



Adult Social Care

Local Account

2015/16



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Introduction

Welcome to Rochdale Borough Council's Adult Social Care Annual Local Account.

This 'local account' provides information for Rochdale borough residents about Adult Social Care services in your area. It tells you about the performance of local Adult Social Care services from April 2015 to March 2016; and also the plans for April 2016 to March 2017.

The past year has been one of many challenges and changes. The Care Act has been implemented bringing changes to assessment practice and also to support for Carers. The devolution of health and social care responsibilities to Greater Manchester provides an opportunity to do things

differently, ensuring local health and social care services are joined up and care is better coordinated. During 2016/17, we will be developing a plan to integrate services.

This will describe how we will increase prevention services, put a new model of care in place to help people to be more independent, and for more care to be delivered at home or as close to home as possible.

The financial challenges facing the council remain difficult but we are pleased that despite increasing demand, we were able to deliver our

services within budget for 2015/16. We will be working closely with all the Social Care providers in our borough in 2016 and 2017 to understand the financial pressures they face, and help them to continue to provide good services. These services are regulated by the Care Quality Commission and you can see inspection reports for local services on the CQC website www.cqc.org.uk

We hope you find this year's local account informative and helpful in understanding the current performance of Adult Social Care and the plans for the coming year.



Sheila Downey

Director of Adult Social Care
Rochdale



**Councillor
Iftikhar Ahmed**

Cabinet Member for Adult
Social Care Rochdale



**Councillor
Billy Sheerin**

Assistant Cabinet
Member for Adult Social
Care Rochdale

Where you live

The borough of Rochdale has a population of 212,962 (Office of National Statistics 2015).

23% of the population is under 18 years old and almost 1 in 6 residents are aged over 65. 1 in 5 people in the borough are from a black or ethnic minority group which makes our population ethnically diverse.

It is predicted that the over 65 age group will increase by 9% over the next 5 years. In addition, the over 75 age group is expected to rise by just over 3% per year. This is already putting pressure on both health and social care services, and this will increase in future years.

Government statistics show that Rochdale borough is the 16th most deprived borough in England, meaning that we have high levels of poverty, poor housing, health and high levels of unemployment. This puts additional pressure on adult social services. The council's strategic plan identifies the need for economic regeneration of the borough as a priority which in the long term will have a positive impact on the demand for health and social care services.



How we support people

Adult Care services provide the support a person needs to help them live their life as independently and fully as possible.

This can range from a piece of equipment to support independent living through to help with managing personal care on a daily basis. Some people are supported on a short term basis and others are supported for longer. We provide support early-preventative services to help people to live at home for longer.

This includes things like easily available information and advice or technology to help people stay independent. We also work closely with local voluntary agencies to ensure that a range of community-based support is available.

Our services are not a “one size fits all”, they are provided on a personalised basis. This means that the support delivered is developed with the person and their families at the centre. We work with partner organisations e.g. the NHS to make sure people who need care and support get all the help they need to remain as independent as possible and achieve positive outcomes. We also support the family, friends or neighbours who help care for people.

How we support people is summarised opposite:

Early help and preventative services

The council, together with other agencies, offers a wide range of community based services to support independent living and help recovery from illness. These include:

- The provision of equipment, adaptations and aids
- Comprehensive information and advice service
- Support to people at risk of homelessness
- Healthy living and safety at home- services ranging from falls prevention at home security
- Transition support for young adults

Short-term enablement support

The provision of short term support to help people regain independence

- Provision of intensive support to avoid the need for hospital admissions
- Intermediate Tier Service
- STARS is a short term assessment and reablement programme that is available to help people live at home following a stay in hospital or if there has been a change in their care and support needs following an illness.
- It is available to anyone who may benefit from it and free of charge for up to 6 weeks

Medium and longer-term support

Longer term support is provided for people who meet the eligibility threshold(as determined by the Care Act)

- Personal budgets to meet identified needs
- 24/7 care at home
- Day support
- Residential or nursing care
- Personal care at home

Support for carers

- Personal budgets for carers
- Information and advice for carers
- Short breaks to support carers
- Peer support
- A range of activities for carers to engage in that provide informal support

The Care Act

In April 2015, care and support in England changed. Local Authorities must promote wellbeing when carrying out any of our care and support duties.

