



THE LONDON BOROUGH  
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# Adult Social Care & Housing Services

## FINAL Local Account 2012/13

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# Supporting Independence in Bromley

## Introduction

Welcome to Bromley Council's Local Account of Adult Social Care and Housing for 2012/13. This report outlines how Bromley is supporting an improved quality of life for people with social care needs and the 'Towards Excellence in Adult Social Care' sector led programme to improve the wellbeing of adults and older people.

We face considerable challenges to meet the rising level of demand for support, especially for people with more complex needs, and will work closely with partners to improve health and wellbeing, prevent dependency on long term support, and prevent abuse and neglect.

Our commissioning programme will support the re-shaping of the market so that there is better access to universal services, information, advice and guidance, to allow people to make informed choices and exercise control.

To enable us to deliver the "Building a Better Bromley" overarching corporate operating principles where *"residents expect to manage their own lives with the minimum of interference from the Council and when they need the Council's support they expect that it will be provided efficiently, represent value for money and free from unnecessary bureaucracy and delays"*, the Adult Social Care and Housing offering is aligned to the overarching corporate operating principles of supporting independence and offering value for money.

## Key Priorities for 2012/13

The departmental Portfolio Plan for 2012/13 focused on 'supporting improved quality of life through encouraging high aspirations, maximising independence, promoting healthy lives and protecting the most vulnerable'.

The four Care Services Priority Outcomes were:

- ◆ Ensuring the **health and well-being** and enhancing quality of life for adults and older people with care and support needs.
- ◆ Maximising **independence** and reducing the need for care and support
- ◆ Ensuring that people have a **positive experience** of care and support
- ◆ Ensuring adults and older people whose circumstances make them vulnerable are **safe and protected** for avoidable harm.



The 2012/13 Portfolio Plan full year update can be found at

[Portfolio Plan 2012/13 Full Year Update \(Item 8a\)](#)

## Key Facts

The borough's population in the 2011 Census was 309,400 (2001 Census 295,000).

The borough has experienced an increase in birth rates, with 20,095 0-4 year olds recorded in the 2011 census, an increase of 1,414 on the 2001 census. The increase in birth rate has a significant impact on the number of school places required within the Borough and during the last decade, Bromley has experienced a significant increase in volumes of children with Special Educational Needs and Disabilities (SEND).

### ▶ **Adults with a Learning Disability**

The latest estimate by the Projecting Adult Needs and Service Information System (extracted 17 April 2013), illustrates that the borough is expected to experience a 5% increase in the total population of adults aged 18 to 64 with a learning disability, between 2012 and 2016.

It is expected that over 300 young people with complex and enduring needs who meet the threshold for support from Adult Care Services will make the transition from Children's services to Adult services over the next 10 years.

### ▶ **Older People**

The latest estimate by the Projecting Older People Population Information system (published 28 September 2012) illustrates that the Borough is expected to experience an 7% increase in the total population of people aged 65 and over between 2012 and 2016, and this age group is expected to increase by 11% in total between 2012 and 2020.

### ▶ **Older People with Dementia**

The latest estimate by the Projecting Older People Population Information System (extracted 17 April 2013) illustrates that the borough is expected to experience an 8% increase in the population of older people with dementia between 2012 and 2016.

Although the Council provides services to only a relatively small number of people with dementia, the expected significant increase in the population will have a direct impact on the number of older people eligible to receive support from the department.

### ▶ **Mental Health**

Mental Health/psychological symptoms are common in the adult population affecting up to 1 in 3 people. Applied to Bromley, this would mean that 64,000 people are suffering from one of these symptoms at any one time. Over 2,500 people in Bromley have been identified by GPs as experiencing serious mental ill health.

### ▶ **Housing**

The level of statutory housing need and homelessness has risen dramatically during recent years, predominantly in response to complex economic factors and the ensuing impact on housing markets.

The continuing increase in statutory homeless approaches, together with the shortage of affordable accommodation supply and rising costs of accommodation, have impacted significantly on the number of households residing in temporary accommodation exacerbating budgetary pressures.



