



Adult Social Care, Housing Services and Public Health FINAL Local Account 2013/14

Encouraging
high
aspirations

Promoting
healthy lives

Protecting the
most
vulnerable

Maximising
independence

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Supporting Independence in Bromley

Introduction

Welcome to the fourth edition of Bromley Council's 'Local Account' of Adult Social Care, Housing Services and Public Health. This report outlines how Bromley is supporting an improved quality of life for people with social care needs, reflecting the new vision for adult social care services as defined by the Care Act 2014. The Act proposed fundamental reforms to how the law on adult social care will work, prioritising wellbeing, highlighting the importance of prevention and postponement of the need of basic care and support, and putting people in control of their care and support, all of which are in line with the Council's Building a Better Bromley aim of 'Supporting Independence'.

Bromley currently supports over 7,000 people with care needs, most of them in their own home and wherever possible, we want people in the community to have an overview of the decisions that affect their lives which means:

- ◆ a focus on local accountability to residents, not to regulators and national bodies;
- ◆ a responsibility for the social care sector to lead its own improvement supported, but not directed by, national bodies.

In 2013/14 Bromley Council continued to work with its health partners through the Health and Wellbeing Board to ensure the smooth integration of health and social care. The work of the Board underpins the duty placed on local authorities by the Care Act 2014 to ensure the availability of information and advice services for all people in its area. ['MyLife', Bromley's social care website](#), is an important resource which provides information and advice should someone need support, enabling them to retain their independence. The information is accessible 24 hours a day, 7 days a week and can be seen from wherever you are in the world.

Increasing demand, greater numbers of self funders and personal budget holders, and restrictions in state funding will mean significant change to the care market. In line with the Care Act 2014, local authorities will have a clear role in facilitating and shaping their market for adult care and support as a whole, so that it meets the needs of all people in their area who need support, whether arranged or funded by the state, by the individual themselves, or in other ways. To achieve this shift, Local Authorities will need to develop the role of market facilitator and Bromley will enter into consultation with providers and service users around our Market Position Statement.

Whilst our Commissioning division has continued to drive down the cost of placements, and the full integration of Public Health into the directorate has allowed some rationalization of spend, we continue to see more and more complex presentations to adult social care, together with the most significant pressures ever experienced by our Operational Housing team. Against this backdrop of a challenging year, with pressures continuing into 2014/15, we continue 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"*, with the Adult Social Care and Housing offering aligned to the overarching corporate operating principles of supporting independence and offering value for money.

Terry Parkin
Executive Director, Education, Care and Health Services

Key Priorities for 2013/14

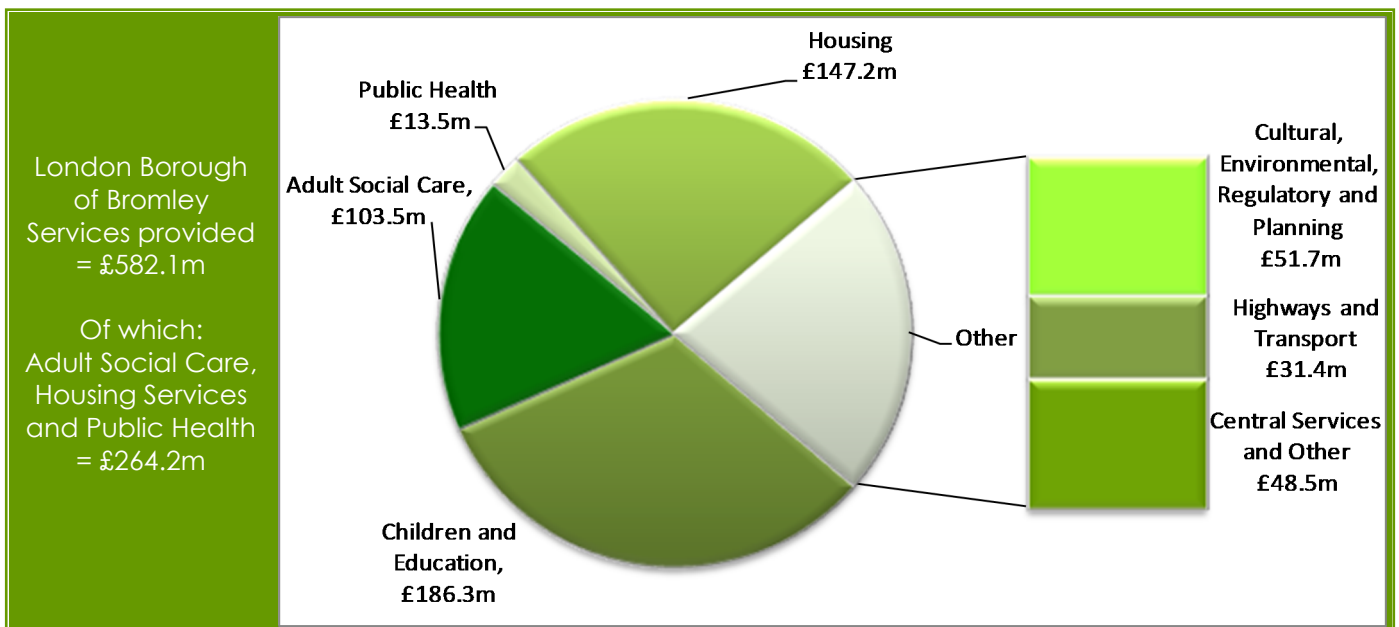
The departmental Portfolio Plan for 2013/14 focused on 'supporting improved quality of life through encouraging high aspirations, maximising independence, promoting healthy lives and protecting the most vulnerable'.