Main provisions of the Care Act include:-

- Local Authorities have a broader care and support role in the local community, with new duties to promote physical, mental and emotional wellbeing in all decisions regarding someone's care needs and reduce the risk of people reaching crisis point.
- Introduction of a new national eligibility criteria for access to adult social care support.
- The right for carers to receive support from their local council and a new duty to meet the needs of carers who are eligible for support.
- The right of people to defer selling their homes to pay for their care fees until after their death.
- The council being required to provide an advocate to support those who find it difficult to communicate or understand what is being discussed.
- Councils must provide preventative services that can reduce or delay the need for care.



In response to these changes we have put in place new assessment processes, completed training on assessments and new eligibility criteria, and reorganised our teams to work more closely alongside GPs and other health care colleagues.



Information and Advice Team

As part of our Care Act duties, we have also introduced an Information and Advice team who are also helping people who are not eligible for services to get information on what support services are available in the borough.

At a glance- some key statistics

In 2015/16, Rochdale Borough Adult Social Care provided care and support to over 6000 people.

Of the 6181 people supported, 66% were older people (over 65 years). The care and support ranged from simple pieces of equipment to assist in managing everyday life to personal care services at home and 24/7 care. Adult Social Care has a key role to play in ensuring people can return home after a hospital stay, with support and without any unnecessary delays.

In 2015/16, Adult Care supported approximately 1700 people to be discharged from hospital. A key national priority is to minimise delays in discharge from hospital because these impact on the whole hospital system. In 2015/16, there were only 31 cases of delays in discharge caused by Social Care which was better than both the Greater Manchester and England average.

We always try to help people to remain in their own home wherever possible. In 2015/16, 68% of the total people who were supported by Adult Care services were supported to live at home.

255 older people were admitted to permanent residential care during 2015/16 funded through the local authority. This was very similar to the previous year (245 people). The council supports an average of 700 people in a residential setting at any one time.

15 people aged between 18 and 64 were admitted to permanent residential care during 2015/16 funded through the local authority. This was slightly higher than the year before (10 people) however one of the lowest admission rates across Greater Manchester and lower than the England average.

3832 carers received support. This ranged from advice and information through to a personal budget or respite care.



833 adult safeguarding concerns were received. This is a 19% increase on the previous year. We view this as a positive because it shows people are more aware of possible adult abuse or neglect and are willing to report it. 755 of these initial concerns went on to a full investigation.

During the year we took approximately 80,000 calls - that's over 1500 per week.

6472 assessments for new and existing service users and over 3100 reviews of the care provided for existing service users.

1329 people have been supported through our short term intermediate care or reablement services. Over 71% left the service with either no need for ongoing support or needed less support than when they started. This helps people be more independent and live the lives they want to.

301 major adaptations to property were completed by our Home Improvement Agency.

1472 people were supported through Careline.

84% of older people discharged from hospital to either intermediate care or reablement services were still at home 91 days after their discharge.

86% of service users with a Learning Disability were supported in their own homes or with family and 86% of people with a secondary mental health condition were living in their own home or stable accommodation.

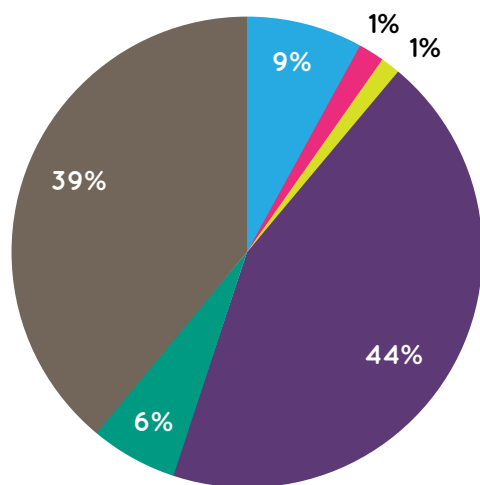
The service managed within budget despite the increasing pressure on Adult Social Care budgets due to the government cuts to council funding.

What we spent during 2015/16

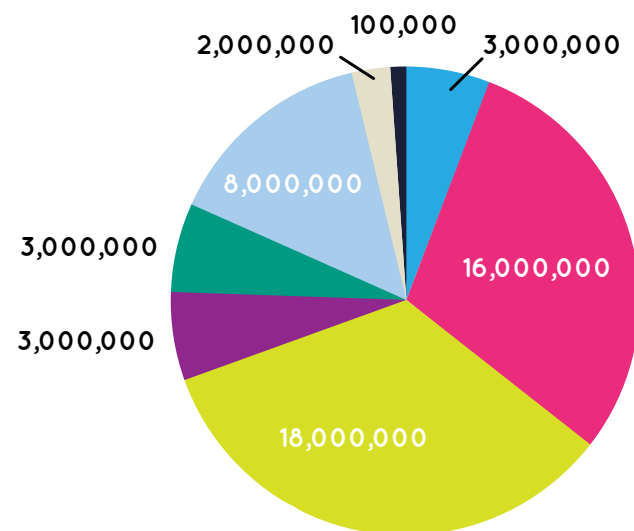
In 2015/16, Rochdale Borough Adult Social Care provided care and support to over 6000 people.

