

'How we served you'

We are pleased to present Sutton Council's Sixth Local Account of its Adult Social Services which forms part of the People Directorate; one of the three directorates of Sutton Council. This account sets out how our Adult Social Services performed in 2016/17. The priorities for 2016/17 were:-

Progress the integration of Adult Social Services with Children's Services and other relevant partners. **Achieved** through 0-25 years service.

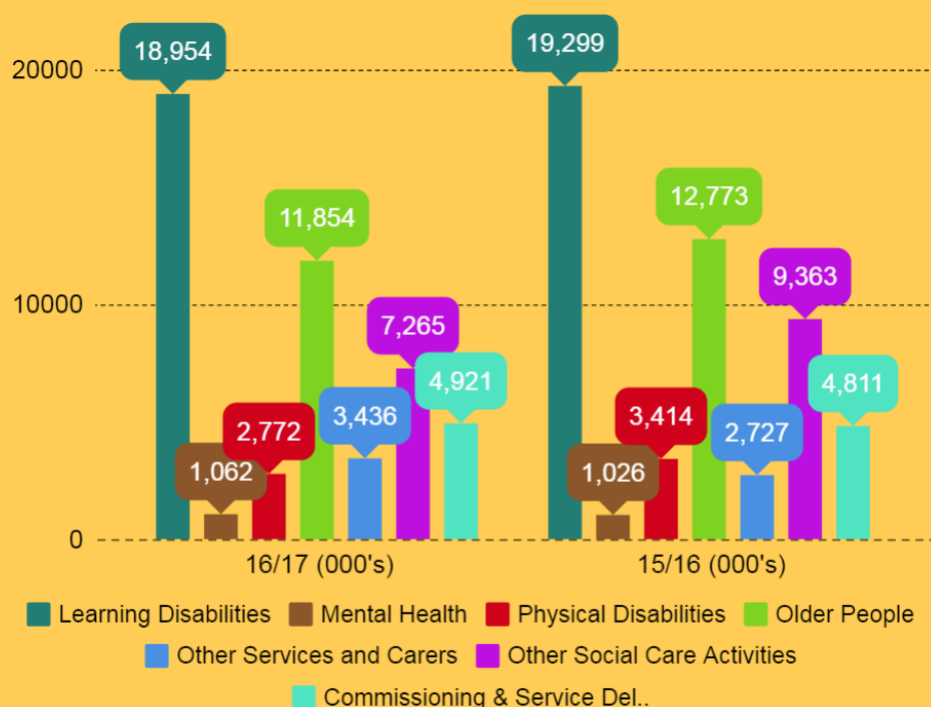
Ensure that through working with other directorates and our partner agencies that all eligible adults in need of social care receive personalised services. **Achieved** good levels of customer satisfaction.

Work with the NHS, other directorates and partners:-

*to increase integration across health and adult social services and to improve the health of the borough's population and reduce health inequalities. **Achieved** - Sutton Integrated Digital Care Record & continued working with the NHS

*to extend the independence of borough residents through prevention, early intervention and reablement services. **Achieved** through success with reablement delivered by the Short Term & Reablement service
To safeguard vulnerable adults and respect their wishes. **Achieved** through people saying they were fully involved in the safeguarding process and through improved notifications.

