



Report for:	Cabinet 7 February 2012	Item number	
Title:	Haringey Adult Social Care Local Account 2010/11		
Report authorised by:	Mun Thong Phung, Director of Adult & Housing Services		
Lead Officer:	Lisa Redfern, Deputy Director of Adult and Community Services		
Ward(s) affected:	Report for Non Key Decision		
All			

1. Describe the issue under consideration

In February 2011, the Department of Health carried out a consultation on a new approach to quality and outcomes in adult social care. As a result, the [2011/12 Adult Social Care Outcomes Framework](#) was published, setting out new measures to assess achievements in delivering outcomes for people receiving adult social care services. At the same time the Care Quality Commission's Annual Performance Assessment was abolished and councils are now required to publish an annual Local Account to demonstrate and describe performance in adult social care to local people. This report presents Haringey's first Local Account for adult social care in 2010/11 (see Appendix 1).

2. Councillor Dilek Dogus - Cabinet Member for Health and Adult Services Introduction

The Local Account provides an important opportunity to demonstrate to Haringey residents what we do and what we have achieved across adult social care in 2010/11; I am very proud of our achievements. It describes



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our approach to delivering positive outcomes for service users and carers, through both preventative and personalised care services which help to maintain people's independence for as long as possible.

Many of our services are provided in conjunction with the community and voluntary sector and we are committed to working with our partners to develop services that reflect local demand. The Local Account explains that we have set up a shadow Health and Wellbeing Board as part of the Government's 'early implementers' programme to lead on this work. We are proud of our joint working approach through our shadow Health and Wellbeing Board and we aim to strengthen and develop this even further in 2011/12.

3. Recommendation

That Cabinet note the content of the Local Account attached in Appendix 1.

4. Other options considered

The Local Account has been introduced by the Government to let residents know how well adult social care has performed. It is an opportunity for Councils to make more information available to residents, service users, carers, and other partners in the community on their successes, challenges and priorities.

In a letter to Directors of Adult Social Services in July 2011, the Promoting Excellence in Councils' Adult Social Care Programme Board, chaired by the Association of Directors of Adult Social Services (ADASS), suggested that 'all councils with social care responsibilities consider producing a short, accessible local account during 2011/12 and preferably by December 2011'. Although the production of an annual Local Account is not a mandatory requirement, it was considered important that Haringey produced an account in line with these national expectations.

5. Background information

The new approach to reporting on adult social care outcomes aims to be responsive to local circumstances, therefore, the format, structure and content of the Local Account are down to local discretion. It is expected that different approaches will be tested in the first year so that best practice can be developed.

Haringey's 2010/11 Local Account is structured around the new Adult Social Care Outcomes Framework. This allows our performance to be clearly linked to these outcomes.



As part of the development of the 2010/11 Local Account, we circulated a summary version of the report to our older people's, carers, mental health, learning disability and safeguarding partnership boards. We received some feedback, supporting the proposed structure and length and the inclusion of performance data alongside qualitative information in the account. We also received comments on specific achievements for inclusion which have been incorporated as far as possible.

Some of the key achievements highlighted in the 2010/11 Local Account are as follows.

Domain 1: Enhancing quality of life for people with care and support needs

- We have made it easier for people to find out about personal budgets and direct payments, and to buy and control their own care. By September 2011, 567 people were using a personal budget, almost twice as many as the previous year.
- A study by [Lancaster University](#) showed that 70% of the Haringey respondents said their personal budget had made their lives better. The survey was completed by 110 service users and 68 carers from Haringey, showing positive levels of engagement.
- We have made it easier for people to contact adult social care services for advice and information through a new single point of contact, the [Integrated Access Team](#), and through our web-based directory, [HAricare](#).
- We launched a dedicated Carers Hub at Wood Green Library offering a relaxing space for carers to meet and find information or advice.
- We worked with Haringey Association for Independent Living and Friends of the Park to open Downhills Park community café in March 2011. The café provides training and work experience for people with a learning disability.

Domain 2: Delaying and reducing the need for care and support

- We have reduced the number of delays in leaving hospital and we are now one of the best councils in London. In January 2011, we introduced a joint social work and NHS reablement service which improved the quality of life for people coming out of hospital, making it less likely for them to need long-term services and helping them to regain independence and control over their lives.



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- Haringey's stroke services, provided jointly by the Council and NHS Haringey, performed very well in the [Care Quality Commission review of stroke services](#), ranking top in London and 5th in the country. Our assessment process for transferring people from hospital to home was highly rated.
- The Trees, our new extra care housing scheme opened in March 2011, has won a prestigious architectural design award for innovation in older people's housing. The scheme offers independent living space for 40 older adults with high care needs and means they can receive the care they need but have their own apartment with the dignity and privacy this affords. We are developing more extra care housing which is designed to keep people independent for as long as possible and is an alternative to residential care.
- We are the 9th best in the country for providing an annual health check to people with a learning disability. We achieved 74% compared with a national average of 40%. This followed Haringey Learning Disability Partnership's programme of training with GPs which improved understanding of the health needs of people with learning disabilities.

