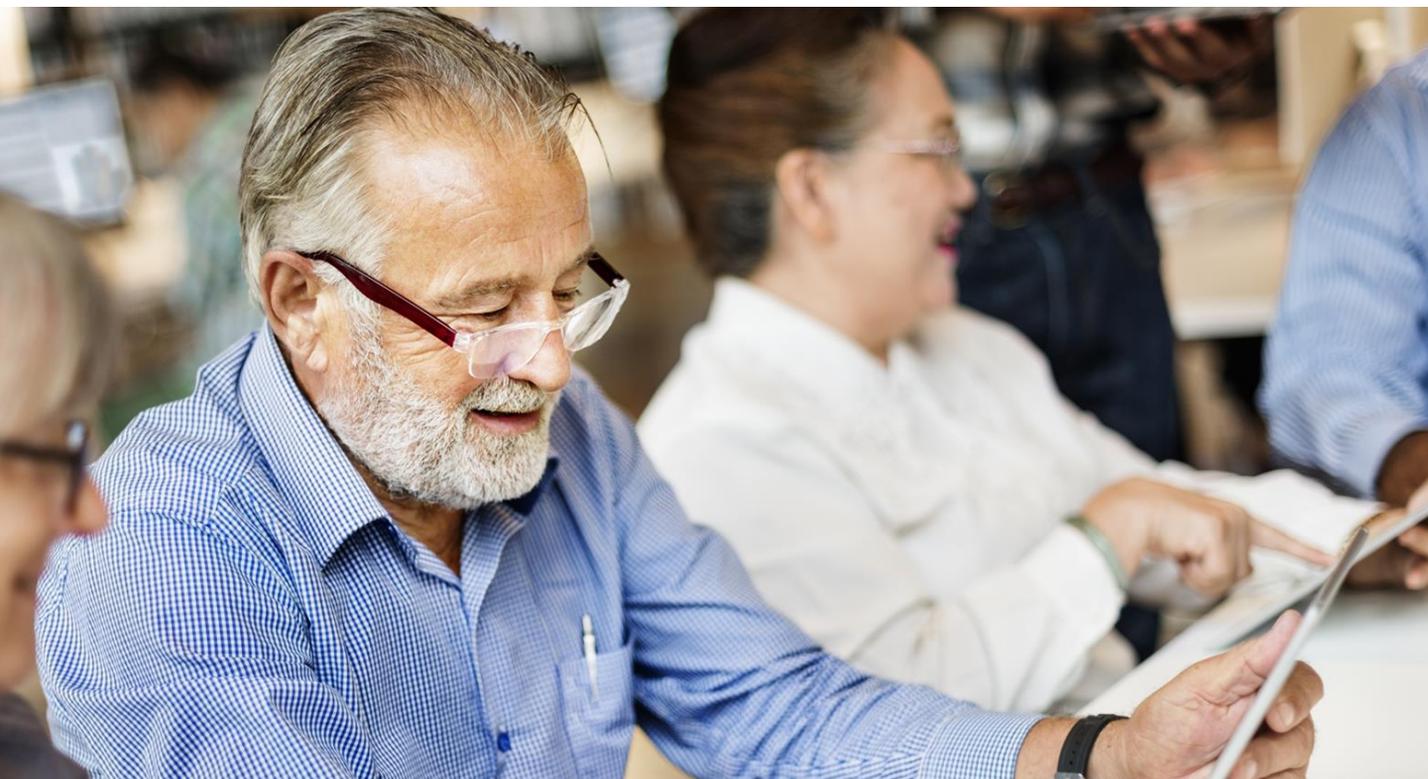


# Medway Adult Social Care Local Account 2019/20



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# Introduction

**By: Cllr David Brake**

Portfolio Holder for Adults' Social Care  
and

**Ian Sutherland**

Director of People – Children and Adult Services



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We are pleased to publish our Local Account for Medway Council Adult Social Care for April 2019 – March 2020. The Local Account is an annual review of Adult Social Care that we have produced to inform people living in Medway about the services we offer, our key achievements and priorities for the service. It explains how much we spend on Adult Social Care, what we spend money on and what we are doing to support Medway's residents.

In 2016 we published our Adult Social Care Strategy, "Getting Better Together", which set out our vision and key strategic aims between 2016 and 2020.

Medway's vision for Adult Social Care is:

*We will support the people of Medway to live full, active lives; to live independently for as long as possible, and to play a full part in their local communities.*

This vision is supported by six strategic priorities – Prevention, Personalisation, Partnership, Integration, innovation and Safeguarding and this Local Account includes a summary of our key achievements against each of these priorities.

