

Adult Social Care Local Account 2020 to 2021

This Local Account provides a summary of our progress for adults who are in receipt of social care support over the past year. We remain committed to improving the outcomes for all citizens who require care and support to improve their quality of life.

We have faced a lot of challenges over the last year and have adapted our services to meet the needs of citizens during the COVID-19 pandemic. We have worked closely with our partners across the health and care sector to help keep people safe and provide extra support to the care market. We have worked with hospital teams to support discharges from hospital, using skilled staff to continue the care many vulnerable citizens still required. We stepped up our efforts with the voluntary and community sector, working closely to make sure that citizens in local communities are fully supported regardless of the difficult situations resulting from the pandemic. Our efforts now focus on recovery and a return to usual services, working closely with our partners, to respond to the significant pressures across the health and social care system.

Within the Covid-19 Pandemic and social isolation Safeguarding has been at the forefront of our work, we have demonstrated that people are happy with the support they have received. With current financial constraints more emphasis has been placed on supporting communities to provide local networks to enable families to be able to access those supports within their communities with help from our Neighborhood Network Scheme (NNS). Our ASCOF (Adult Social Care Outcomes Framework) measures have been extremely limited this year due to the Pandemic.

We have refreshed our Vision for Adult Social Care focusing on social justice, independence, choice and control for citizens, community-based services and a more integrated relationship with health. We remain passionate about ensuring that the most vulnerable people feel safe and have speedy access to the best social care support available that will safeguard their health and wellbeing.

Our Three Conversations social work model, and our commitment to Prevention First, continues to deliver positive outcomes working with citizens, building on people's strengths as well as connecting them to their community. We have embedded our approach to early intervention across the health and social care system by developing our community based early intervention model and implementing a discharge to assess model which helps people to return home from hospital quickly and safely. We have worked with young people and their families to co-design new community-based support to enable a seamless transition to adulthood for children and young people who require support. This is helping young people with educational, health and social needs achieve better outcomes through more integrated services and making better use of our financial resources.

We know that the quality of care and support matters to the citizens of Birmingham and through our joined-up approach with care providers, voluntary and community organisations, we remain focused on ensuring that we improve the quality of life for those who need care.

We have valued the feedback from our citizens through the People for Public Services Forum during the last 12 months and we welcome further views on how we can continue to improve our services.

Graeme Betts
Corporate Director
Adult Social Care
Birmingham City Council

Councilor Paulette Hamilton
Cabinet Member
Health and Social Care
Birmingham City Council

Did you know? We Provide a range of services for people aged 18-64 and 65+

Older Adults Services (65+)

Requests for support or care from new clients

There were a total of 22505 new requests, a decrease from the previous year of 2.6%

12 months with care and a care review

5190 received care which was reviewed an increase of 3.7%

Long term Residential / Nursing

There were a total of 2600 residential / nursing placements, a 5.6% decrease from the previous year

Community Services and Direct Payments

- There were 4325 community services last year a decrease of 4%
- There were 1350 direct payments last year a decrease of 3.6%

Younger Adults Services (18 – 64)

Requests for support or care from new clients

There were a total of 15100 new requests, an increase of 11.1% from the previous year.

12 months with care and a care review

3625 received care which was reviewed an increase of 16.7%

Long term Residential / Nursing

There were a total of 960 residential / nursing placements, a 2.5% decrease from the previous year

Community Services and Direct Payments

- There were 3745 community services last year an increase of 5.5%
- There were 1685 direct payments last year an increase of 8.7%

Networking and Partnerships

Birmingham Children's Trust (BCT)

Birmingham City Council (BCC) and the BCT work along side each other to ensure the transfer of care and support for children with care needs to adulthood, there is a transitions team which manages the process and involves staff members from both adults and children's services working hand in hand to ensure that follow on services are delivered.

BCC and BCT are also collaborating with the WRES (workforce race equalities standards) project to promote inclusiveness, fairness and equality.

NHS

We work closely with the NHS to identify early interventions to ensure that we can meet the combined health and social care needs of the individual within the community including discharge from hospital with support.

Forward Carers

Forward Carers is a West Midlands based Carer and family support organisation. We pride ourselves on making a real difference to the lives of people caring for an elderly frail, sick or disabled family member through working in partnership.