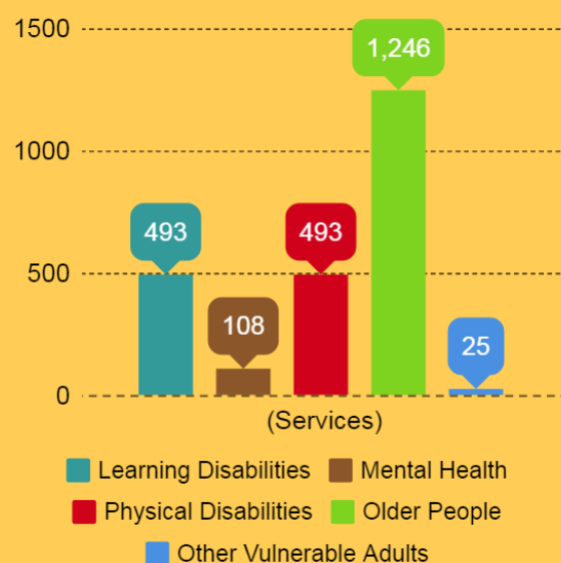
Finances 2016/17



The council has to deliver significant on-going savings in response to the government's policy aimed at reducing the public sector deficit, mainly through reductions in public expenditure. Unprecedented cuts to councils' budgets means the council has to save £74 million between 2010 and 2020. As of March 2017, the council as a whole has delivered £65 million of savings since 2010. Of this Adult Social Services has contributed £12.5 million. The total expenditure for Adult Social Services in 2016/17 was £50.3 million compared to £53.4 million in 2015/16.

How we supported our residents

The Adult Social Service received a total of 4,193 requests for support from new people. Most of these clients were provided with information and advice and/or received a referral to services in the community. The council supported 2075 people in 2016/17 with Long Term Support. The breakdown of this number can be found below:



Working with Health Partners

The London Borough of Sutton and Sutton Clinical Commissioning Group created a shared record called Sutton Integrated Digital Care Record which was launched in December 2015. St Helier Hospital has successfully implemented the system. Data from 24 out of 27 Sutton GP practices were successfully loaded and linked with some adult social services records. More have been added this year. Social services information can only be loaded once the person has given explicit consent.

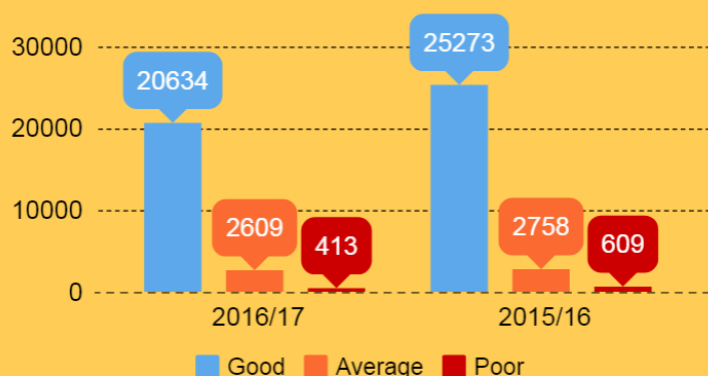
Adult social services continue to work with NHS partners aiming to provide services closer to where you live or in your home. An example of this is our Admiral Nurses team who support the unpaid carers of people with dementia. They play a unique, caring role by working across different parts of the health and social services system, so the needs of unpaid carers and people with dementia can be addressed in a coordinated way. Commissioning services along with the NHS is another.

Sutton IDCR http://www.digihealth.net/digital_patient/47805/sutton-integrates-social-care-and-health-record

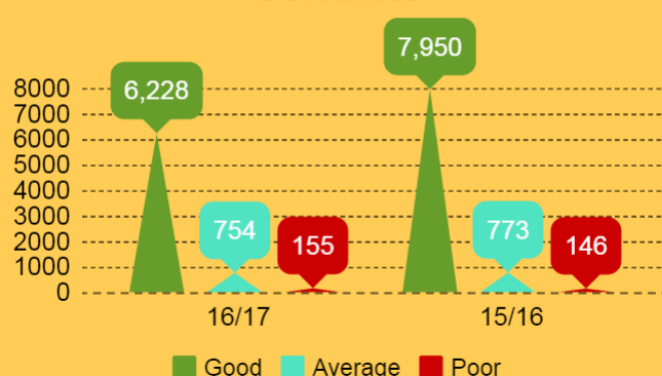
Customer Satisfaction Survey

Sutton Council welcomes residents' comments as this can help to make improvements in the services we deliver. We aim to provide the highest standard of customer care to all members of our community. In 2016/17, Sutton Council received 23,656 telephone calls from people who provided a rating at the end of their call. From this number, 87% of these people gave us an overall rating of "Good", 11% gave us a rating of "Average" and 2% a rating of "Poor". This compares to a total of 29,090 telephone calls which were rated in 2015/16 of which 88% of people gave us an overall rating of "Good", 10% gave us a rating of "Average" and 2% a rating of "Poor". These results were also reflected in the response of people who had telephoned the council in respect of a specific query related to Adult Social Services. Once again, 87% of the people gave us an overall rating of "Good", 11% gave us a rating of "Average" and 2% of a rating of "Poor". This compares to a total of 8,869 telephone calls which were rated in 2015/16 of which 90% of people gave us an overall rating of "Good", 8% gave us a rating of "Average" and 2% a rating of "Poor".