Since the publication of "Getting Better Together" we have been working hard with partners to transform our approach to Adult Social Care, and this Local Account lets you know how what we have done to ensure that adults with support needs are protected and are able to live full and valued lives.

We have achieved a significant amount through our transformation programme in recent years however there is still much to do. We will be developing our next Adult Social Care Strategy in the coming year, and we are keen to hear from any individuals or groups who would like to work with us to develop the new strategy.

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# Our Vision

Medway's vision for Adult Social Care is:

***We will support the people of Medway to live full, active lives; to live independently for as long as possible, and to play a full part in their local communities.***

Medway Council works closely with partners across the full range of health services, including Public Health, and within the community and voluntary sector to ensure we deliver the best outcomes for our residents. Our vision for adult social care supports the delivery of our Council Plan priorities, in particular 'Supporting Medway's people to realise their potential'; 'Older and disabled people living independently'; and 'Healthy and active communities'.

## Our Values

### Best value

We will make the best use of resources to get maximum value for the people of Medway.

### Quality

We will make sure that people receive appropriate, high quality support, that meets their needs in a way that is timely and safe.

### Co-production and Partnerships

We will ensure that everything we do is developed through the participation of people who use services, and their carers, including the design, monitoring and evaluation of services. We will work with other key stakeholders to ensure that everything we do is designed and delivered in partnership.

### Personalisation

We will ensure we focus on the needs of individuals to achieve best outcomes in a way that support choice and control and ensures a personalised approach to safeguarding.



# Key Facts and Figures – in the last year



Medway has 199,201 adults (aged over 18)



Medway has a growing older population similar to England overall.



Many older people are enjoying longer and healthier lives, which is to be celebrated.



We have received 515 Mental Health Act Assessment referrals



Projections to 2020 suggest that the number of people in Medway aged 65 & over will increase by 29% to 46,900 & the number of people over 85 will grow by 34% to 5,500. This growth in the older population will inevitably require substantial change in the delivery of health & care services.



1748 hospital discharges supported



3674 people provided with long term care & support of which 2533 were supported in their home & 1141 supported in a care or nursing home



1972 people helped with short term support to maximise their independence



Received 1390 safeguarding concerns and undertook 750 safeguarding enquiries



1375 adults are known carers (March 2019)