The four Care Services Priority Outcomes were:

- ◆ ensuring the **health and wellbeing** 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.

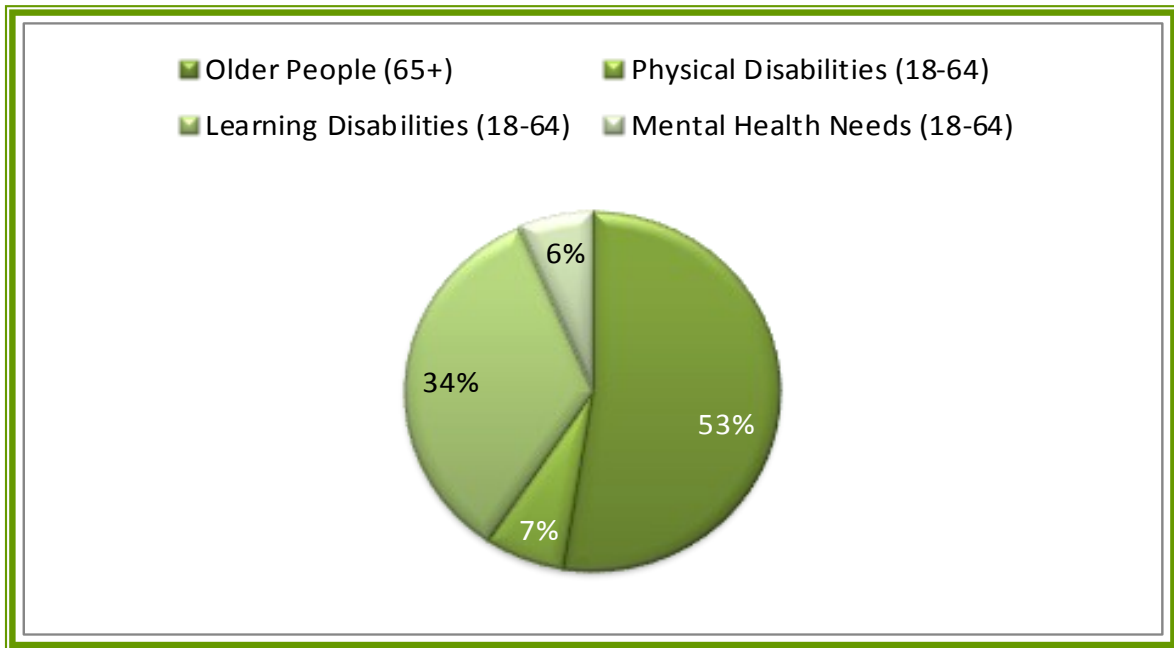
The 2013/14 Portfolio Plan full year update can be found at

<http://cds.bromley.gov.uk/documents/s50017287/Enc.%201%20for%20Care%20Services%20Portfolio%20Plan%20Mid%20Year%20Update.pdf>