All Telephone Contacts



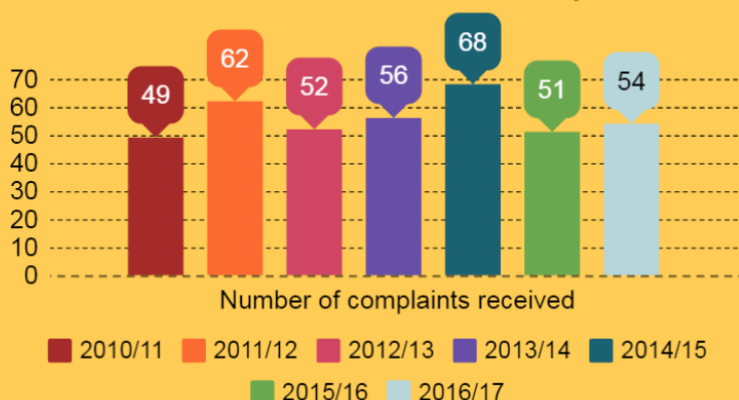
Adult Social Services Telephone Contacts



Complaints

Complaints are important to the council and we learn from them and aim to make improvements to our practice. Sutton residents can report to the council's Customer Care Team if they are unhappy with a service so that we can put things right. The number of complaints about Adult Social Services over the last few years is summarised below:

Adult Social Services Complaints

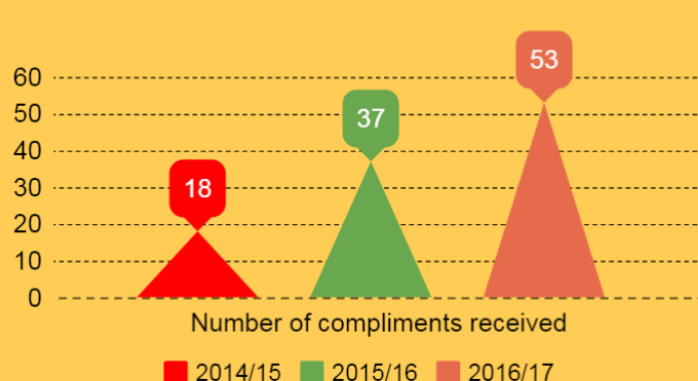


54 complaints were raised in 2016/17 which is an increase of 3 while the number of people supported with long-term needs increased by 69 from the previous year. Some common themes associated with these complaints include: concerns about care packages/disputes about the care provided (residential/domiciliary), quality of care and amount of care received. Learning from complaints forms part of the training for staff and informs our workforce-development.