581 Deprivation of Liberty Safeguards (DOLS) Assessments

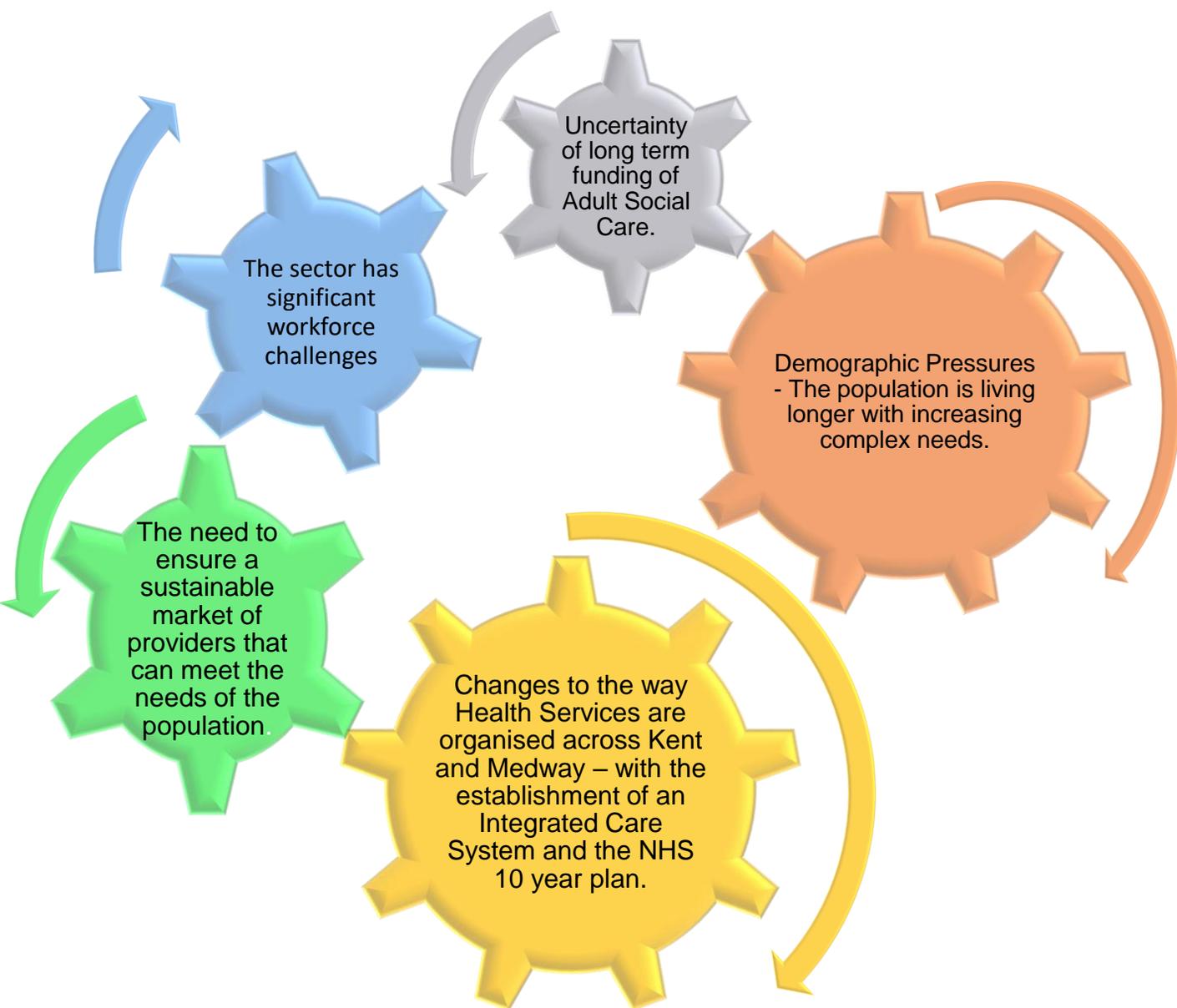
# How we spend our money

The Adult Social Care budget for 2019/20 is **£67 million**. The chart below sets out how we spend this money:



# Our Key Challenges

We continue to face a number of significant challenges:



## Population projections for Medway's over 65 population

	Aged 65+	Baseline change (Aged 65+)	Aged 85+	Baseline change (Aged 85+)
2018	44,600	NA	5,100	NA
2019	45,400	1.8%	5,200	2%
2020	46,100	3.4%	5,300	3.9%
2021	47,000	5.4%	5,600	9.8%
2022	47,900	7.4%	5,700	11.8%
2023	49,000	9.9%	6,000	17.6%
2024	50,000	12.1%	6,100	19.6%
2025	51,200	14.8%	6,300	23.5%

Source: ONS population projections for local authorities

# How will Adult Social Care support you?



## ADULT SOCIAL CARE LOCALITY TEAMS

There are three Locality teams in Medway comprising Social Workers, Nurse qualified practitioners, Occupational Therapists and Social Care Officers who deliver our statutory responsibilities under the Care Act 2014.

This includes early help and prevention and enablement support to help individuals to regain and maintain independence, with the aim of preventing, reducing or delaying the need for ongoing long term social care support.

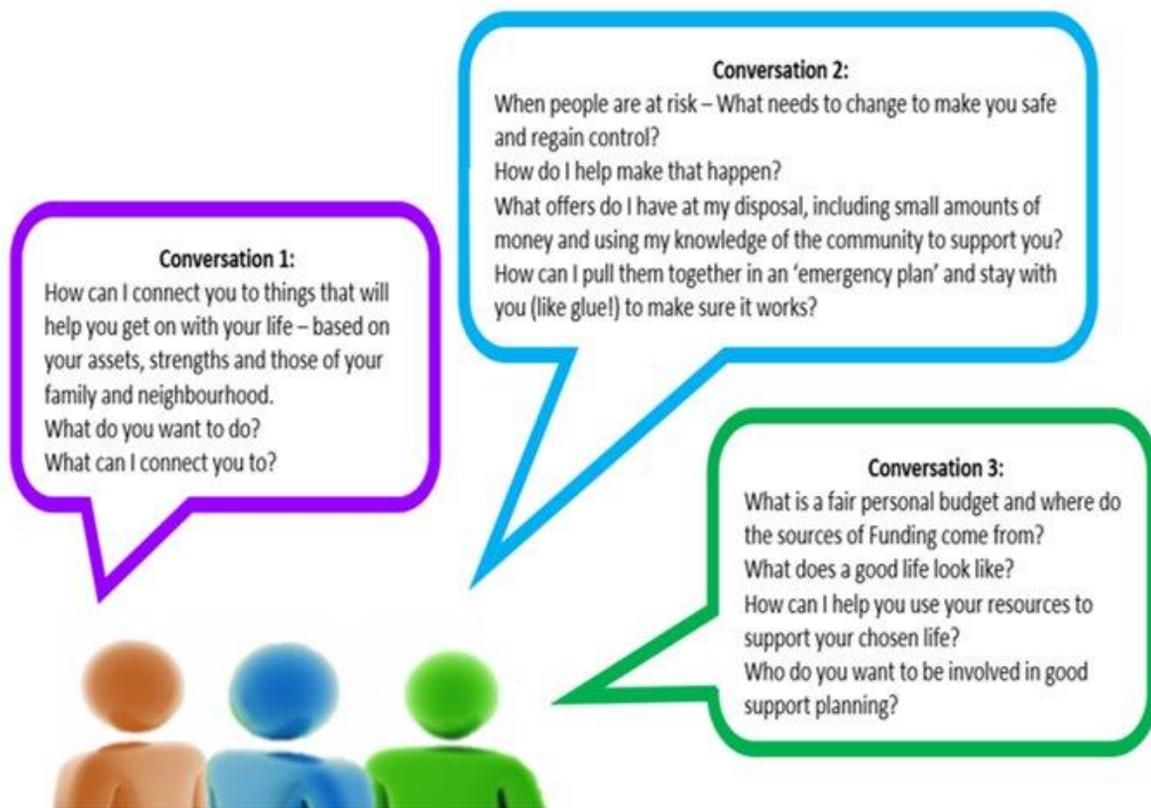
Long Term Support takes many forms - packages of care, day care, supported living, respite care, residential and nursing care and support for carers. Most individuals are supported through a personal budget which is often taken as a Direct Payment which offers more choice & control.