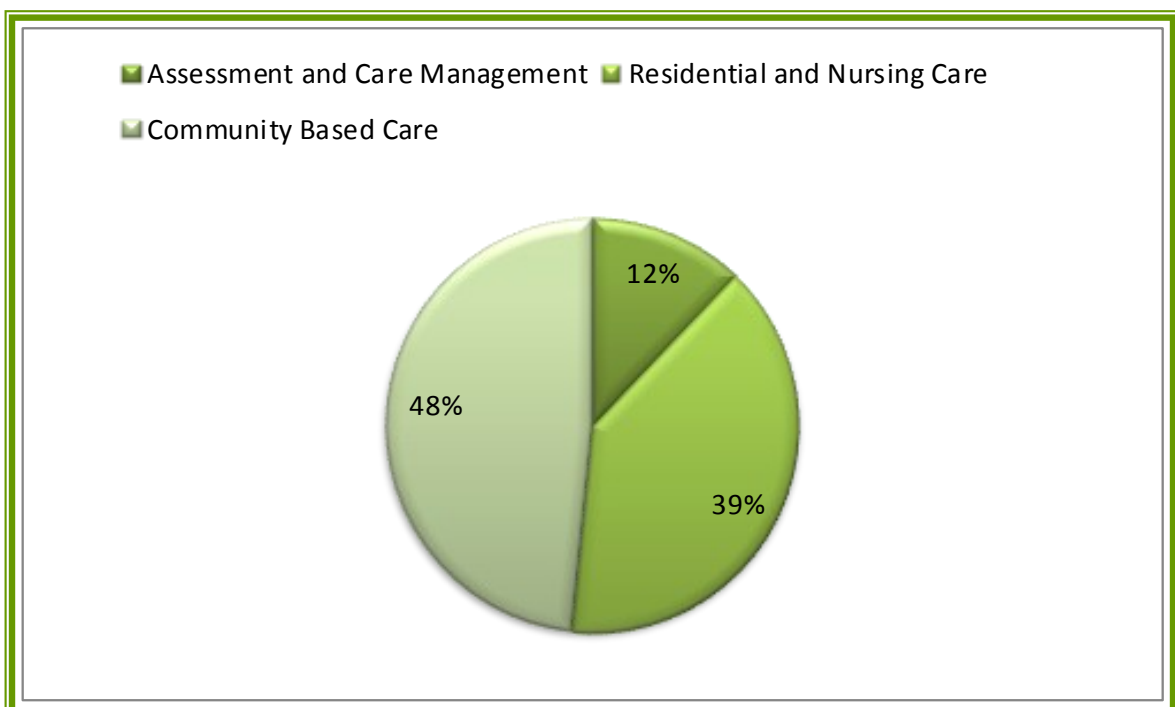


Service Provision and Spend

During 2013/14, 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



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. Bromley has experienced a significant increase in volumes of children with Special Educational Needs and Disabilities (SEND), which may involve the young people being transitioned into adult services.

Estimates of increases in the Bromley population given below are from the Projecting Adult Needs and Service Information System and Projecting Older People Population Information System extracted on 1 April 2014.

- ◆ **Adults with a Learning Disability** — 7% increase in the total population of adults aged 18 to 64 with a learning disability, between 2014 and 2020. Based on current data 305 young people will transition to adult services over the next 10 years.
- ◆ **Older People** — 7% increase in the total population of people aged 65 and over between 2014 and 2020.
- ◆ **Older People with Dementia** — 12% increase in the population of older people with dementia between 2014 and 2020. 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. About half of those with symptoms, 1 in 60, will suffer from a recognised mental health problem including depression, phobias, obsessive

compulsive disorder, panic disorder, generalised anxiety disorder and mixed anxiety and depressive disorder. In Bromley, this would equate to approx 32,000 people, of whom about 4,000 will be known to secondary care services such as Oxleas Foundation Mental Health Trust.

- ◆ **Housing** — The total number of households on the Housing Register is 3,052. Significant work has been undertaken to progress the level of homelessness prevention work. However, the continuing high volume of statutory homelessness and emerging impact of the latest tranche of welfare reform, together with the shortage of affordable accommodation supply and rising costs of accommodation, have impacted significantly on the number of households in temporary accommodation exacerbating budgetary pressures. The new allocations scheme continues to include about 29% of those households applying to register with 4,622 new applications received during 2013/14.
- ◆ **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. In 2012/13 there were 13,681 people on the diabetes register, as compared with 8,861 in 2003/04. This reflects a significant rise in prevalence over the last 8 years from 2.73% to 5.20%. This rise has particular significance as diabetes is classed as a vascular disease which is often a precursor to heart disease or stroke. However, despite this rise in the incidence of recorded diabetes, it is estimated that there are a further 4,292 adults with undiagnosed diabetes.