As well as offering support to Carers direct, we also advise and support organisations such as public body commissioners, providers and employers, in the following areas: Statutory Carer Assessment, Resource allocation and Direct Payments; Outcome focused consortium, partnership or prime-contractor models; Case management systems; Carer quality of life tracking; Marketing including website design, digital marketing including growing online capability; Carer health facilitation, Corporate wellbeing.

Forward Carers delivers Birmingham Carers Hub, a partnership of not-for-profits, funded by Birmingham City Council. We are an award-winning social enterprise and committed to the Birmingham Business Charter for Social responsibility.

Neighbourhood Network Scheme (NNS)

The purpose of NNS is to ensure that as many citizens over 50 years of age as possible can access community based support which can promote well-being and a better quality of life. NNS aims to do this through better co-ordination of community-based prevention & early intervention services, please see the next page for more information.

Upcoming NNS developments:

- Expansion to younger adults 18-49 with a long-term disability from April 2022 (subject to budgetary approvals in February 2022)
- Development of a city-wide NNS to benefit communities of interest/ethnic minority communities for whom place-based activity does not work as they are thinly spread across the city – gap analysis being undertaken as we speak
- Development of NNS Digital to coordinate and market community activity available to be accessed digitally; bringing together information about digital inclusion projects; marketing NNS digital presence and running events/workshops to bring together different peers working in digital inclusion to support strategies – from April 2022
- Development and introduction of an Asset Based Community Development (ABCD) approach within NNS – from April 2022

How is Adult Social Care Money Spent?

£274.9m Was spent on Adults Social Care from the period 1st April 2020 to 31st March 2021 an increase of 4.1% from the previous report. this included expenditure on assessment and care management as well as the direct cost of service delivery to citizens

Expenditure by Primary Need

- £62.1m for Older people's services
- £100.1m for Adults with a learning disability
- £30.1m for Adults with a physical disability
- £15m for adults with mental health needs
- £2m for working age dementia
- £65.3m for internal services and social work operations

Expenditure by Service Type

- £115m for residential care
- £58.4m for home support
- £5.5m for day care
- £30.2m for direct payments
- £0.6m for other services

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

This is concerned with keeping vulnerable people safe. It means that:

- Everyone should be able to enjoy physical safety and feel secure
- People are free from physical and emotional abuse, harassment, neglect and self-harm
- People are protected as far as possible from avoidable harm, disease and injuries
- People are supported to plan ahead and have the freedom to manage risks the way that they wish.

How well we did do in 2020/21?

Safeguarding people – Making Safeguarding Personal

Making Safeguarding Personal (MSP) is an initiative aiming to develop an outcomes focus to safeguarding work. MSP is about engaging with people about outcomes they want at the beginning and middle of working with them then ascertaining the extent to which those outcomes were realised at the end. MSP seeks to achieve;

- A personalised approach that enables safeguarding to be done with, not to, people
- Practice that focuses on achieving meaningful improvement to people's circumstances rather than just on 'investigation' and 'conclusion'
- An approach that utilises social work skills rather than just 'putting people through a process'
- An approach that enables practitioners, families, teams and SABs to know what difference has been made

Out of a total of 1712 MSP enquiries, **91%** were asked what their desired outcomes were. **91%** of those expressing an outcome had their outcomes fully or partially achieved.

Service User Feedback

There is a designated complaints team who oversees all compliments and complaints for Adult Social Care

Compliments

During 2020 -2021:

- 258 compliments were received a decrease of 22.1% from the previous report

Extracts from compliments received:

- Thank you to the Social Worker for their efficiency, swiftness and reassurance. They understood the situation, explained options and provided a timescale and explanation.
- Service Users transfer was seamless and was due to the excellent planning that was put in place prior to the transfer. Thank you for your professional support, involvement, timely communications and provision of requested information, and your guidance throughout the transfer process.
- Thank you to the Social Worker for the very helpful and comprehensive updates on this safeguarding throughout the process.
- Thank you to the social worker for the support received, they organised care, and communicated in a professional, knowledgeable and supportive manner, showing a genuine interest for the service user's well-being.
- Very pleasant and helpful individual who has been extremely proactive in assisting with getting a care package in place for my parents. Really appreciate her efforts.
- Social Worker was hard working in sorting out service users move to the care home in London.
- Social Worker was very supportive and considerate of needs and gave very clear advice about the various options available. He kept us regularly informed about what was happening and explained everything in great detail. He responded to emails or phone calls very promptly and we felt we could contact him with any questions; if it was outside of his remit, then he was able to advise us who would be able to help.