The locality teams are aligned with GP and Community Health Services, which means that we work in a joined up way with other local services, to ensure we all work together to help people to achieve better outcomes.

# How will Adult Social Care support you?

## 3 CONVERSATIONS – A STRENGTHS BASED APPROACH

Adult Social Care have adopted a strengths based practice model using a conversations approach. This focuses on helping people to achieve the things that are important to them by listening carefully to what is important to them. This approach helps people to maintain independence, and will consider how a range of community resources can support people in the community.



Our Occupational Therapists support individuals to maintain independence through enablement and the provision of equipment. The Council undertakes adaptations, via the Disabled Facilities Grant Scheme, to support people to remain in their own homes, through a range of significant adaptations, for example, ramps, stair lifts and level access showers.

# How will Adult Social Care support you?

## ADULT SAFEGUARDING

### **Safeguarding Adults at Risk**

Abuse can happen anywhere including at home, in care homes, at hospital or in public. It could be a single act, or can take place over a long period of time. Some adults are more at risk of abuse than others as they are not able to protect themselves from abuse. This could be because they are elderly, disabled or rely on others to meet their care needs.

### **How to raise a safeguarding concern:**

Report adult protection concerns during the day on 01634 334466 from 08:30 to 17:00.

Emergency outside of normal hours call anytime on 03000 419191

Or visit our website to find out more information or to complete an adult safeguarding alert form.



# Our work and what we do

## SHARED LIVES

Shared Lives is support for an adult who can't live on their own. Hosts share their home, family and community life. People supported in Shared Lives learn new skills, take part in more activities, make new friends and become more independent. Through sharing a life together both people's lives become enriched.

All sorts of people can benefit from the support of a Shared Lives carer, particularly those with a learning disability, older people with dementia, people with mental ill health, people leaving hospital or who have a long term health condition and young people in transition to adult services.

Maximising independence and wellbeing is central to the Shared Lives ethos. Our carers support people to develop life skills such as literacy, money management, cooking, use of public transport and day-to-day living skills. Although for some people, the aim is to maintain their skills and help manage the things they find difficult to do without help.

### **I'd like to share my life – what should I do next?**

We are looking for more shared lives hosts, who want to welcome someone into your home, give them your support and share your everyday life. You will receive a fee for the support you provide, up to £2000 per month and will receive comprehensive training, so you don't need any formal qualifications or previous experience. What you do need is a caring attitude and personal qualities like warmth, kindness, patience and energy.

People wishing to use the service and potential carers are carefully matched to ensure a successful relationship.

For further information visit our website via the following link:

[Become a Shared Lives Carer](#)

Or give us a call on: 01634 337100

We have also produced a video that tells the story of a number of our shared lives families. You can see the video via the following link:

[Medway Shared Lives video](#)

# Shared Lives – Case Study

Here is Daniel's story: November 2019

Daniel was referred to Shared Lives at the age of 17. Unfortunately, Daniel had been unable to communicate his needs and wishes and was struggling to develop his independence. This had a significant impact on his relationship with his family, ultimately Daniel and his family realised he needed to move away from the home and into somewhere with specialist support.