Compliments

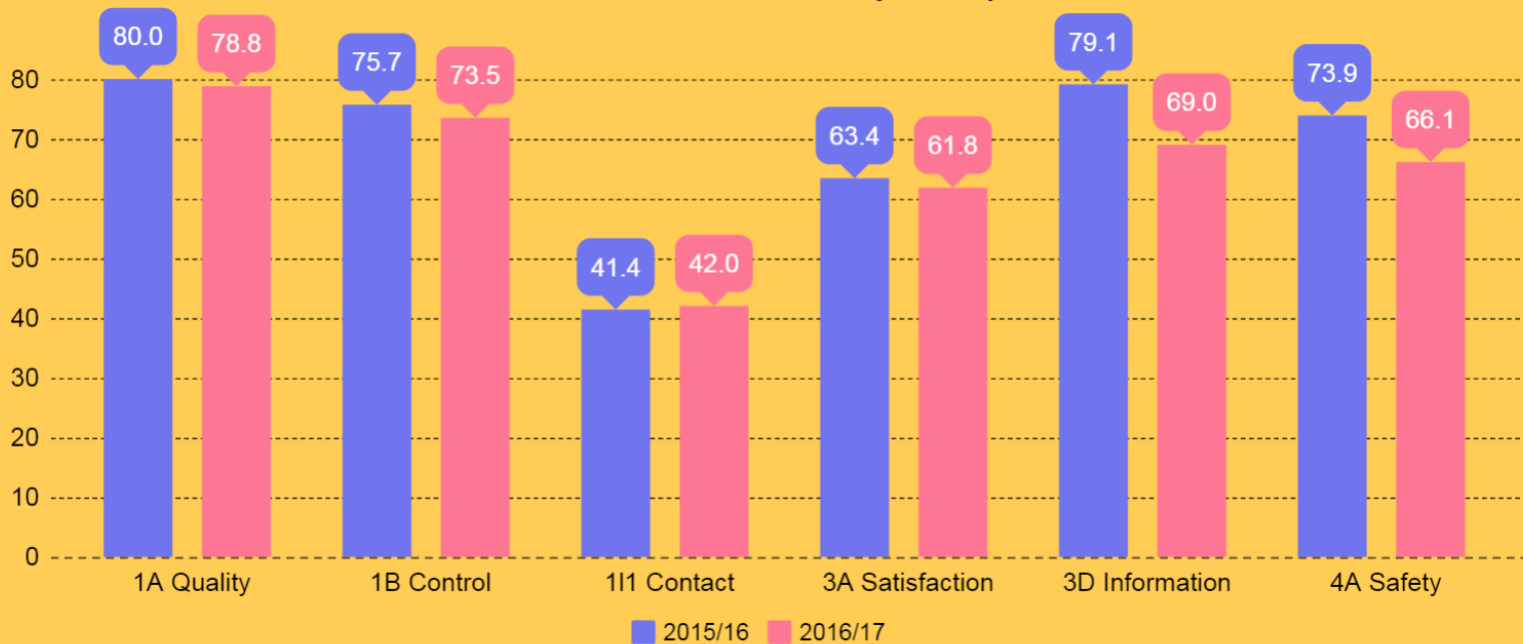
Compliments are important feedback that tells us what we are doing well and helps spread good practice. We remain committed to learning from all comments, compliments and complaints. In 2016/17, the total number of compliments received in the People Directorate in relation to Adult Social Services was 53 compared to 37 compliments received in 2015/16 which is an increase of just over 43% from the previous year.

Number of Compliments



National Adult Social Care Survey 2016/17

Adult Social Care Survey Response



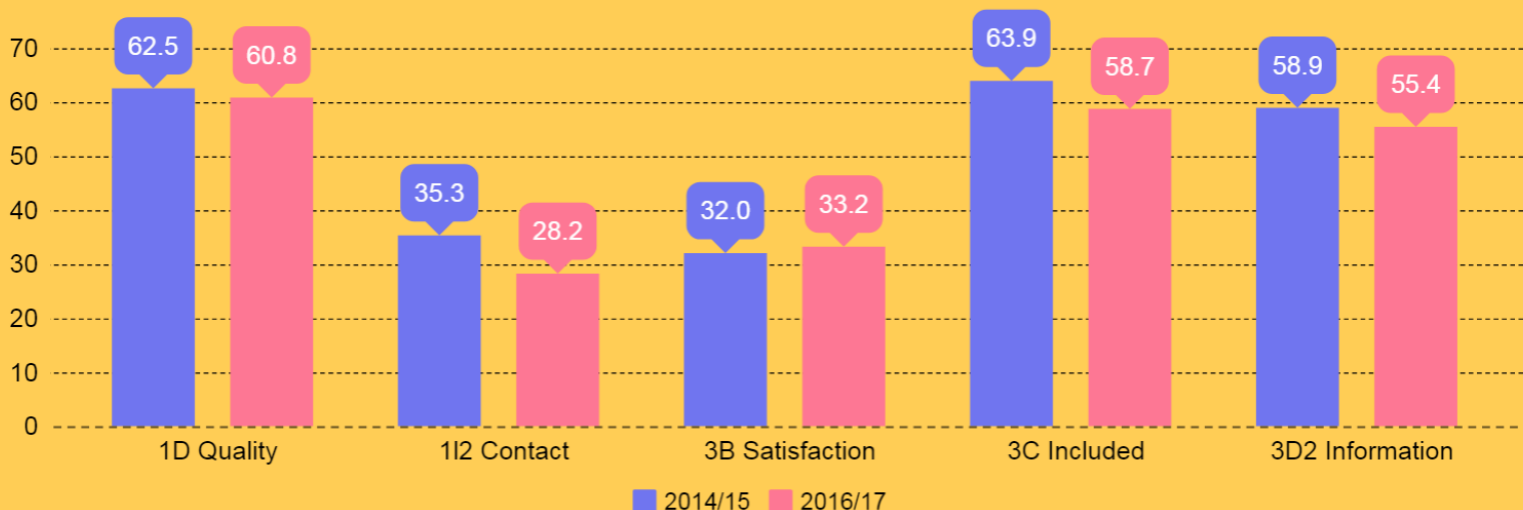
The National Adult Social Care Survey is a survey of service users conducted by all local authorities in January and February every year.