Adult Social Care and Health—Achievements

Supporting Independence

In 2013/14 we continued to work closely with our partners to support residents of the borough to manage their own lives with the minimum of interference from the Council, and when they needed the Council's support it was provided efficiently, representing value for money, and free from unnecessary bureaucracy and delays. These can be summarised as follows:

- ◆ Successfully prevented or relieved homelessness for over 75% of the 2,489 applicants approaching the service through either in-depth homelessness prevention casework assistance or access to alternative private sector housing solutions.
- ◆ Achieved 438 enrolments on 51 courses designed to help support local people back into employment in the current academic year.
- ◆ Supported over 20 students to become independent travellers opening up opportunities to participate in further and higher education, work experience/employment opportunities.
- ◆ Supported 82% of our service users aged 65+ discharged from hospital with a reablement/rehabilitation package to remain in their own home 91 days after discharge.
- ◆ In partnership with Vibrance, developed individual support plans for 50 service users who would ordinarily have been referred directly to a day centre.



- ◆ A Carers' Survey was undertaken in Autumn 2013, reaching 1,400 known carers. The results from this were used to inform the Adult Stakeholder Conference held in November 2013 and the Joint Strategic Needs Assessment (JSNA). A full copy of the Carers' Survey can be found at: <http://www.bromleypartnerships.org/documents/Report%20of%20Carers%20Survey%202013.pdf>
- ◆ Hosted the first Adult Stakeholder Conference bringing together 124 delegates including service users and carers and representatives of the voluntary sector, community groups, providers, health and social care professionals.
- ◆ Re-established the Carers Forum, in partnership with Carers Bromley.
- ◆ Established Healthwatch in April 2013, with the Chair appointed in July 2013; in its role as the independent champion for Health and Social Care, Healthwatch Bromley consulted with residents of Bromley as part of the Care Quality Commission inspection of the Princess Royal University Hospital during December 2013.
- ◆ Achieved 92.6% of assessments being completed with 28 days of the first contact.
- ◆ Completed 55 Education, Health and Care (EHC) plans for young people moving from school to further education to support them in preparing for adult life.



Healthy Bromley

With health providers we focused on areas identified within the Health and Wellbeing strategy to improve health and deliver public health outcomes. We have worked to integrate health priorities in all our Building a Better Bromley priorities and ensure effective community engagement through Bromley Healthwatch, to help shape health and social care services.

- ◆ Piloted 24 hour and home blood pressure monitoring to diagnose hypertension in 21 practices with evaluation and learning shared across the borough.
- ◆ Secured funding for a Prevention of Diabetes project, which is in progress with an audit commenced to identify and manage those at high risk.
- ◆ The Bromley Working for Wellbeing Service for people with mild to moderate anxiety and depression identified as a service with very good recovery rates compared to other areas in London and England.
- ◆ Body Mass Index (BMI) recording has increased from 29% in 2009 to 55% in 2013 with the Tier 2 service recommissioned and capacity increased.
- ◆ Continued working with Proactive Bromley to increase physical activity participation.
- ◆ Ensured health priorities were fully embedded into the Care Services Portfolio Plan for 2013/14.



Bromley Approach to Tackling Troubled Families

The Tackling Troubled Families Project is a Government initiative focusing on local authorities supporting households who:

- ◆ Are involved in crime and anti-social behaviour (ASB)
- ◆ Have children not in school, training or employment
- ◆ Have an adult on out of work benefits
- ◆ Cause high cost to the public purse

In 2013/14 the first stage of the project has enabled the following:

- ◆ Two parents to secure paid employment.
- ◆ A parent to set up their own business through a referral to the Mottingham Community Resource Centre.
- ◆ A parent to attend the Bromley Drug and Alcohol Service (BDAS) resulting in no drug use for two months, a calmer living environment, and routines in place for the children. The parent is engaging with the school to improve the academic achievement of the children.
- ◆ A parent (who was struggling to care for three young children) to support the family and is no longer accessing services.
- ◆ A parent to attend Stepping Stones (Community Mental Health Services run by Oxleas NHS Trust) and build self-esteem and confidence. This, coupled with emotional and practical support has enabled the parent to put boundaries in place for the family.