To find out how Rochdale's spend on Adult Social Care compares to other councils, you can check the "Adult Social Care Efficiency Tool" on the following website: gov.uk/government/publications/adult-social-care-efficiency-tool

Percentage spend per Service User group 2015/16



Net spend in £Millions rounded to the nearest million by service type delivered



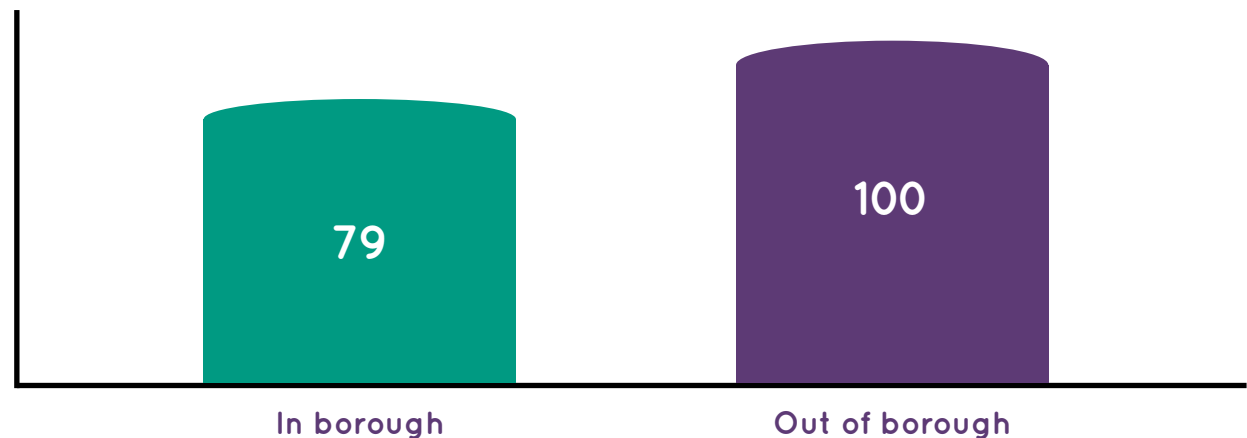
The Social Care Market

Commissioning is the strategic activity of identifying need, allocating resources and procuring a provider to best meet that need, within available means.

There is a collective will across the public sector to do things differently and to focus on the things that make a significant difference to our residents. This is what we mean by outcome based commissioning. Commissioning is about achieving positive outcomes for our residents and communities, based on their needs and aspirations. The current economic climate means that we must look at service delivery in different ways, innovate and look for alternative solutions. Through commissioning we can make sure that we use available resources in a variety of ways to improve outcomes in the most efficient, effective and sustainable way.

Rochdale Adult Care commission services from a wide range of organisations both within the borough of Rochdale and outside of the borough. A large proportion of these services are provided by organisation's external to the council. These are a mixture of private, voluntary and 3rd sector organisations. We currently commission services from 179 providers some of which are out of borough and some of which are in borough.

Number of providers in borough and out of borough



How do we assure ourselves that the services provided are quality services?

Adult Care has a team of staff known as the Commissioning Team who are responsible for the effective monitoring of all our commissioned services; this function is called the Quality Assurance process. The team work with our providers to ensure quality service provision is maintained both within the Rochdale borough and also for any out of area services that we commission.

The team work closely with the CQC (Care Quality Commission) who are the Independent regulator of Health and Social Care in England.

The CQC monitor, inspect and regulate services to ensure that they meet the standards of

quality and safety required. In addition to the role of the CQC the team carry out both scheduled and unscheduled reviews of services to ensure that quality standards are being delivered, visiting in-borough providers at least once a year and reviewing a sample number of the schemes they have, and also reviewing services that are commissioned outside of the Rochdale borough.

If you would like to find out more about the adult care provider market you can review our Market Position Statement at www.rochdale.gov.uk/pdf/2015-06-10-rochdale-market-position-statement.