Domain 3: Ensuring that people have a positive experience of care and support

- In the 2010/11 Adult Social Care Survey, 85% of people who use our adult social care service were satisfied with the care and support services they receive.
- 78% of people who used home care were satisfied with the service.
- 89% of supported housing service users said that they are happy with their accommodation.
- We won 26 [WOW! awards](#) following nominations from local people for outstanding customer service.
- We have robust and vibrant [partnership boards](#) for learning disabilities, mental health, older people, safeguarding and carers.
- A new independent Residents and Relatives Council was established in September 2010 for our in-house older people's residential and nursing care homes.

Domain 4: Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm



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- We restructured the [Adult Safeguarding and Deprivation of Liberty Safeguards](#) service to develop a more effective multi-agency way of working.
- We have set up a Safeguarding Member Panel which is already helping Councillors to contribute more effectively to the development of the adult safeguarding service.
- We are implementing [Protecting adults at risk](#), the new London-wide adult safeguarding procedures published jointly by SCIE, the Association of Directors of Adult Social Services, Metropolitan Police and NHS London.
- Our approach to improving the quality of life for Court of Protection clients has been cited as an example of good practice in adult safeguarding prevention by the [SCIE](#). This has helped people to use their own money to improve their quality of life and feedback has been very positive.
- The Safeguarding Adults Board has produced an [annual report](#) of adult safeguarding activity in Haringey, which is available on the Council's website.

The 2010/11 Local Account for adult social care was published on the Council's website in December 2011 following ratification by the shadow Health and Wellbeing Board on 13 December 2011. The account is accessible to local residents and partners on the Council's website and an easy read version is available to increase accessibility.

To ensure that the Local Account is useful for local residents, we have published a short feedback form with the Local Account to gain feedback for next year's account. This approach has been adopted by other councils since this is the first year that councils have been required to produce a public-facing document for adult social care performance.

For next year's account, we will also look at other councils' 2010/11 Local Accounts to establish best practice. Using this information, we will consult further with our partners about the content of the 2011/12 Local Account, including the Haringey Local Involvement Network/Health Watch, which will provide an important perspective on the account.

6. Comments of the Chief Financial Officer and Financial Implications

There are no specific financial implications included in this report. It is expected that any costs associated with printing copies of the report from



the Council's website will be contained within existing budgets. The financial aspects of the work undertaken by Adult & Housing Services are monitored by the regular financial and performance management framework of the Council.

7. Head of Legal Services and Legal Implications

There are no legal implications to this report.

8. Equalities and Community Cohesion Comments

Haringey's Adult & Community Services provides a range of information, advice and care services to support residents over the age of 18, in particular, older people, people with mental health needs, people with physical and learning disabilities, people with substance misuse issues, people living with HIV/AIDS and carers.

The Local Account describes our positive approach to equalities and community cohesion embedded within our service delivery. It highlights our engagement with a culturally diverse range of stakeholders which has assisted the development and delivery of services. The report also refers to specific services, such as the independent mental capacity advocacy service, which helps service users to access social care services.

Adult & Community Services continues to gather equalities information of residents assessed for or receiving services. Equalities impact assessments were carried out on all proposals for making changes to services.

9. Head of Procurement Comments

Not applicable.

10. Policy Implications

The 2010/11 Local Account sets out the main policy implications for adult social care. In line with the Government's [Vision for Adult Social Care](#), the [Localism Bill](#) and the [Think Local, Act Personal](#) transformation agenda, we are working closely with community and voluntary organisations to find ways of developing more personalised and preventative services which meet people's changing care needs. Haringey's [Voluntary Sector Strategy](#) provides a new commissioning and funding framework which sets out the core principles for how the Council will support and work with the voluntary sector in this area.

Joint working with health services is one of our key priorities. We support this through joint commissioning and the recent [integration of health](#)



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[improvement functions](#) within the Council. Our shadow Health and Wellbeing Board, established in April 2011, is made up of elected Councillors, Council officers, health services, the Clinical Commissioning Group and the voluntary and community sector. This Board is taking forward the promotion of early intervention, prevention and wellbeing for everyone in Haringey, with one of its first tasks in 2011/12 being to develop a [Health and Wellbeing Strategy](#).

Key emerging issues for 2011/12 will include:

- The proposed Government White Paper, [Caring for Our Future](#), bringing together the [Vision for Adult Social Care](#), the [Dilnot Report](#) on future funding of adult social care and the [Law Commission's reform of adult social care](#);
- Further delivery of integrated commissioning with health services in line with the [Health and Social Care Bill](#).

11. Use of Appendices

Appendix 1: London Borough of Haringey Adult Social Care Local Account 2010/11: A Review of Progress and Emerging Priorities

12. Local Government (Access to Information) Act 1985

Not applicable.