Cray Valley Community Programme

The development of the Cray Valley community programme commenced in June 2013 in partnership with the Environment and Community Services Department. The co-ordinated community and locality focused development programme aims to improve the lives of residents in the Cray Valley East ward through the provision of information, advice and guidance. The Bromley MyLife website has been developed to present key information and advice provided by a range of key organisations and community leaders in the Cray Valley community.

<http://bromley.mylifeportal.co.uk/cray-valley.aspx>

The Willows (Chislehurst and Mottingham)

Following the success of the Cray Valley community programme on Bromley MyLife, a site is being developed for The Willows Clinic in Chislehurst. The Willows runs an integrated community team which brings together nurses and therapists into a single team, who work with the local GPs to give people the care they need. The aim of The Willows programme is to bring together all available resources in the area in order to improve care and day-to-day living of residents.

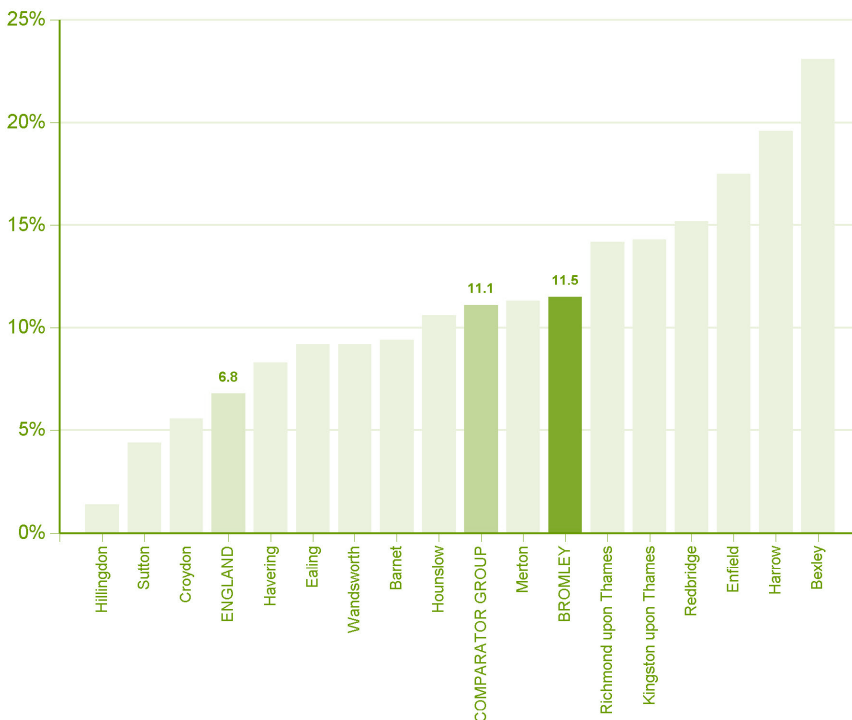
Travel Training Programme

The travel training programme formally commenced in the 2013 academic year to support young disabled adults to travel independently.

The 33 students who have successfully completed their travel training programme will no longer be reliant on Council funded transport assistance. The development of this key life skill will provide intangible benefits that greatly enhance their independence and their ability to access higher education, employment and other opportunities in their adult life.



This Authority Compared to its CIPFA Comparator Group



The National Adult Social Care Outcomes Framework shows the number of adults with a learning disability in paid employment, expressed as a percentage, 2013/14.

'There is a strong link between employment and enhanced quality of life, including evidenced benefits for health and wellbeing and financial benefits'