Adult Social Care Outcomes Framework

The Department of Health publishes the Adult Social Care Outcomes Framework (ASCOF) annually.

The Adult Social Care Outcomes Framework has been developed to help local councils compare their performance; improve quality of care, and to identify priorities for local improvement.



The framework has four outcome areas:

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

This means:

- People can manage their own support as much as they wish, so that they are in control of what, how and when support is delivered to match their needs.
- Carers can balance their caring roles and maintain their desired quality of life.
- People are supported to find employment, maintain a family, social life, contribute to community life, and avoid loneliness or isolation.

Delaying and reducing the needs for care and support

This means:

- Everybody can have the opportunity to have the best health and wellbeing throughout their life, and can access support and information to help them manage their care needs.
- Earlier diagnosis, intervention and reablement so that people and their carers are less dependant on intensive services.
- When people develop care needs, the support they receive takes place in the most appropriate settings and enables them to regain their independence.

Ensuring that people have a positive experience of care and support

This means:

- People who use social care, and their carers, are satisfied with their experience of care and support.
- Carers feel that they are respected as equal partners throughout the care process.
- People know what choices are available to them locally, what they are entitled to, and who to contact when they need help.

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

This means:

- Everyone feels safe and secure.
- People are protected 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.

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Achievements

- Hare Hill is Rochdale Borough wide Housing's (RBH) first extra care scheme which opened in 2015. A panel of RBH residents, Adult Care and the local community contributed to the design of the £4.9million scheme, which provides 41 two-bedroom apartments and 2 one-bedroom apartments for adults aged 55 and over who have health and care needs. Over the next 3 years RBH hopes to open four other extra care housing schemes.
- Planning processes with Children's Social Care are now in place to support the transition process from Children's Social Care to Adult Social Care.
- Our dementia offer has been reviewed and options to extend day support provision are now in place.
- We delivered an increased the number of carers' assessments.
- The demand on our service has increased yet we continued to deliver within our timescales.
- We delivered an increased number of cash budgets which means more people have choice and control over how their services are delivered.
- We embedded Making Safeguarding Personal into practice to help to improve the desired outcomes for people who are at risk of abuse.

We developed further links with GP Practices and care home providers.

Plans for 2016/17

- Increase the range, capacity and quality of locally provided social care services.
- Improve range and effectiveness of Mental Health Services.
- Develop a carers' strategy and work with the new service offer to maximise the number of carers supported.



Making it real story

Mrs Patterson was referred to the Community Mental Health Team by her GP following a prolonged period of low mood and suicidal thoughts. Mrs Patterson was struggling with the recent death of her father who she had lived with, she found herself unable to maintain the home and became neglectful of her personal care, and she often missed her medication which was vital for her mental and physical health. Mrs Patterson was also left with two dogs which she was unable to care for due to a lack of motivation associated with her severe depression.

With help from her care coordinator from the Community Mental Health Team (CMHT), Mrs Patterson was supported to attend hospital appointments and had regular visits to monitor her well being and mental state. A support worker from the team assisted to help with her motivation and her anxiety and over time they were able to make progress with tending to personal care and confidence building with leaving the home and going into the community. A support planner visited Mrs Patterson to assess her needs resulting in a care package being put in place to assist in the recovery process, care workers were then able to visit the home on a daily basis to help with her social care needs and prompt her to take her medication.

Over time Mrs Patterson has made improvements in all areas, she is now able to independently live alone and care for her animals, she has been supported by her care coordinator throughout this process and she reports she could not have managed without him. She said knowing someone was there

when she was at her lowest point has given her the strength to keep going. With the support of the team she has been able to engage in psychological therapies, stabilise on medication and had the support of nurses and social workers throughout this difficult time. The support package has helped her learn new skills and assisted her to live independently therefore not needing as much support as she once did.



"She said knowing someone was there when she was at her lowest point has given her the strength to keep going."



Delaying and reducing the needs for care and support

This means:

- Everybody can have the opportunity to have the best health and wellbeing throughout their life, and can access support and information to help them manage their care needs.
- Earlier diagnosis, intervention and reablement so that people and their carers are less dependant on intensive services.
- When people develop care needs, the support they receive takes place in the most appropriate settings and enables them to regain their independence.

Achievements

- We recently launched our new website in 2015/16 called “Staywell” (**staywell.rochdale.gov.uk**). This is now up and running and provides advice and guidance to members of the public and allows people to self-refer to Adult Care. On every tab, there is a link to “Keeping People Safe” and link to the Rochdale Borough Safeguarding Adults Board website. Consultation with the public about the website has been positive. Public response to an annual national survey has identified that Rochdale Adult Care is “good” at providing information, which provides evidence that people in Rochdale know where to get information and advice and feel informed about accessing support.