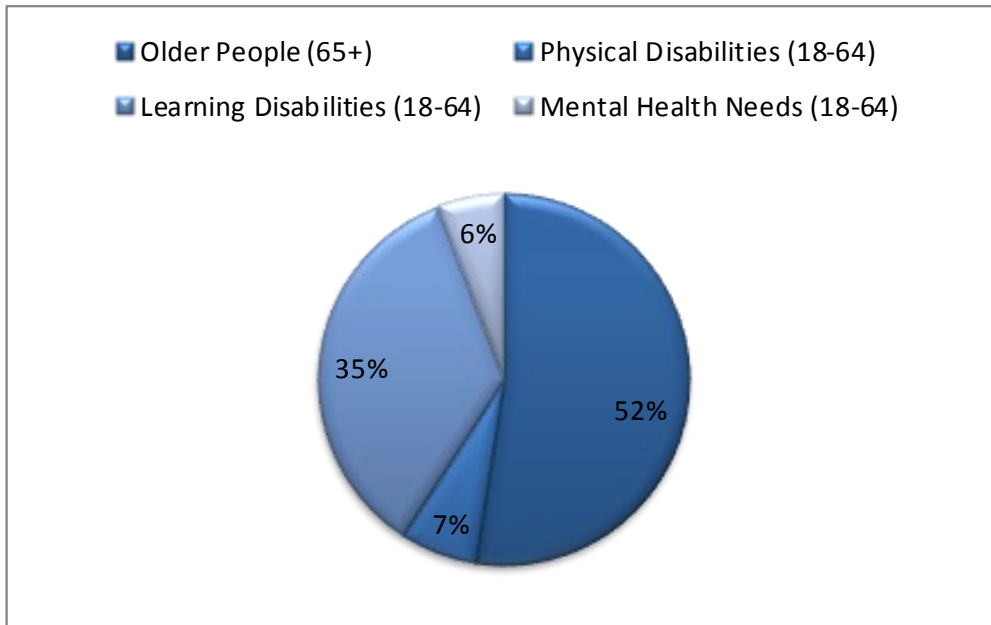
### ▶ **Health**

The key causes of death in Bromley remain circulatory disease, cancer and respiratory disease, with smoking being a major risk factor in all three. The prevalence of heart disease has been stable over the last four years and mortality rates continue to decrease.

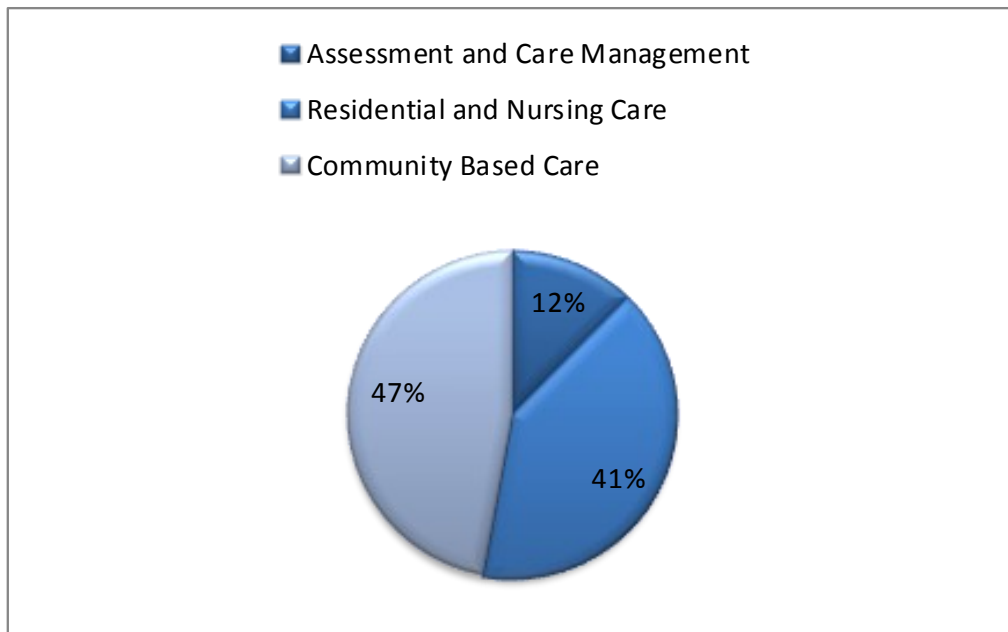
The number of people with diabetes has increased over time. There were 4,846 people on the diabetes register in 2002, as compared with 13,335 in 2011. This reflects a significant rise in prevalence over the last 8 years from 1.6% to 5.0%. This rise has particular significance as diabetes is classed as a vascular disease which is often a precursor to heart disease or stroke.