Daniel describes the support he received from Julie and Andrew, **“it was emotional support, TLC; to be cared for when a lot of rubbish has happened to you. Living with my carers has helped me to mature and to deal with difficult things, such as family relationships. They helped me find myself; they helped me enjoy life; prioritise things and get the most out of life. Julie taught me, ‘work hard then play hard’. They gave me so much encouragement and support.”**

Daniel went on to say, **“Shared Lives wasn’t just for my sake. It helped my whole family. It saved my relationship with my family. I went in to fix things. It prepared me for going back home. We are so much more of a happy family now. It is something I will always be grateful for. We used to argue all the time and I mean, all the time. Now we can argue, and all is ok the next day.”**

Describing what he's learned from the Shared Lives experience, Daniel says **“I’m just happier, more stable and feel like I’ve got my feet on the ground now.”**

Daniel lived in his Shared Lives placement for just under 2 years before choosing to return to live with his family while he saves for a deposit for his own flat.

# Our work and what we do

## SENSORY SERVICES

### Visually Impaired Service

Kent Association for the blind provide support that includes:

- Information and advice
- Specialist assessment and initial emotional support (e.g. for people with newly diagnosed eye conditions)
- Rehabilitation and Mobility Training
- Equipment recommendation and loans
- Support with accessing low vision aids
- Support with access computer training and IT equipment
- Voluntary registration and Severely Sight Impaired (Blind) and Sight Impaired (Partially Sighted)
- Support with accessing employment, training and leisure opportunities



### Deaf Services

Medway's Deaf Services Team support the Deaf, hard of hearing or deafblind residents of Medway. We focus on maintaining and promoting independence. We provide a range of services including:

- Statutory specialist assessments if you're deaf, hard of hearing or deafblind.
- Support for welfare rights, housing and employment issues.
- Equipment recommendations and equipment loans.
- Supporting with use of interpreters and equal access to services.
- Voluntary registration as deaf or hard of hearing.
- Educating colleagues and external agencies about hearing issues.
- Raising awareness of the barriers that deaf and deafblind people face.
- A drop-in service available twice a week:

Referrals can be made by the person, family, friend or professionals.

We currently support 75 clients in total and our drop in session last year was used 275 times.



# Our work and what we do

## SUPPORT FOR PEOPLE WHO HAVE BEEN IN HOSPITAL

We offer a range of services, some of which are commissioned jointly with health to support people when they are discharged from hospital

The **Integrated Discharge Team** assess the needs of people who are medically fit to leave hospital and plan appropriate services to enable them to do this, including packages of support within the home, telecare and care home placements



**The Intermediate Care** service supports people in the early stages of recovery from an acute episode of illness through rehabilitation, enablement and mutually agreed goals. The aim is to help people return to their own home after a period of support in a community bed.

A key part of our Intermediate Care Service is **Home First** which supports people back to their own home after a stay in hospital.

This may include a package of care and or appropriate aids and small pieces of equipment to support during recovery. This is put in place for a short period initially but will be reviewed and reduced, increased, or removed in line with your needs.

## Delayed Transfers of Care

A strong partnership approach and investment in a range of impactful and innovative services has helped Medway to achieve and sustain some of the lowest rates of delayed transfers of care in the country.

The average number of Delayed Transfers of Care (DToC) in Medway, during 2018/19, was 6.5 days per 100,000 population, of which 1.6 days were directly attributable to Medway Council. This compared with a national average of 14.2 DToC days per 100,000 population, with 3.1 days attributable to Councils.

# Our work and what we do

## COMMUNITY SUPPORT SERVICES

**WALT & wHoo Cares** are community interest companies based in the ME5 and ME1 areas of Medway. Their aims are to reduce social isolation and to establish innovative and creative models of support for vulnerable people and their carers.

This is achieved through recruiting local volunteers (community support) and matching them with individuals who require support. These volunteers provide a range of services including befriending (telephone & face to face); transport to appointments; introducing people to the existing services in their local area and providing support to access, if required.

The overall aim is to reduce manage and health and social care needs; reduce the need for care and support through early intervention and delay the development of long term support needs and the associated costs to the health and care system over all.



### Support for Carers

Those who provide regular care to an adult, friend or family member are entitled to a carer's assessment to find out if they could get support as a carer. They can get help as a carer if their physical or mental health is deteriorating or is at risk of deteriorating.

There are many possible outcomes and options of support depending on what is identified through the assessment. This could include signposting to carer organisations; services for the cared for person or a Direct Payment for the carer.

An adult carers assessment can be requested by telephoning 01634 334466 or emailing [ss.accessandinfo@medway.gov.uk](mailto:ss.accessandinfo@medway.gov.uk).