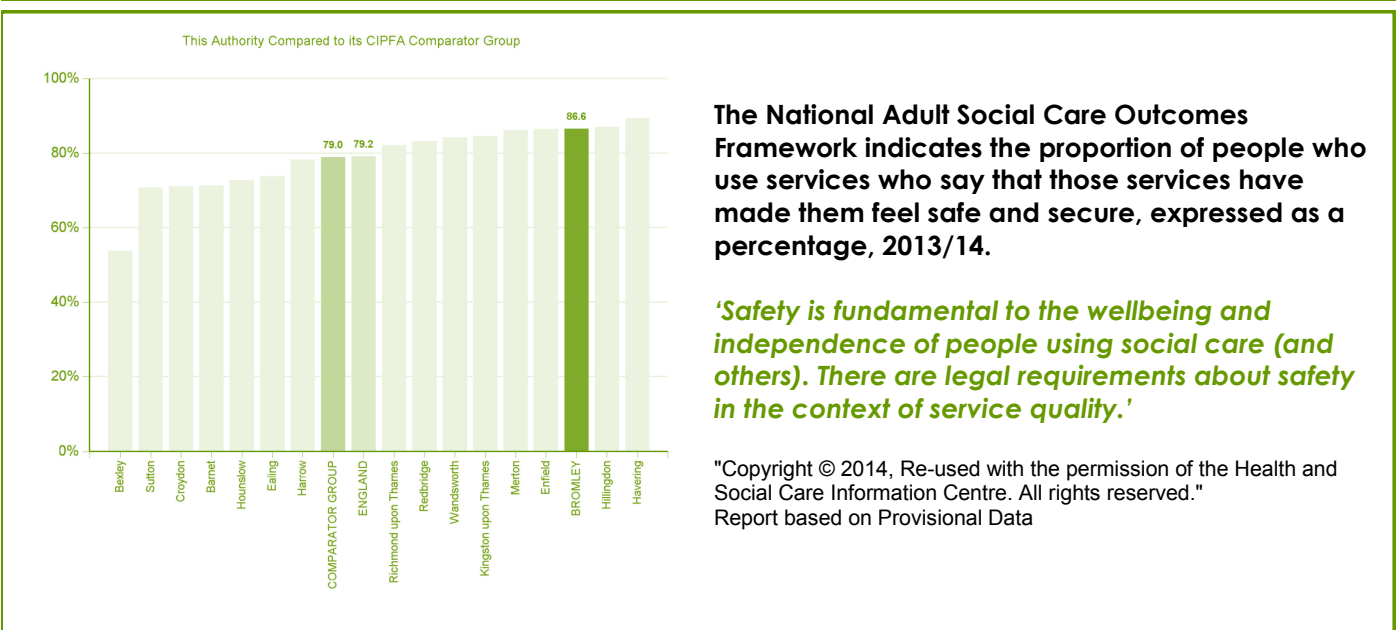
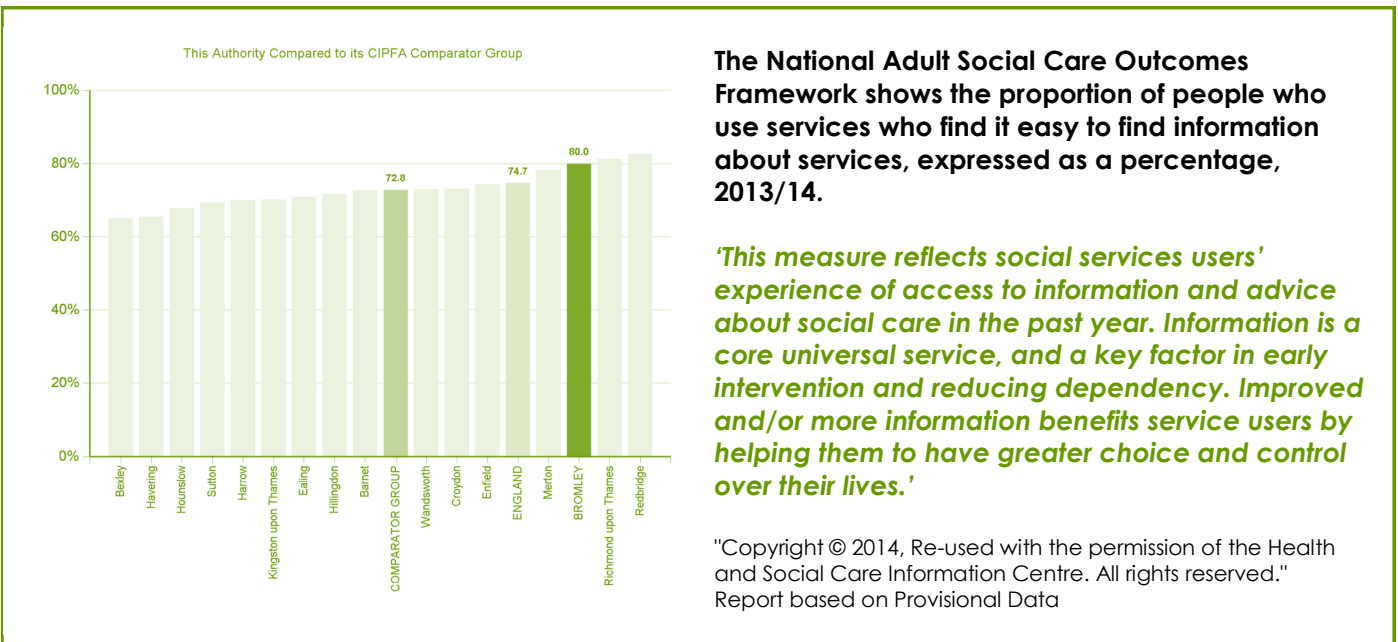
"Copyright © 2014, Re-used with the permission of the Health and Social Care Information Centre. All rights reserved." Report based on Provisional Data