## Service Provision and Spend

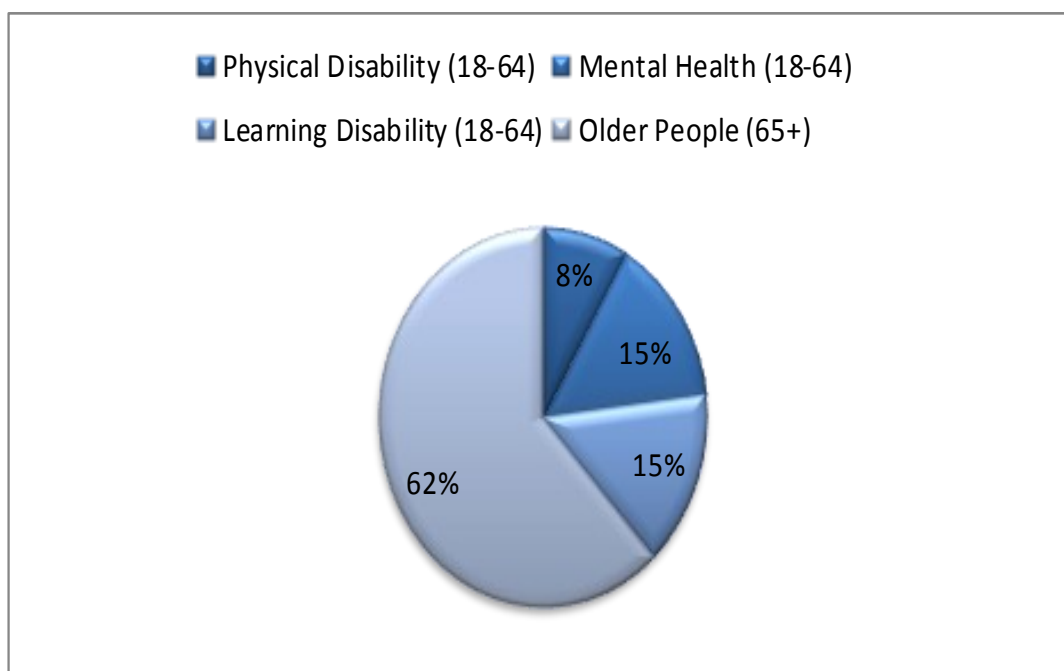
During 2012/13, just over half of Adult Social Care Gross Expenditure was on services for older people ...



...and just under half was spent on community based care



During 2012/13, 7,083 clients received adult social care services.



#### **Older People**

**3412** received community based services with the largest proportion supported by Homecare

**236** chose to manage their support package through a direct payment

**349** received residential care at an average placement cost of £29k per annum, of which 203 have dementia or other mental health issues. 87 of the placements were made this year

**241** received nursing care at an average placement cost of £33k per annum, of which 95 have dementia or other mental health issues. 97 of the placements were made this year

#### **Adults with a Learning Disability**

**867** received community based services with 75 choosing to manage their support package through a direct payment

**155** received residential care, with 7 new placements made this year

**11** received nursing care, with 1 new placement made this year

#### **Adults with a Physical Disability**

**539** received community based services with 169 choosing to manage their support package through a direct payment

**24** received residential care, with 3 new placements made this year

**10** received nursing care, with no new placements made this year

#### **Mental Health**

**954** received community based services.

**58** received residential care with 20 new placements made this year.

## Quality Assurance—Our Achievements

### ► Safeguarding

In September 2012 the “**Safeguarding for Adults and Children**” e-learning suite was launched. 300 individuals across a broad range of health and care social providers, including GP practices, dentists and educational establishments, have passed over 700 modules through the Safeguarding Adults and Children at Risk E learning programme. This form of learning enables safeguarding training to reach further into the care sector and the course programme will be extended for 2013/14 with the addition of two new courses for generic health and social care users on substance misuse and reablement.

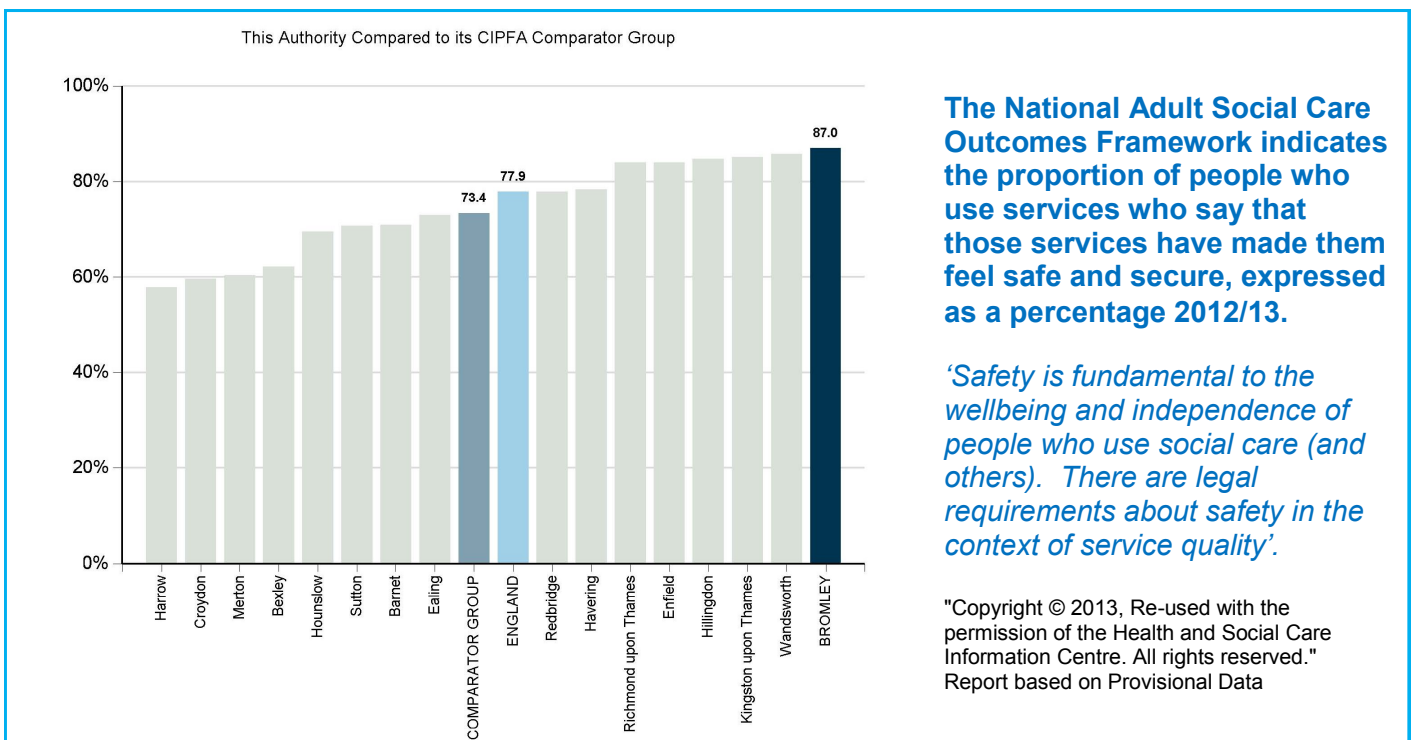
Over 900 places were filled on Safeguarding Adults, Mental Capacity and Deprivation of Liberty courses throughout the year.