Complaints

From April 2020 – September 2020:

Due to a change in system and reporting, we can currently provide data for a 6 month period. During 2021, we implemented a new corporate complaints process. You can find more information about the Councils complaints process on our website:

https://www.birmingham.gov.uk/info/50172/comments_compliments_and_complaints.

- 58 statutory complaints were received.
- 284 individual complaint elements were investigated.
- The Complaints Team continues to strive to meet its internal target of responding to complaints and will continue to improve on this performance for the forthcoming year.
- Quality of service had the highest overall reasons for complaints received.
- There were 10 statutory complaints where there was Ombudsman involvement, either by an enquiry made or investigation undertaken.

How Well Do You think We Did In 2020-21?

Birmingham's Adult Social Care Comments, Compliments and Complaints Process

For information about the comments, compliments and complaints process for Birmingham's Adult Social Care services please contact:

Complaints Team
Digital and Customer Services
Council Management Directorate
Birmingham City Council
Postal Address: PO Box 16465
B2 2DG
Phone: 0121 303 5161 (option 1)
Email: ComplaintsAdults@birmingham.gov.uk

Provider Quality Ratings - Monitoring providers to ensure the best outcomes for our citizens

Birmingham monitors ratings across 3 regulated services these are Care Homes, Home Support and Supported Living

Care Homes

- There were 12 homes who were rated gold
- 397 homes were rated silver
- 120 homes rated bronze
- 7 homes were rated inadequate
- 5 homes are not yet rated

These means that 76% of Birmingham Care Homes are Outstanding or Good

Home Support

- There is 1 provider rated Gold
- 56 providers were rated Silver
- 15 providers rated Bronze
- 0 providers are not yet rated or are inadequate

This means that 79% of Birmingham Home Support services are Outstanding or Good

Supported Living

- There is 3 provider rated Gold
- 196 providers were rated Silver
- 41 providers rated Bronze
- 3 provider were rated as inadequate, 26 providers are not yet rated

This means that 82% of Birmingham Supported Living services are Outstanding or Good

Discharge to usual place of residence, Adults 18+

Ranking

Birmingham Achieved a rank of 54 out of 151 upper tier authorities.

National Average

The average authority discharges 92.6% of people from hospital to their usual place of residence within England.

Home First

Within Birmingham 93.4% of people discharged from hospital were discharged to their usual place of residence.

- With DToC suspended in 2020, the Better Care Fund are measuring the % of people returning home following a stay in hospital.

The Adult Social Care Outcomes Framework (ASCOF) measures care and support services against a set of common outcomes. The ASCOF is used nationally to set priorities for care and support, measure progress and strengthen transparency and accountability. The ASCOF is currently being reviewed nationally.

Source	Measure	Description	2019-20	2020-21	Change	National Rank
User Data	1C1A	The proportion of people who use services who receive self-directed support	100	100	Stayed the same	1
User Data	1C2A	The proportion of people who use services who receive direct payments	36.6	37.6	Went up	15
User Data	1E	The proportion of adults with a learning disability in paid employment	1.4	1.3	Went down	136
User Data	1F	The proportion of adults in contact with secondary mental health services in paid employment	3	2	Went down	144
User Data	1G	The proportion of adults with a learning disability who live in their own home or with their family	68.9	68.5	Went down	142
User Data	1H	The proportion of adults in contact with secondary mental health services living independently, with or without support	44	41	Went down	123
User Data	2A1	Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population	9.1	8.2	Went down	34
User Data	2A2	Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population	382.8	399.6	Went up	44
User Data	2B1	The proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	58.9	48.8	Went down	132
User Data	2B2	The proportion of older people (aged 65 and over) who received reablement/rehabilitation services after discharge from hospital	1	2.9	Went up	84
User Data	2D	The outcome of short-term services: sequel to service	57.5	48.9	Went down	135

The ASCOF figures are limited this year due to the pandemic, there are no outcomes from Questionnaires and the DToC measures have also been removed.