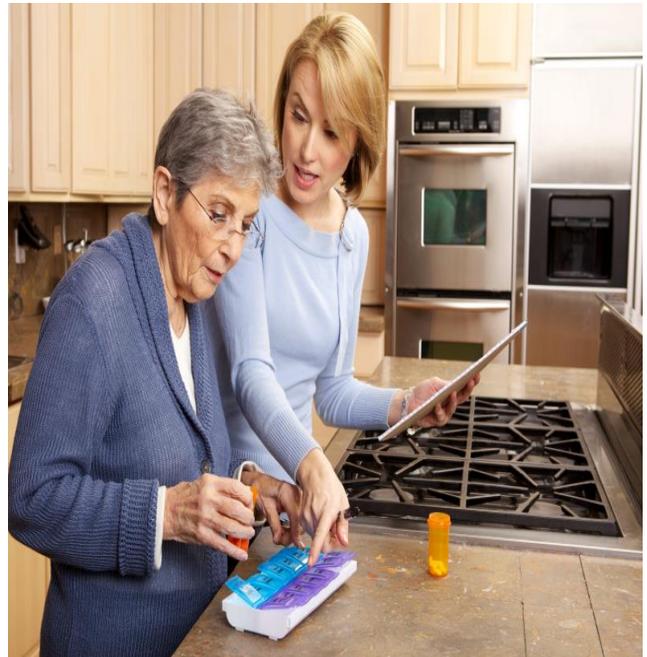
# Our work and what we do

## **Medway Community Support Outreach Team:**

The Medway Community Support Outreach Team (CSOT) offers a need's led, flexible and responsive provision, to service users who need support because of their Mental Health. The CSOT operates 7 days a week, 365 days of the year including evening, weekends and bank holidays at times and days that is best suited to the individual.

The team's key aims are to help people to:

- Improve their quality of life.
- Develop, improve and maintain daily living skills
- Increase their self -confidence and self-esteem
- Reduce the need for residential care, acute care provision
- Promote overall wellbeing, equality and social inclusion
- Support service users to rebuild and maintain family and social networks to prevent social isolation.



## **Community Resource Centre**

The Community Resource Centre at 147 Nelson Road, Gillingham provides centre based support six days a week to adults who have social care needs in relation to their mental health. The Centre works with approximately 60 people at any time on both a short term basis providing enablement following an acute episode of poor health and long term basis for people who require sustained support.

We are currently consulting on the future plans for this service and would like to hear from people as part of our consultation which can be accessed via the link below until 5<sup>th</sup> March 2020:

[147 Nelson Road consultation](#)

# Our work and what we do

## **Birling Ave – Short Breaks Service**

Birling Ave Short Breaks Service is a 7 bedded detached house in Rainham, which offers home from home respite breaks for adults with learning disabilities.

Registered with the Care Quality Commission with a current rating of “Good” – the service has been supporting the people of Medway for 20 years.

Each individual receives an allocation of respite nights per year, which can be booked, similar to a hotel bookings system. 24 hour support is provided at the service, as well as full board and a range of activities, both in house and in the community. The service benefits from comfortable bedrooms with TV and WIFI, a large well maintained garden and support from a small and dedicated team throughout the individuals break.

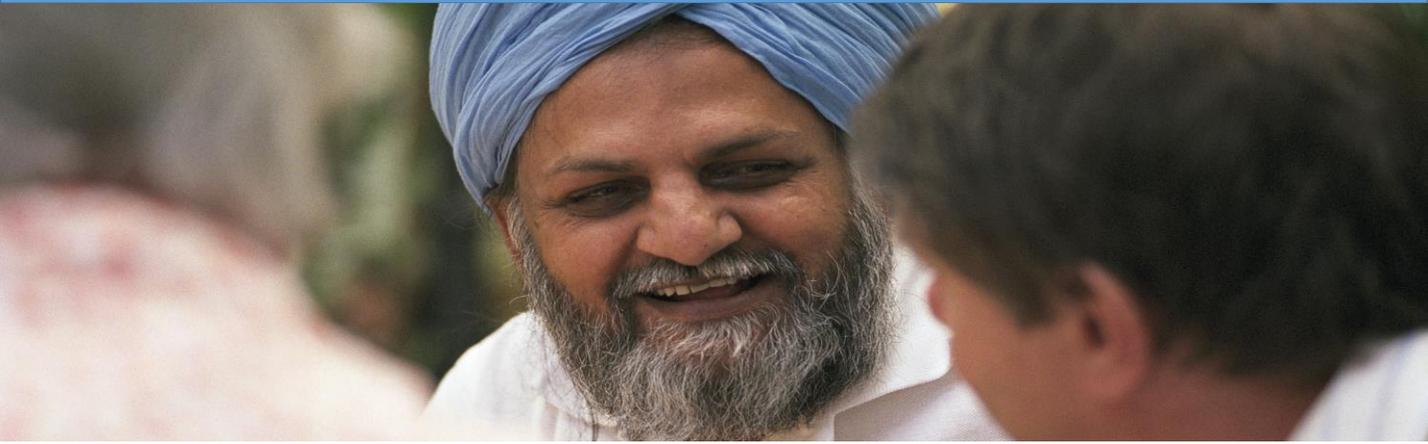
We support people who have moderate – severe learning disabilities and autism, as well as additional health needs including epilepsy & diabetes & specialist diets. We are able to support individuals to manage and administer their medications.