125 staff across all agencies, including providers, the London Borough of Bromley, health and police attended the annual Bromley Adults Safeguarding conference with the theme 'Balancing Risks with Choices'. This becomes more pertinent as the proportion of service users who exercise their choice to receive direct payments to organise and control provision to meet care needs increases.

The 5<sup>th</sup> Annual Report from the Bromley Safeguarding Adults Board (BSAB) reflects the partnership working that enables and empowers adults at risk to end abuse. The work undertaken and achievements for 2012/13 included:

- ◆ Trading Standards raised awareness by providing advice and guidance to older consumers and “Safe as Houses” packs, were involved in successful fraud convictions under the Proceeds of Crime Act, and distributed over 2,000 copies of the easy read 'How to Stop Abuse' leaflet throughout the Borough.
- ◆ The London Fire Brigade Bromley Team completed over 2200 home fire safety visits for vulnerable households, Bromley partners were trained in the recognition of fire risk factors and reporting protocol, over 30 vulnerable residents were referred to Social Services for review, and Bromley Council adopted their Hoarding Protocol.
- ◆ Bromley is significantly out-performing neighbouring comparator boroughs in ensuring that adults who lack mental capacity are referred for support by Independent Mental Capacity Advocates.

The 2012/13 Bromley Safeguarding Adults Board annual report can be found via the following link: [BSAB 5th Annual Report](#).



► **Complaints**

This year the Complaints Team implemented its in-house training programme and trained over 20 officers in how to deal with complaints at the front-line so as to resolve concerns without the need for clients to instigate the formal complaints process.

The number of complaints and representations in all service divisions decreased although referrals to the Local Government Ombudsman (LGO) increased, at least in part due to a change in legislation which has, rightly, made this route increasingly accessible.

During 2012/13, the Complaints Team received 246 representations about adult social care. Of these, 37% were handled as statutory formal complaints (those requiring formal investigation) and 12% were managed as informal complaints (could be immediately resolved by the complaints team and service involved). 10% of the representations received were handled as corporate complaints.

The 91 statutory formal complaints received for adult social care this year is a 19% reduction of complaints received for the same period last year.

The majority of the complaints relate to operational issues with 79 people complaining about the services they received, and 12 complaints about information, lack of action and service policy. This year 67 (74%) of the 91 of the formal complaints have been resolved within 20 working days.

Following investigation, 28 (31%) of the complaints were either fully or partially upheld.

Actions taken to improve services following complaints received include:

- ✓ ***The system for logging the receipt of medication was reviewed***
- ✓ ***Inexperienced staff received further training at a day centre for people with learning disabilities***
- ✓ ***Introduction of monitoring process following an unacceptable delay in invoicing a service user for residential care.***

► **Complaints survey**

Listening to our service users is an integral part of making improvements to services and we always tell the complainant what has changed or been improved as a result of their complaint.

We invite our customers to complete feedback questionnaires and 60% told us they thought the complaint response was well written and they were treated with respect and courtesy by those who handled their complaint.