- Our information and advice team is making an immediate impact in the community. The team reaches out into communities across the borough and talks to people about any issues they may have identifying any local services which could help, it also runs free drop in sessions to help people access services they may not know are available.
- We recently launched our Intermediate Tier Services in September to provide a ‘bridge’ between hospital and home. Our new Intermediate Tier Service provides intensive support, at home and in community beds, to people who are at risk of an emergency hospital admission, or need extra support on discharge from hospital or need extra support to retain their independence.

Unlike many Intermediate Care Services it has been successful in reducing the number of emergency hospital admissions and achieving independence outcomes. It is a truly integrated health and care service, offering support across the range of needs a person has. It supports around 2000 people per year. The change has brought demonstrable benefits for residents, a change in culture to more personalised health and care, demonstrable reduction in demand for urgent care, and real respect and understanding of the contribution that both health and care services bring to

supporting people to regain independence, choice and control.

- The Intermediate Tier Service also has an Urgent Community Care Team, which provides a rapid two hour response service to support people to stay in their own homes. This service provides support from nursing, medical, therapy and social care staff, with the aim of preventing unnecessary admissions to hospital.

Plans for 2016/17

- Increasing the effectiveness of enablement services and services that reduce the need for hospital level care.
- Jointly develop with the CCG a commissioning plan for dementia support.
- Supporting self-determination and improved independence for all service users.



Carers

We recognise that it is not always easy for carers to leave the person they care for to seek support. During 2015/16, we introduced a system whereby carers are able to complete a self-assessment online to see if they are eligible for services. Once they have submitted their assessment, we will contact them to discuss their application. The number of carers supported through either a personal budget or simply through information, advice, guidance and support has increased by over 10% this year which is fantastic news.

This year, the Carers' Resource held a free event to mark Carers' Rights Day, a national celebration to honour the efforts of the 7 million people in the UK who regularly care for a friend, neighbour or loved one. Census data shows that around 23,000 people in our borough are carers. The event saw carers pick up information from experts on a range of issues including housing, health, assistive technology (to help people stay in their home for longer) and crime prevention. Visitors also enjoyed health checks, refreshments and relaxing massages.

Councillor Iftikhar Ahmed, Cabinet Member for Adult Care at Rochdale Borough Council, said: "Our carers have moving stories to tell and they do an incredible job in caring for their loved ones in very challenging circumstances. The Carers' Resource is our way of giving them the extra support they need as well as a listening ear and many carers find that meeting others carers also gives them a real boost".

We are commissioning a new service for carers and we have held a number of events to co-produce the carers the specification for the new service. The information gathered from the events has helped to formulate the key themes within the service specification for the new service. We are currently working on the final specification and hope to have the new service up and running by April 2017.

"Our carers have moving stories to tell and they do an incredible job in caring for their loved ones in very challenging circumstances".

- Councillor Iftikhar Ahmed, Cabinet Member for Adult Care at Rochdale Borough Council,



Making it real story

Mrs Clover had a stroke 15 years ago and her husband, age 85, has been her main carer since then. He originally managed very well but started struggle. Due to her mobility, Mrs Clover lives on the ground floor and her bed is in the dining room. Their son visits nightly to allow Mr Clover to go to bed at 9pm. Mrs Clover wakes a few times every night and has to be assisted to re-adjust her sleeping position. Mr and Mrs Clover had a rigid routine with the carer with family communication was also challenging at times.