The full NHS Digital report can be accessed via this link: <https://digital.nhs.uk/catalogue/PUB30102>

913 questionnaires were sent to service users in Sutton of which 360 were completed and returned, a response rate of just under 40%. Generally we have maintained our position in a time of financial austerity. We are looking at ways of improving our information and advice. In 2016/17 there was an increase in the proportion of people who reported that they have as much social contact as they would like. This helps people to stay at home in Sutton rather than go in to residential care.

National Adult Social Care Carers Survey 2016/17

Adult Social Care Carers Survey Response

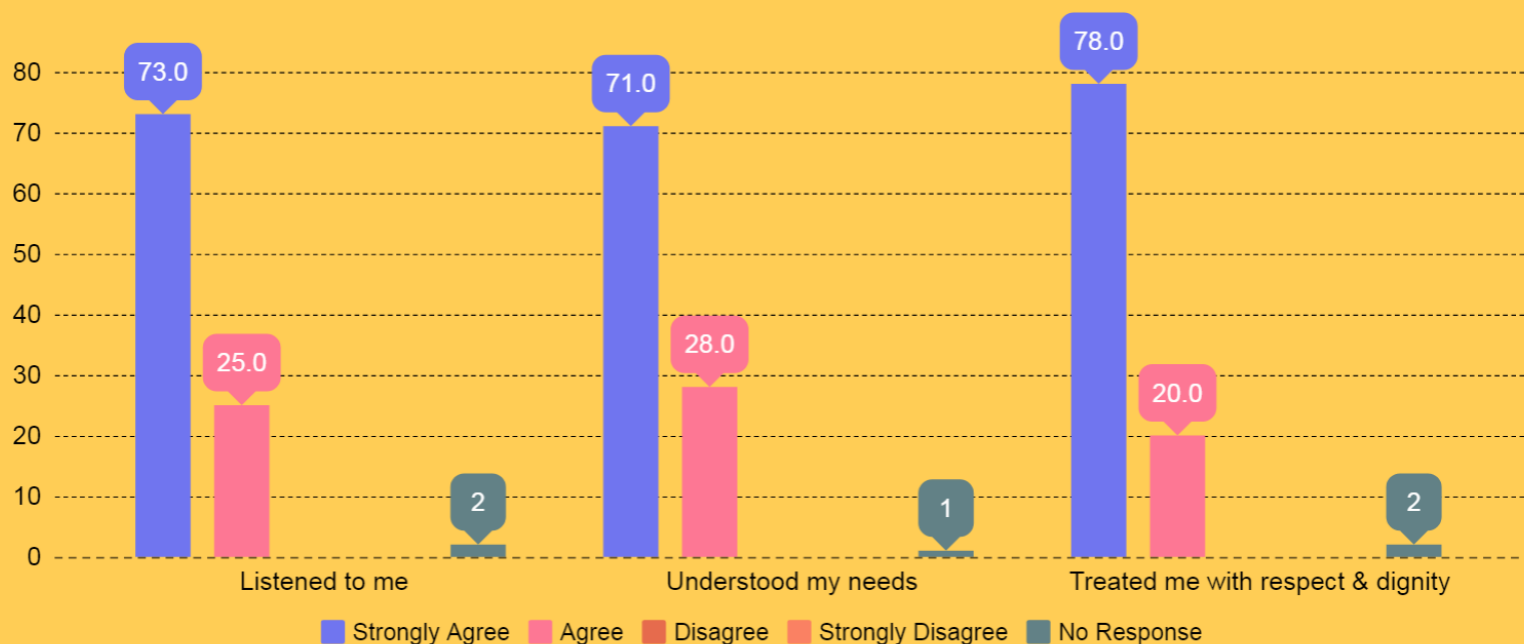


The National Adult Social Care Carers Survey is a biennial survey of carers conducted by all local authorities. The full NHS Digital report can be accessed via this link: <https://digital.nhs.uk/catalogue/PUB30045>

547 questionnaires were sent to carers in Sutton of which 265 were completed and returned, a response rate of just under 40%. The National Adult Carers Survey for 2016 shows that a higher proportion of adult carers in the borough of Sutton is caring for a person with a learning disability or difficulty (25.2%); a mental health problem (27.5%) or dementia (35.5%). This is reflective of the borough's population and the good support available. 0.50% of Sutton's population has a learning disability which is greater than the London (0.34%) and England (0.44%) average. Support for people with mental distress is provided by the council, Sutton 1in4 Group, the Sutton Mental Health Foundation, and the Sutton Mental Health Carers' Group. All of these enable more people to remain at home in their local community. Supporting