Face-to-face meetings are available to those who wish to discuss their complaint in person and 57% of respondents thought their complaint would have been better handled if they had met an officer. Only 35% of the respondents felt they would have had a better outcome had they been represented by an advocate.

The 2012/13 Education, Care and Health compliments, comments and complaints report can be found at

[Annual ECS Complaints Report 2012/13](#)





► **Adult Social Care and Housing Compliments**

The Department received 19 compliments for adult social care and 3 for housing.

**Adult Social Care and Housing**

*"I really can't praise enough the team who looked after my dad for the 6 weeks after leaving hospital. They were a breath of fresh air for him and I know he enjoyed their company as well as providing much needed care. All the staff were polite, helpful and genuinely cared."*

*"To the Re-ablement Team; thanking you all so much for your daily care and cheerful support that you gave us."*

*"Very many thanks to your team of Re-ablement staff. They have taken away the worry, giving me space and time to care for my own family and myself."*

*"Just a quick email to say thank you for all your help. You have truly been a star and I thank you for that."*

*"A big thank you to the whole team of wonderful ladies in the Re-ablement Team, for your help and kindness in getting me up and going."*



*"I would like to express my great appreciation of the help and excellent support from the Re-ablement Team. You cared for my husband with great kindness, helped him to do all he could and encouraged him with their cheerful optimism."*

*"A huge thank you to all of the Re-ablement team for looking after our mum, who has spent most of the time in tears of laughter from when they arrived to the moment they left; even on her 'moody' days they cheered her up."*

*"This outcome is a classic example of professionals from different boroughs and parents transparently working positively in partnership."*

*"Thank you for the excellent service my mother has received from the facilitators. The transformation since the service began is amazing. It has made a huge difference in both my mother's quality of life and her family's life, as my mother is not as needing of us as she was before the service began."*

## Housing—Our Achievements

During 2012/13, the level of statutory housing need and homelessness rose dramatically, predominantly in response to complex economic factors and the ensuing impact on housing markets. Households facing eviction from the private rented sector accounted for more than a third of all homeless acceptances. Simultaneously, the supply of suitable, affordable accommodation of all tenures available to meet statutory housing duties has reduced.

In 2012/13, we achieved:-

- ▶ Homelessness prevention for 2,137 households through either in depth homelessness prevention casework assistance or securing alternative private sector housing
- ▶ 3,334 households diverted from homelessness acceptance, resulting in less than 10% of homelessness approaches being accepted as homeless
- ▶ Launch of the new enhanced incentive scheme assisted in accessing an additional 194 units of accommodation directly diverting statutory homeless households from costly nightly paid accommodation
- ▶ Implementation of the new allocations scheme reducing the number on the housing register from 7,931 to 2,532 to clearly focus on local residents with the highest levels of housing need which cannot be readily solved through an alternative housing options route
- ▶ 65 social housing tenancies recovered through the social housing fraud initiative to enable use for newly emerging housing need
- ▶ 233 new build affordable housing units were completed assisting the Council to meet statutory housing and social care needs.

The Welfare Reform Act is likely to have a further significant impact upon the overall level of housing need and ability to access accommodation.

During 2013/14, priorities will cover a range of initiatives designed to address the level of statutory homelessness and mitigate the associated budgetary pressures as far as possible.

Homelessness prevention will focus on providing robust and timely housing advice and target intensive intervention work on the main causes of homelessness and in particular initiatives to reduce the levels of homelessness occurring from the private rented sector and as a result of the Welfare Reform Act.

Maximising access to the private rented sector will focus on working at both local and regional level to expand the areas in which private rented sector accommodation can be accessed to offer a greater range of more affordable private rented sector accommodation to meet statutory housing need.

Exploring the feasibility of a range of options to deliver good quality temporary and permanent accommodation such as

- ▶ the potential to use vacant Council property assets for affordable purposes
- ▶ working with housing association partners to secure external capital funding from Government agencies for the delivery of new developments which best reflect local housing requirements
- ▶ ensuring that the Council's local planning policies are formulated and implemented to best reflect the tenure and size of affordable housing stock to meet housing needs
- ▶ increasing temporary accommodation supply to reduce the number of costly nightly paid placements.

Working with housing associations to ensure the most efficient use of existing stock is achieved through encouraging under occupiers to move to smaller accommodation, promoting mutual exchanges and housing association lodging schemes, fixed term tenancies and tackling by potential housing fraud.

The 2012/13 Housing full year updating report can be found at

[Housing Services 2013/14 Priorities](#)

## Updates for 2012/13

### ► Short Breaks Service

The new short breaks service for people with Learning Disabilities opened in Central Bromley in November 2012. Future service users and their families were consulted from the first stages (with easy read documentation being used to explain the move), and their feedback was incorporated into the design and operation of the service.