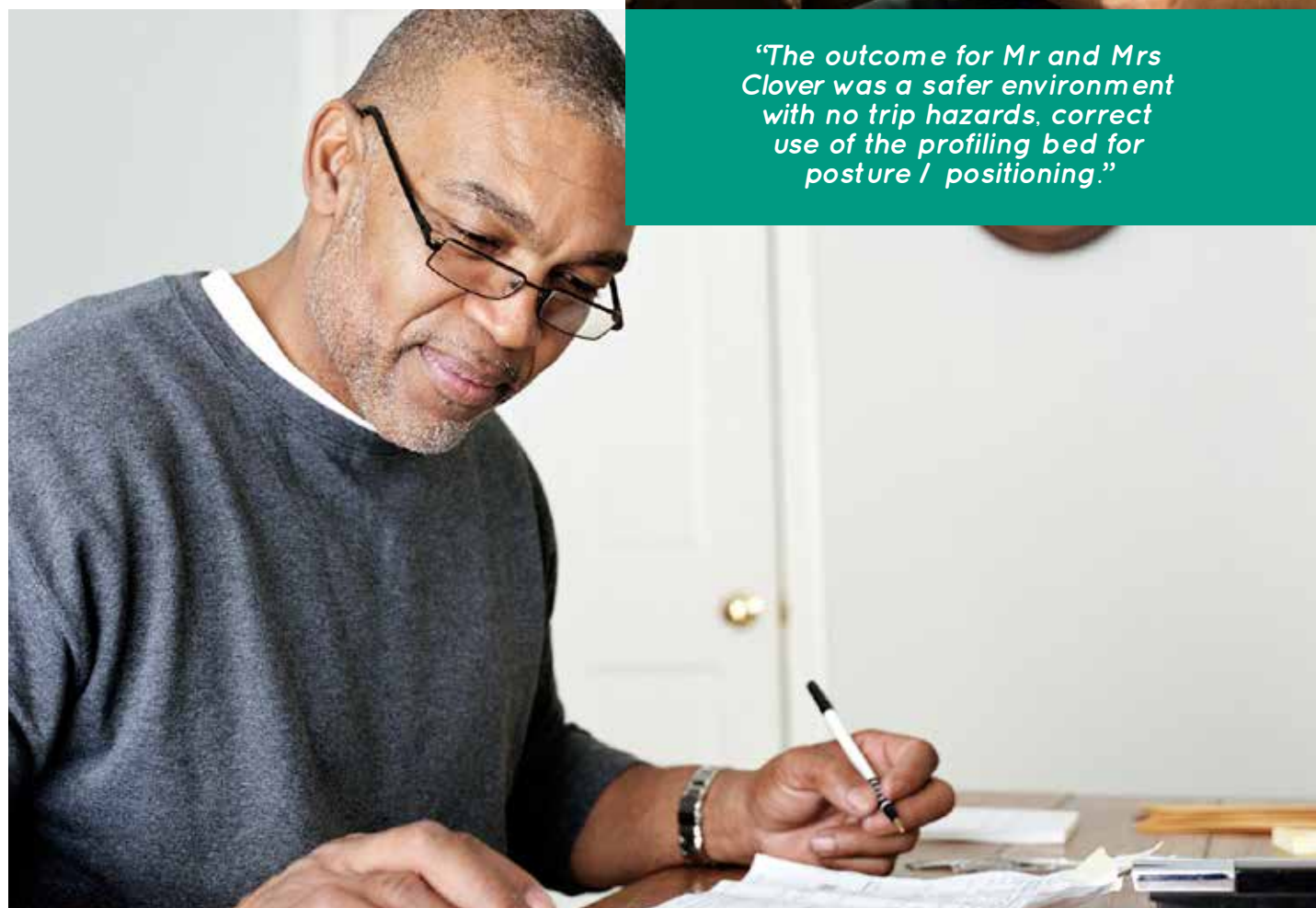
A referral was received by the moving and handling advisor. She carried out a home visit to observe the current carers routine. It was found that the environment was cluttered with restricted space; the bed needed to be moved on each visit for access to both sides and there were loose wires on floor which were a tripping hazard. There was also poor positioning in the bed for Mrs Clover, because since the provision of the bed, nobody had advised how to use the bed control functions to provide best outcome for care. Following the visit by the moving and handling advisor, supportive equipment was supplied, discussions about correct use of profiling bed and removal of pillows no longer needed took place along with the provision of 4 way bed management system.

Mr and Mrs Clover were happy with the changes, Mrs Clover is now comfortable being moved in bed, the care agency are happy as reduced risk of injury for their staff, and her husband can have a rest during carer visits.

The outcome for Mr and Mrs Clover was a safer environment with no trip hazards, correct use of the profiling bed for posture / positioning. Enhanced visits from the District Nurse were arranged to provide pressure management and improve the posture for Mrs Clover. Mr Clover's needs as a carer were met as he was not required for assisting carers at each visit.



"The outcome for Mr and Mrs Clover was a safer environment with no trip hazards, correct use of the profiling bed for posture / positioning."



Ensuring that people have a positive experience of care and support

This means:

- People who use Social Care, and their carers, are satisfied with their experience of care and support.
- Carers feel that they are respected as equal partners throughout the care process.
- People know what choices are available to them locally, what they are entitled to, and who to contact when they need help.
- People, including those involved in making decisions on Social Care, respect the dignity of the individual and ensure support is sensitive to the circumstances of each individual.