their unpaid carers is an important part of this. The national Adult Carers survey for 2016 has identified areas where we can help unpaid carers even more. We will be using this to inform the revision of the Sutton Carers' Strategy and the Learning Disability Strategy. **This is an area highlighted for improvement.** ▲

The Sutton Adult Social Services User Experience Survey 2016/17

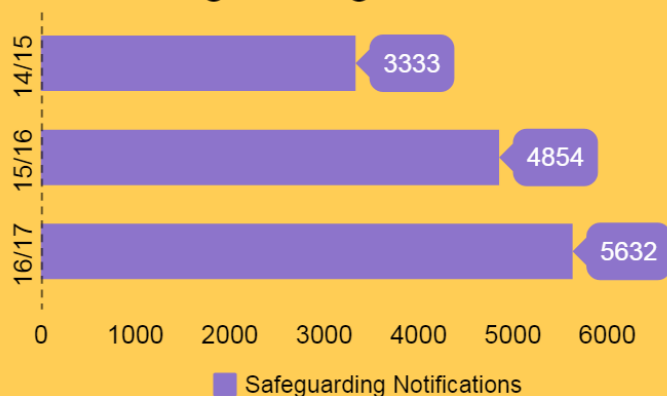
Sutton Adult Social Services User Experience Survey Response



The Sutton Adult Social Services User Experience Survey provides an understanding of our service users' experience of accessing Adult Social Services and of their satisfaction with how they were treated by us. In 2016/17, 274 people completed the survey. The survey looks at their experience of the initial assessment process. The survey shows high levels of overall satisfaction with Adult Social Services throughout 2016/17. The ability of staff to listen to people, understanding their needs, and treating people with dignity and respect were rated most highly by the people who completed the survey.

Safeguarding

Safeguarding Notifications



The number of notifications (where people or organisations raise potential concerns) has increased year on year. The increase in notifications in 2016/17 as compared to 2014/15 and 2015/16 is the continuation of increased awareness raising among the public and partner agencies. Working with our partners is all part of Making Safeguarding Personal. The increase is also due to improvements in the way in which notifications are recorded on our systems.

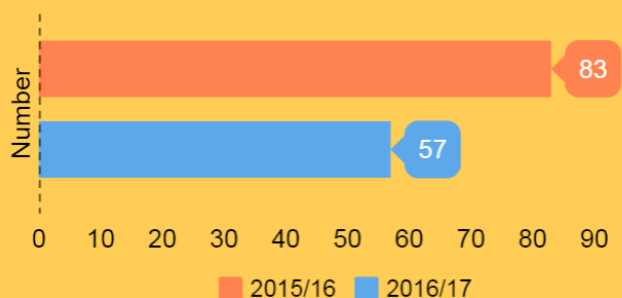
Alongside the increase in notifications, we have improved our processes for reviewing notifications within Adult Social Services.