The 12 en suite bedroom scheme is run in the style of a hotel and the development includes a sensory room and large garden. The emphasis of the service is on supporting guests to develop their independence skills, with their needs being met by trained staff and supplemented by specialist nursing care as required.

### ► New Supported Living Provision for People with Learning Disabilities

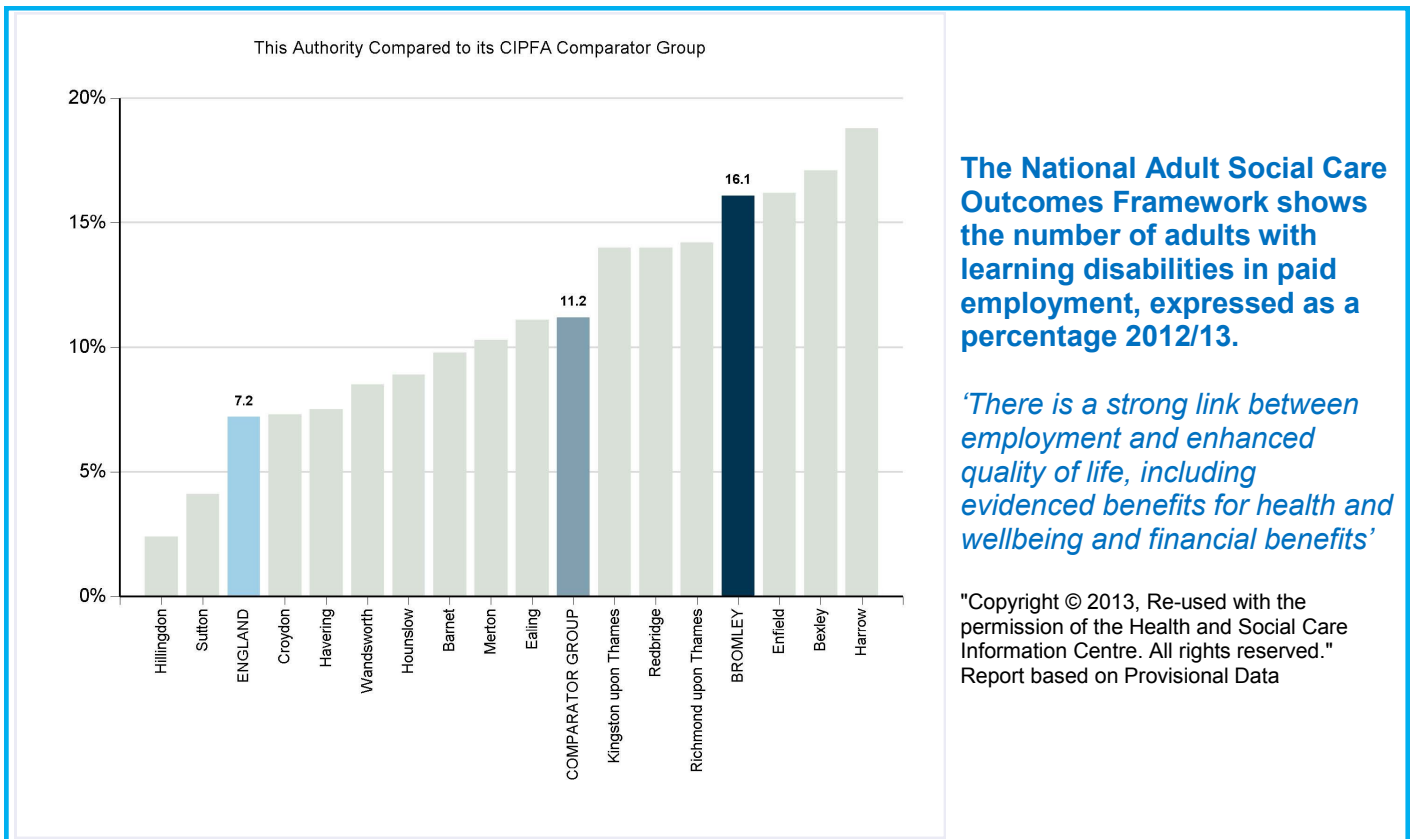
A new Supported Living Service opened in the East of the Borough in January 2013. This is a small development, rebuilt on the site of a deregistered care

home which has been opened as eight small flats for young adults with learning disabilities.

Service users and their families were able to influence colours/finishes in their new homes and were fully involved in the recruitment process of care staff.

The flats are built on two floors with a lift ensuring that both levels are accessible for wheelchair users. Facilities include:

- ◆ well appointed and spacious flats allowing the residents privacy and independent, with support on hand should it be needed;
- ◆ communal living room, where residents can get together to share their meals and attend organised events such as film nights, or just gather together to chat, watch TV, listen to music or play games;
- ◆ an accessible garden which has been landscaped with shady areas for those who want to sit outside without being in the sun.