The benefits of the service are a break for both the carer and the individual. Regular breaks support the carer to continue in their caring role for longer and the individual benefits from a home from home supported break with many social opportunities. The service also supports individuals to maximise their independence providing support with budgeting, cooking and making choices.

The service is currently supporting 81 families across Medway as well as providing support in emergency “one off” situations. This includes support for individuals whose main carer is unwell or in hospital, those in a safeguarding situation or a person who is awaiting a new placement to be sourced.



# Our work and what we do



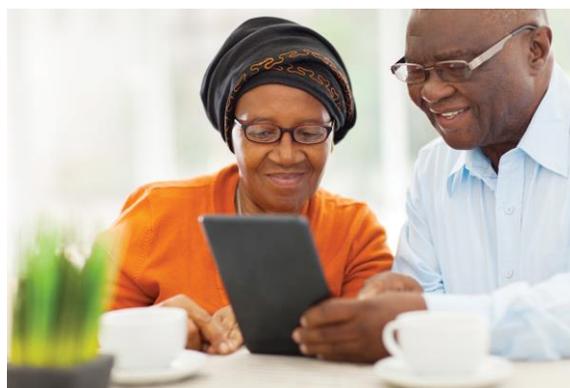
**Direct Payments** are monetary payments made by a local authority to individuals who want greater flexibility and control over how we meet some or all of their eligible care and support needs.

The self-directed support (SDS) team are responsible for supporting individuals through the direct payment process.

Our SDS team works with people, their carers and their families to make informed choices about what their support looks like and how it is delivered, making it possible to meet agreed personal outcomes.

As a result of the support planning process the SDS team empower individuals to secure a bespoke package of care via a direct payment. Through conversations with individuals the team are able to identify gaps in the provider market or community and work with providers and the community to develop a wider selection of resources. Direct Payments give individuals greater choice and control, enabling them to advocate for themselves.

850 social care customers are in receipt of a four weekly direct payment to meet their eligible needs 480 parents of disabled children are in receipt of an annual direct payment to be used for short breaks.



# How are we doing?

## Complaints and Compliments

Between April 2018 – March 2019 we received 105 complaints. Some of the main reasons for complaint included:

- Financial
- Communication issues
- Delays

We received 18 compliments between April 2018 – March 2019. Some of the main reasons for the compliments included:

- Dedicated Social Workers going the extra mile
- Caring and professional Social Workers
- Help with financial and independent living advice

## Leading the way in Adult Social Care

We have been identified as one of the highest performing councils in the country for Adult Social Care for being able to achieve greater than average outcomes from a less than average spend. This means that residents who use social care services are receiving better outcomes and the councils are making best use of public funds. We are committed to providing high quality services to help support our residents. We are investing in areas which help people maintain their independence and live longer in their own homes with support from their local community.

## Adult Safeguarding

1387 safeguarding concerns were raised in 2018/2019 compared to 1281 concerns raised in 2017/2018, which is an increase of 8.3%. This can be seen as a reflection on the work in raising awareness of safeguarding, one of the three objectives of the Kent and Medway Safeguarding Adults Board in its strategy for 2018-2021. Of those concerns, 700 were investigated under a Section 42 safeguarding enquiry or other enquiry, an increase of 43% from the 2017/2018 figure of 491 enquiries.

There has been a decrease in the number of cases where risk was removed, from 48% in 2017/2018 to 28% in 2018/2019, an increase in risks that were reduced, from 43% in 2017/2018 to 55% in 2018/2019, and therefore an increase in cases where risk remains from 8% in 2017/18 to 17% in 2018/19.