Achievements

- Our service user satisfaction through internal surveys has an average of 96%. The number of formal complaints has dropped by 55% from the previous year.
- We have responded to complaints within timescales and learned lessons to improve our practice where applicable.
- We have developed a number of new policies and procedures to support staff and inform service users.
- Improved and streamlined systems processes are now in place to enhance service delivery.

- We have made changes in our phone system which means more calls are answered.
- 24/7 access to social care assessments and services are in place.
- A quality monitoring framework is in place for commissioned services with the quality assurance tool reviewed regularly. Joint meetings take place along with the Care Quality Commission (CQC), CCG and other partners to ensure a joint approach to the quality of care is implemented.
- Specialist Services have introduced a Care Coordinator role whereby all service users will have a named worker to contact should they wish to discuss their care arrangements, a change in their circumstances or clarity on any care and support issue. Letters have been sent out with an explanation of the role and letting people know who their contact person is and the name of the locality team leader for the area in which they live is also provided.
- The Advocacy Service has been remodelled following consultation events with clients and providers. The service now provides a single point of access for information, referrals and assessments, this allows referrals to be triaged and allocated appropriately within the service.
- One of our Social Workers was nominated for "Social Worker of the year" and two staff in our specialist services team were nominated for an award for some dynamic and innovative work.

Plans for 2016/17

- Ensuring that social care providers are financially sustainable and provide quality services.
- Strengthening the transition arrangement for young people with the most complex needs.
- Continue our programme of visits to service users from our leadership team.
- Continue to improve from lessons learnt through complaint.



| Results from our Annual Service User Survey 2015/16 | Performance | Improved performance against previous year? |
|---|---|---|
| Service users quality of life | 19.6 (aggregate score of 8 questions on the survey) | ✓ |
| Proportion of people who use services who have control over daily life | 79% | ✓ |
| Proportion of people who use services who reported that they have as much social contact as they would like | 47.8% | ✓ |
| Overall satisfaction of people who use services with their care and support | 66.5% | ✓ |
| The proportion of people who use services who find it easy to find information about support | 80.4% | ✓ |
| Proportion of people who use services who feel safe | 71.8% | ✓ |
| Proportion of people who use services who say those services have made them feel safe and secure | 91.7% | ✓ |

Quotes from service users about the support they have received through the year:

“To all the carers who do so much and have an understanding of so many sick people. I would like to say a big thank you.”

“One constant has been the superb service from adult care. The 24 hour Careline was invaluable and the adult care provision has been excellent. I would like to thank the staff from the bottom of my heart for the care my uncle received.”

“The Carers personal budget enabled me to have a break from being a full time carer, which did improve my feeling of wellbeing.”

“The Carers personal budget helped me to take the a holiday and returned feeling more able to take up my caring role again.”

“It is so reassuring to know that we (Carers etc) might be ‘out of sight’, we are not out of mind.”

“Thank you for all your help and support over the years. For being there in the good and bad times and for spurring me on when I felt like giving up.”



There have been 16 formal complaints in 2015/16.

The complaints have been categorised below.

Complaint categories for 2015/16



We use complaints to continually improve our service and in 2015/16 we have made several changes to service delivery as a consequence of the complaints received. We have, for example, delivered refresher training to front line staff on the importance of assessment completion timescales as the result of the findings in a complaint investigation. Refresher training has also been delivered on procedures around professional involvement.



Making it real story

Peter is a young person with autism and associated complex needs. His school experience had been difficult and Peter was often excluded from classes. Peter's home life was very complex and his family's ability to cope and support him was questioned. The family relationship with the local community fragmented due to the behaviour of a number of the family members, including Peter.

Peter's dream was to apply for a local college placement though due to his own behaviours and the difficult home environment no one would support him with his application.

A combination of Adult Social Care support for Peter and taking a whole family approach to his needs as detailed in Peter's Education, Health and Care Plan resulted in him being offered a local college placement. The College placement has been very successful and Peter has been offered a second year. In addition, the support for the wider family has reduced tension with neighbours and enhanced community integration for the whole family.

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

This means:

- Everyone feels safe and secure.
- People are protected 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.