► **Public Health**

Since 1 April 2013, Bromley Council has run certain public health services in Bromley. This follows the abolition of NHS primary care trusts and transfer of responsibility for these services to local authorities under the Government's Health and Social Care Act 2012. The key areas to come under the control of the council include health checks, health protection, obesity, sexual health, drug and alcohol misuse and smoking cessation - some of these are mandatory services.



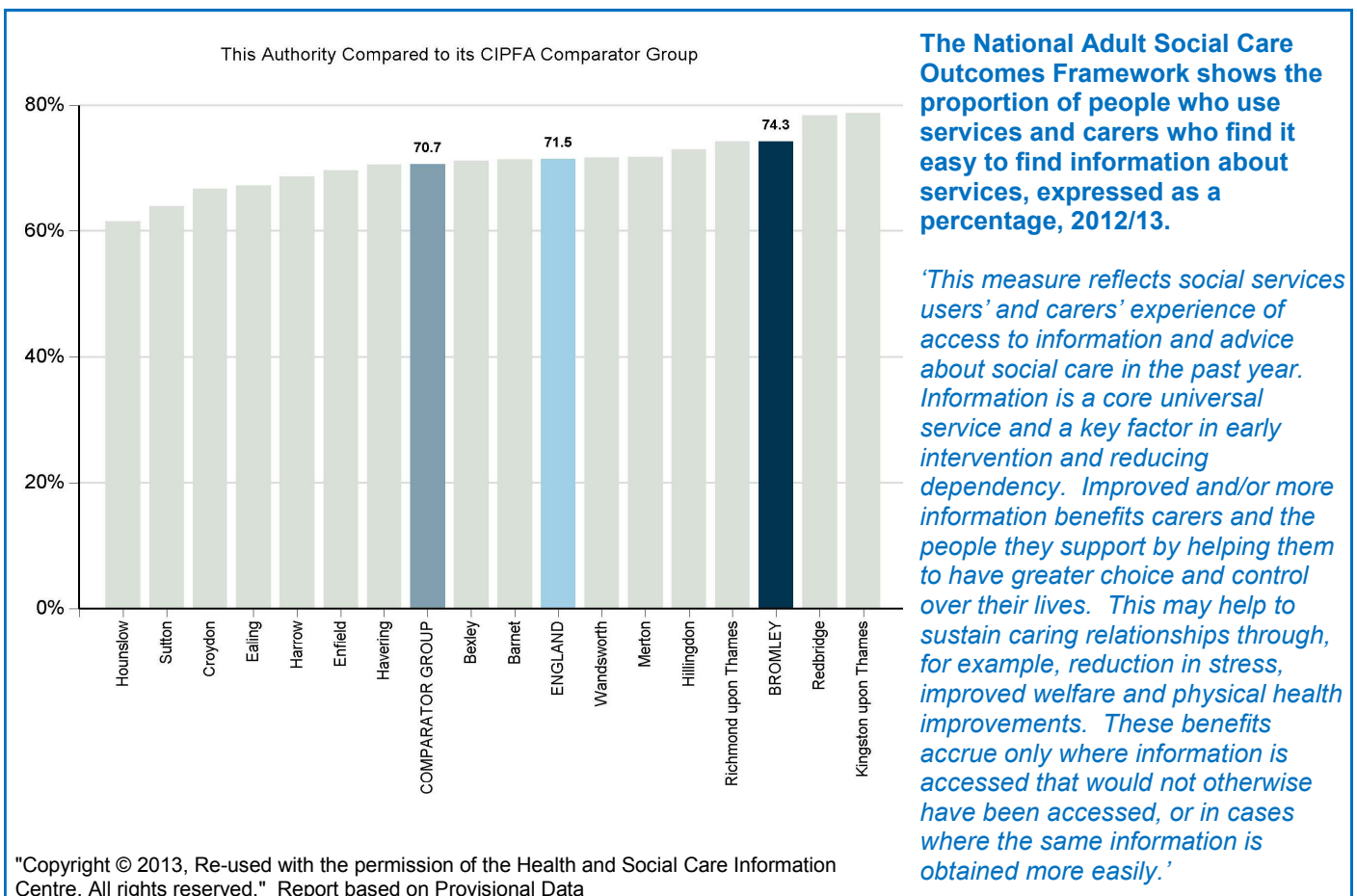
► **“Talking Heads” – Strengthening our Public Information**

As part of the next step in driving forward the profile of Bromley MyLife, “Talking Heads” videos have been uploaded on the Bromley Mylife website. These videos include both staff talking about the content and clients sharing their experiences using Bromley services. The videos can be accessed through Bromley MyLife or through YouTube: [www.youtube.com/bromleymylife](http://www.youtube.com/bromleymylife).