Of the 5632 notifications received in 2016/17, 496 were taken forward as safeguarding concerns.

Performance

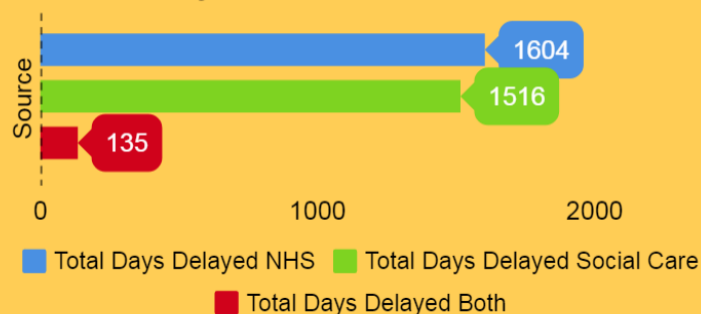
Sutton Council has an Adult Social Services Performance Report. In this Local Account, we provide a brief summary below of our performance:

Permanent Admissions of Older People



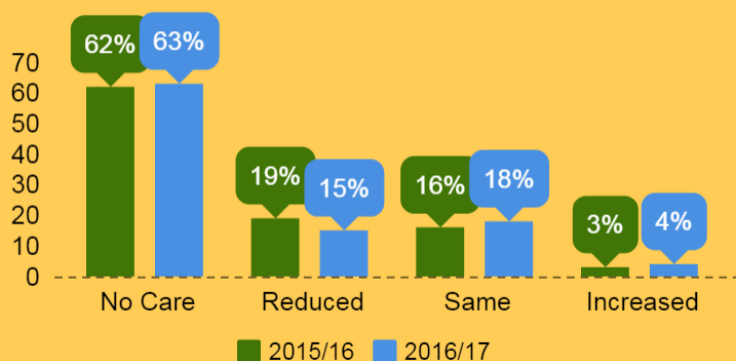
In 2016/17, there were 57 permanent admissions made to a nursing and residential care home compared to 83 admissions in 2015/16. Sutton's performance is better than the nationally monitored Better Care Fund target of 70 for 2016/17 and is better than the England average. The performance suggests that Sutton residents are able to be supported in the community for a longer period.

Delayed Transfers of Care



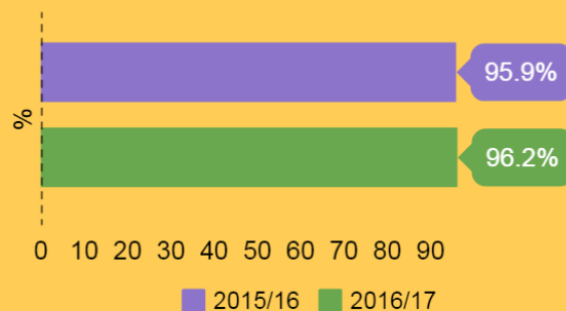
This performance measures the number of bed days that people were delayed whilst awaiting a hospital discharge during 2016/17. Our aim is for people to return home as soon as they are medically fit for discharge. This helps those people keep fitter and avoid getting hospital acquired infections. A key achievement is having fewer days delayed (178.1) than our Better Care Fund target (198.9) based on the rate of delay per month per 100,000 population.

START Reablement Service



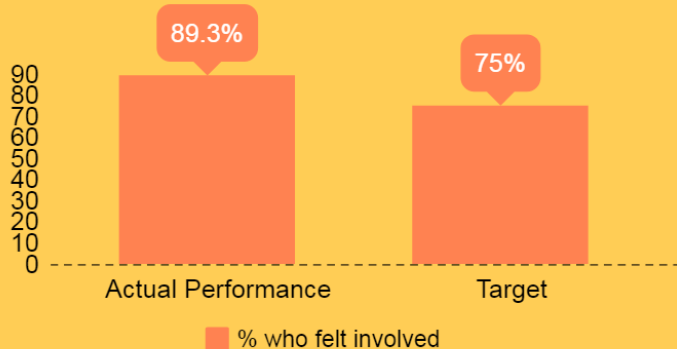
The START Reablement Service aims to support people to retain their independence and in the financial year 2016/17 received 1,550 referrals. Over 60% of those individuals who completed a reablement programme did not require any long term support services following the START intervention and a further 15% saw a reduction in the ongoing support they required at the conclusion of the service.