Achievements

- Rochdale council supported the Disability Hate Crime campaign which involved posters displayed in prominent public positions across the borough.
- The Sunrise Team tackle sexual exploitation and related harm in the borough of Rochdale. The team provides a safe and confidential environment where young people can go for help, advice and support. The Sunrise Team and Adult Care have developed a referral pathway and protocols to ensure support is available to victims and survivors of Child Sexual Exploitation into adulthood.
- We have set up a drop in facility for Young Adult victims/survivors of CSE which is held weekly on a Thursday afternoon. The drop in session provides the opportunity for information sharing relating to a wide range of issues.

- A closer working relationship now exists to support young people transitioning, for whatever reason, between Child Care and Adult Care.
- The Rochdale Young Adults Team has a unique focus on supporting victims/ survivors of child sexual exploitation once they reach adulthood. A specific pathway has been developed because of the trauma experienced in people's adolescence.
- Adult Care have commissioned Advocacy Services to enable individuals to be more involved in care and support processes, if they do not have a family member or friend to support them.
- Adult Care Information and Advice Service provide safeguarding information at all events that they attend and support the work of the RBSAB Communication and Engagement group.
- Adult Care Commissioning and Neighbourhood Teams have worked closely with CQC and CCG, through regular liaison meetings, to share information and provide updates, working closely to address concerns with individual providers when these have arisen. A programme of quality assurance checks has been taken this year with all providers, with follow up checks where concerns have been identified.
- Assessment workers have received refreshed safeguarding enquiry practitioner and manager training to embed Making Safeguarding Personal.

- Mandatory training on female genital mutilation and forced marriage has been introduced.

Plans for 2016/17

- To improve debt management support and provide financial and benefit advice for those with care and support needs.
- To review and improve Mental Capacity Act best interest decision making practice by professionals to ensure proportionate and transparent decision making for individual without capacity.
- Adult Care Commissioning to encourage and incentivise training provision within provider services to help improve quality of care provision.
- Assessment workers in neighbourhood teams to have a clear role and responsibility as a link worker to named care homes to assist with the monitoring of care provision and reporting of safeguarding concerns.
- To revise and improve the referral process for concerns about vulnerable adults between GMP and Adult Care.

Making it real

A concern was raised from a podiatrist visiting Mr Jones. He was a heavy smoker and had cigarette burns all over his clothes. His home was very cluttered and untidy. Concerns were also raised regarding him taking his medication as there seemed to be a stock pile. Mr Jones slept on a chair all the time and was socially isolated because he was unable to get out of his property due to poor mobility. He had no care package in place as he had refused support in the past. Following the concern raised, Mr Jones was visited by an adult care worker but he initially declined support from the Adult Social Care team.

Through relationship building and continuous work and engagement with Mr Jones, he accepted the support. Mr Jones now has fire retardant bedding and his carer's make sure this is on. Smoke alarms are now in place and the fire service has visited his property. Mr Jones's medication has now been reduced to the morning only as he was getting confused taking medication four times a day hence the build-up of blister packs, he is now able to manage the morning tablet independently. Mr Jones now has a care package through Adult Care services and this will be reviewed.

His care provider, the GP and Mr Jones's friends are aware of this and will report any concerns in the next year. He is having three visits a week for a shower and also has support with shopping, finances and a 2 hour social call every week where he is supported to go out.

Although Mr Jones was reluctant to have support for a long time, his property is now a cleaner, safer environment for him to live in and his quality of life has improved.



Contact us

We welcome your comments about our services, our priorities and this Local Account. You can let us know your views by writing to:

Local Account feedback

Adult Social Care

Floor 3,
Number One Riverside,
Smith Street,
Rochdale
OL16 1XU

Below are some useful contact details for us and also other agencies

Rochdale Borough Council Adult Social Care

0300 303 8886 (8.30am – 4.45pm)
Floor 3, Number One Riverside,
Smith Street, Rochdale, OL16 1XU

Carers Resource

01706 925808 or 0800 0910 558
Minicom: 01706 925 810
thecarersresource@rochdale.gov.uk

Emergency Duty Team (out of hours)

0300 303 8875

Home Improvement Agency (Careline)

01706 926671
careline@rochdale.gov.uk

Healthwatch Rochdale

Healthwatch Rochdale are the local health and social care consumer champion. They are there to make sure your views on local health and social care are heard.
01706 249 575

Rochdale Boroughwide User Forum

01706 521279
info@rbuf.org.uk

Rochdale Boroughwide Housing

0800 027 7769
rbh@rbh.org.uk

Care Quality Commission

Care Quality Commission is the regulator for many of the independent services provided in the borough.
0300 0616 161
cqc.org.uk

rochdale.gov.uk/staywell