# Progress against our strategic priorities

Our Adult Social Care Strategy included six strategic priorities – Prevention, Personalisation, Partnership, Integration, innovation and Safeguarding. We have summarised our achievements against each of our strategic priorities in the last year below:

## Prevention

- Information, advice and advocacy support in the **community** is now commissioned to form part of our Voluntary Community Sector Consortium arrangements. As part of these arrangements Medway Voluntary Action have developed a directory of voluntary and community organisations here: [Voluntary Sector Directory](#)
- Our equipment service is being recommissioned to ensure we maximise the use of equipment to support people to maintain their independence.
- We have reviewed our support for carers, and co-produced a new Carers strategy, to ensure the Council meets it's statutory requirements to support carers, whilst valuing the amount of unpaid care they provide and understand the impact that caring can have on a carer's health and wellbeing.
- We support a higher proportion of people with enablement than the national average – which means that more people benefit from short term support to help them to maximise their independence

## Personalisation

- We have introduced the pre-paid card scheme which makes it easier for service users to receive direct payments
- We have developed locality teams, which support all people in a geographical location from initial contact, early help and prevention and onto receiving long term support.
- We have introduced “3 conversations” as a way of ensuring that people are supported in a way that is personal to them. By seeking to understand what is important to each individual we can better connect them to appropriate personalised support

# Progress against our strategic priorities

## Innovation

- We have increased the use of digital technology to support people to remain in their own homes, and we are piloting the use of new technology.
- We have introduced mobile working technology across the whole of Adult Social Care, and redesigned our recording systems with more proportionate forms. This is helping our staff to be able to spend more time with residents in the community.
- We are also in the process of upgrading our electronic social care system to improve functionality and capability
- We have invested in growing our Shared Lives service as an innovative and cost effective way of supporting people in the community to achieve great outcomes.

## Participation & Partnerships

- We have begun to review our partnership arrangements, formalising the support for boards and engagement with the wider client groups. We have engaged client groups in the development of key adult social care strategies
- Our Community Support Outreach Team have supported those with mental health conditions gain or maintain employment and we are introducing a number of new initiatives to support disabled people and those with mental health needs into paid employment.
- We have supported WALT and wHooCares to establish innovative and creative models of support for vulnerable people and their carers
- We have worked with Housing colleagues to develop further options for those requiring extra care housing. We now have a total of five schemes in Medway which has increased the opportunity for people to remain independent in their community.

# Progress against our strategic priorities

## Integration

- Our level of delayed transfers of care are some of the lowest nationally, and we continue to work with health partners to offer new and innovative approaches to help people to return home as quickly as possible with the right support.
- We continue to work in partnership with health colleagues to support the development of the Kent and Medway Integrated Care System as well as the Integrated Care Partnership for Medway and Swale. This approach will result in greater collaboration in improving population health and wellbeing outcomes.
- We have developed a joint health and social care Mental Health Strategy which sets out our vision for improving outcomes for people with mental health problems in Medway.
- We have developed a joint health and social care Learning Disability strategy, which sets out how we will ensure that people with learning disabilities are identified and supported to access the services that meet their needs and deliver better outcomes. The strategy has been created in partnership with a Learning Disability working group of people with lived experience and other stakeholders
- Care navigators have seen 2423 individuals in the last 10 months and 285 people had mental health as primary reason for referral .These people were provided support or signposted to the right support .

## Safeguarding

- We continue to support the work of the Kent and Medway Safeguarding Adults Board (KMSAB) as a statutory partner to the board. The Assistant Director for Adult Social Care in Medway is the Vice-chair of the Board.
- The board has produced an annual report, which sets out the strategic priorities for the board, and the key achievements in the last year. The report can be found via the following link: [KMSAB annual report](#)
- The Medway Adult Safeguarding Executive Group continues to ensure a specific focus on the priorities for safeguarding adults in Medway.
- Adults continue to be fully involved when a safeguarding concern is raised. They are asked what they want their outcomes to be and they inform any action taken where possible.

# What's next?

We hope that you have found our local account to be useful. This is the first time we have produced a local account in Medway, and we would welcome any views on what you think of it and what we could do to improve it in the future.

We are also starting to plan the development of our next Adult Social Care strategy, to replace our current strategy that runs out this year. We are interested to hear from people about what we should include in our next strategy.

If you have any views or feedback on any of the above, please let us know your views by contacting Healthwatch using any of the following methods;

Website [www.healthwatchmedway.com](http://www.healthwatchmedway.com),

Email: [enquiries@healthwatchmedway.com](mailto:enquiries@healthwatchmedway.com)

Freephone number 0800 136656 or Text on 07525 861 639. By texting 'NEED BSL', Healthwatch's British Sign Language interpreter will make contact and arrange a time to meet face to face.

Postal address: 5A New Road Avenue Chatham ME4 6BB.