Reablement Success



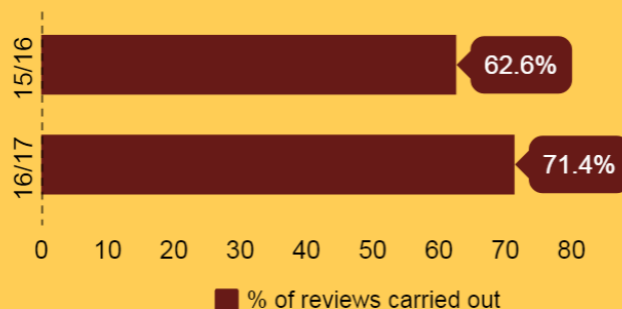
This performance measures the percentage of older people (65+) who completed a programme provided by our START Reablement Service and who were recorded as living at home 91 days after being discharged from hospital. The nationally monitored Better Care Fund target for Sutton in 2016/17 was for 90% of individuals completing a reablement programme to be living at home 91 days after being discharged from hospital, the final performance outcome was recorded as 96.2%.

Making Safeguarding Personal



This performance measure indicates the percentage of clients, or their representatives, who felt that they were fully involved in the safeguarding process. The aim of this measure is to help people to be safer by adopting a personalised approach to the safeguarding of vulnerable adults.

% of Service Users Reviewed



Between April 2016 and March 2017, 1089 service reviews were carried out. During the period 71.4% of clients received a review or reassessment of their needs. The target for 2016/17 was 65%. Although performance improved over that recorded for 2015/16, this is still **an area highlighted for improvement** in 2017/18 with an increased target of 72.5%.

Highlights of the year

0-25 Service - A single service has been created for people aged 0-25 years who have a disability. This provides continuity of care and support throughout their childhood and in to early adulthood.

Sutton Homes of Care - The Sutton Homes of Care vanguard sees partners from across health and care working together with care homes and local communities to provide high quality, value for money services that enhance the health and wellbeing of care home residents.

Joint Intelligence Group (JIG) - Adult Social Services works closely with NHS colleagues to ensure that they have a shared understanding of the care provider-market and are able to intervene where appropriate. The JIG works collaboratively with the Care Quality Commission (CQC). This combined approach builds upon the strengths of the respective organisations and helps to safeguard adults with health and social care needs. It also aims to facilitate partnership working with providers so they can share learning and good practice.

Positive Inspections

The Short-Term and Reablement service and the Specialist Learning Disabilities Clinical Health Team were both inspected by the Care Quality Commission. Feedback was very positive with both services being rated as "Good".

Specialist Clinical Health Learning Disabilities Team - provides support to learning disabled people with very complex needs. It helps general practitioners with the individual Health Action Plans and annual reviews for these people. It also helps Epsom and St. Helier NHS Trust when it provides treatment to these people. This includes the use of hospital passport, reasonable adjustments, assistance with assessment and discharge planning. The team also work with NHS community health services in relation to access to specialist and generic physiotherapy for adults with learning disabilities,

Short Term and Reablement (START) - supports people to become self-supporting or develop a long-term support plan that focuses on the individual's level of independence. It works with people when they leave hospital and also when they are living at home

Summary of our priorities in 2017/18

- ★ Promote the independence of older adults as set out in the 'Sutton Plan' <http://www.thesuttonplan.org>
- ★ Working with partners and other directorates, we will ensure that all eligible adults in need of social services receive personalised services.
- ★ Working with the NHS, other directorates and partners:-
 - to increase integration across health and adult social services including development of joint commissioning approaches
 - deliver sustainable services in the context of financial austerity
 - to extend the independence of borough residents through prevention, early intervention and reablement services
 - develop and implement a new Carers' strategy.
 - to safeguard vulnerable adults and respect their wishes.