Adult Social Care Survey

The Council has recently consulted with over 730 adults who have used, or are using, social care and support services during the last 12 months. Some of the key headlines from the provisional data suggest that:

- ◆ almost 9 in 10 of the people who responded (88%) are satisfied with the care and support services that they have received - with 1 in 5 people (20%) stating that they were extremely satisfied.
- ◆ 6 in 10 people (61%) stated that they felt that their life was 'good' or better; however, 6% stated that their life was 'bad' or worse.
- ◆ 92% of people who responded stated that the care and support services they receive help them to have a better quality of life.
- ◆ just over 1 in 4 people (27%) stated that they have as much control over their daily life as they want.

A full report of the analysis from the survey will be published during the Autumn.



Giving service users a strong, more effective voice

September 2013 saw the launch of a new framework for how the Education, Care and Health Services Department engaged with service users and key partner agencies. This followed a review of the partnership arrangements in place across the borough for education and care services (commissioned in June 2012) to ensure that the services were fit for purpose, had an outcome focus, provided best value for money, removed duplication, and strengthened the voice of service users.

The recommendations, which were implemented from 1 September 2013, were developed in line with the new arrangements for the Health and Wellbeing Board, and the implementation, development and review of the borough's joint Health and Wellbeing Strategy for 2012 to 2015.

The structure of the new arrangements include four key 'elements':

- ⇒ Stakeholder engagement conferences
- ⇒ A virtual service user panel
- ⇒ Task and Finish project groups
- ⇒ Service user and carer engagement bodies

These were supported by a number of other arrangements including: the Bromley Safeguarding Adults Board, the Bromley Safeguarding Children Board, Healthwatch Bromley, other service user led bodies, provider forums, and the Voluntary Sector Strategic Network.

Engaging effectively with our key partners

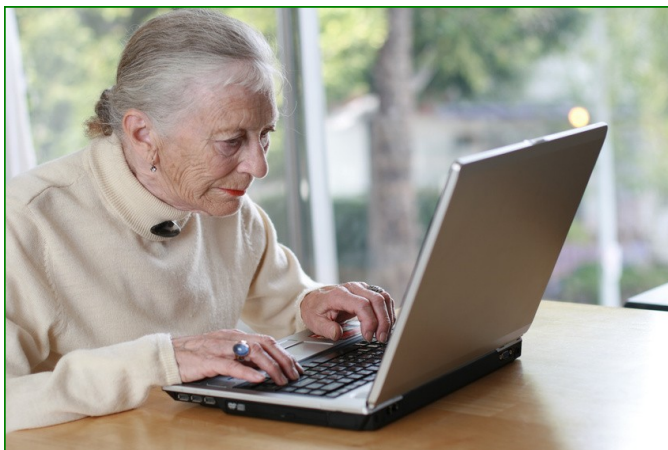
In Autumn 2013 the department hosted key conferences and events which gave us an opportunity to engage directly with our key partners, service users and carers to help shape our key business planning and priority setting:

- ⇒ Bromley Safeguarding Adults Board Annual Conference (5 November 2013)
- ⇒ Adult Services Stakeholder Conference (19 November 2013)

The Proactive Management of Integrated Services (ProMISE) Programme

The aim of the ProMISE programme is to ensure that older people, particularly those with a complex or long term condition, are managed within a system that identifies and responds to their individual needs, supported by a framework of integrated services that work together to better anticipate people's needs and to keep them out of hospital whenever possible. Part of this will include the reorganisation of community services around local populations and their General Practices to improve communications between health and social care professionals.