► **Update on Carers’ Survey**

244 carers took the opportunity to give us their views in the Carers’ Survey. The results told us that 22% of carers did not live with the people they cared for and 60% of carers were retired with a further 14% not in paid work.

The detailed feedback from the survey will help us plan, develop and commission services which best meet the needs of the Borough’s service users and their carers.



► **Extra Care Housing Schemes in Central Bromley and the West of the Borough**

August 2012 and November 2012 saw the opening of new Extra Care Housing schemes in Central Bromley and the West of the Borough respectively. These provide an additional 110 flats supporting older people to remain in their own homes. Working with partners to develop such schemes is an important part of how we are moving away from a reliance on residential care to supported living where people who are eligible can continue to receive care in their own home in the local community with the reassurance of a speedy response to emergencies whenever needed.

**Reunited**

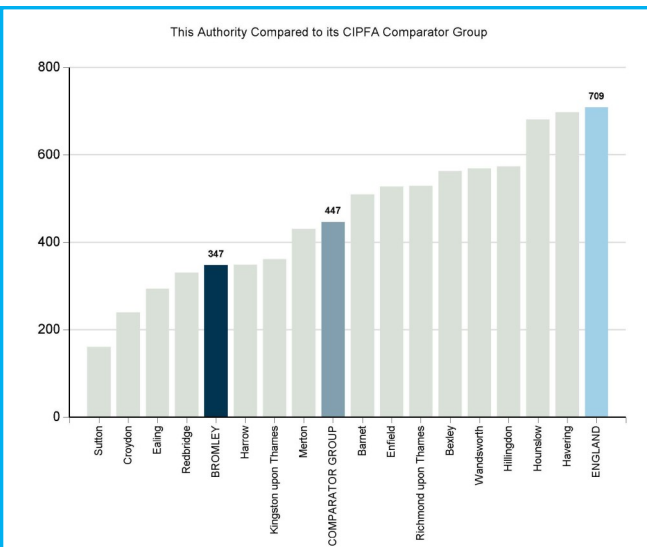
A mother and daughter were eligible for extra care housing after a social care assessment and were reunited when they moved to the scheme in the west of the borough after they had both been housebound and not seen each other for many years.



*“I feel very strongly, that someone should acknowledge what a wonderful scheme this is and the positive effects that are generated by all the decent human beings who run and operate this great establishment.*

*“I now have a mother who is happy and gradually on her way to a full recovery and a very positive outlook on life, being assisted by lots of people, whose sole aim is to make sure that the people they have under their care, receive the best.”*

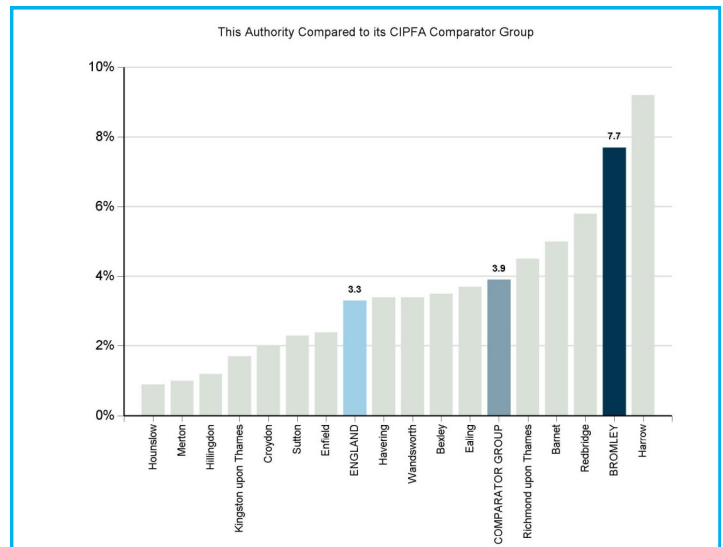
*D went on to give a big thank you to some ‘kind and wonderful’ people he and his wife had met along the way and stated that his Mother and sister “Now spend their days in each others’ company, talking about the past and above all the future.”*



**The National Adult Social Care Outcomes Framework shows the number of permanent admissions to residential and nursing care homes for older people (65 and over) per 100,000 population 2012/13.**

*‘Avoiding permanent placements in residential and nursing care homes is a good indication of delaying dependency. Research suggests where possible people prefer to stay in their own home rather than move into residential care.’*

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**The National Adult Social Care Outcomes Framework shows the number of older people (65 and over) who were offered reablement services following discharge from hospital, expressed as a percentage 2012/13**

*‘This measure indicates the volume of reablement offered.’  
‘We have supported 80.62% (524) of service users aged 65+ discharged from hospital with a reablement/rehabilitation service to remain in their own homes 91 days after discharge. This demonstrates the success of the reablement/rehabilitation service in supporting older people to return home and live independently after discharge from hospital, and the importance of health and social care working together to help older people recover their independence after illness and injury.’*