In Bromley, this is in line with our Building a Better Bromley priority of 'Supporting Independence' and the new 'Healthy Bromley' aim. Bromley has a higher than average ageing population in the borough with more than 50,000 people over the age of 65, many with complex long term health conditions. Work is already under way involving the Education, Care and Health Services department and the Bromley Clinical Commissioning Group looking at how we can jointly commission health and social care to prevent the need for bed-based care or emergency admissions to hospital.



During 2013/14, adult social care services.....



<p>Older People</p> <p>3,709 received community based services with the largest proportion supported by Homecare</p> <p>240 chose to manage their support package through a direct payment</p> <p>332 received residential care at an average placement cost of £31k per annum, of which 192 have dementia or other mental health issues. 121 of the placements were made this year</p> <p>258 received nursing care at an average placement cost of £34k per annum, of which 111 have dementia or other mental health issues. 127 of the placements were made this year</p>	<p>Adults with a Physical Disability</p> <p>558 received community based services with 134 choosing to manage their support package through a direct payment</p> <p>27 received residential care, with 5 new placements made this year</p> <p>16 received nursing care, with 3 new placements made this year</p>
<p>Mental Health</p> <p>1,103 received community based services.</p> <p>63 received residential care with 19 new placements made this year.</p>	<p>Adults with a Learning Disability</p> <p>782 received community based services with 97 choosing to manage their support package through a direct payment</p> <p>141 received residential care, with 10 new placements made this year</p> <p>10 received nursing care, with 0 new placements made this year</p>

Due to the number of adults who contact or receive social care services in the borough with a range of complex needs, we do sometimes receive complaints. The main area of concern highlighted by those who complained was about delays in service. Of the 60 complaints upheld, a number were about unacceptable telephone waiting times and delays in approvals for funding.



Quality Assurance and Safeguarding — Our Achievements

The Bromley Safeguarding Adults Board is in the final year of its Strategic Plan for 2011-2014 (<http://www.bromley.gov.uk/downloads/file/367/prevention>) and, as such, has gone some considerable way to achieving its aims to safeguard the welfare of adults at risk through community engagement.

The Board's.....

- ⇒ work is publicised through its regular newsletter:
http://www.bromley.gov.uk/downloads/file/1976/bsab_newsletter_summer_2014
- ⇒ communication strategy provides overall responsibilities and objectives to reach its target market;
- ⇒ information factsheets for service users and their families have been developed to inform them what to expect from a safeguarding investigation.



- ◆ At the **Adult Stakeholders' Conference** in November 2013, safeguarding professionals and Healthwatch facilitated a workshop on 'intentional and unintentional harm'. The theme was explored with 37 carers, raising awareness about types of abuse and the process of investigations. This was an important opportunity to meet with carers and raise awareness that abuse in Bromley was most likely to occur in a service user's home.
- ◆ The 2013 **Annual Safeguarding Conference** was a resounding success with 122 delegates attending. Speakers addressed the conference on a number of key issues including: statutory reform, the Care and Support Bill, the Francis report on the CQC's role in regulating health services, prevention in care homes, corporate neglect and abuse, legal possibilities in challenging financial abuse and the use of civil law. The outcome of the conference is improved understanding and continual professional development of those working in this field.
- ◆ Following a serious case review, a total of 262 staff were trained to improve interagency knowledge of hoarding through partnership workshops, the outcome of which was improved skills and knowledge of professionals supporting people with complex needs.
- ◆ All crime is unacceptable but offences that are driven by hostility or hatred based on personal characteristics set a particular challenge. The Metropolitan Police Service lead on this initiative and held a conference in Bromley in 2014, which included interactive intense training sessions for the safer neighbourhood teams, safer transport teams and school liaison officers to highlight the issues of disability hate crimes within the borough and improve outcomes for victims of crime.

Training

- ◆ In total 630 training places were commissioned of which 516 staff across the multi-agency partnership received classroom-based adult safeguarding, Mental Capacity Act and Deprivation of Liberty Safeguards training. *Health Care Investigation Skills* training was held to improve the quality of health investigations by provider managers.
- ◆ The objectives for the Training Strategy for 2014-15 seek to better evaluate the impact of training on staff and to what extent the worker has demonstrated the transfer of learning into improved safeguarding practice.
- ◆ A further priority for 2014/15 is to provide refresher training to GP practices on their role within the adult safeguarding process, the Mental Capacity Act 2005, Deprivation of Liberty Safeguards and pathway for people who hoard whose living conditions require intervention by London Borough of Bromley Environmental Services, under the Public Health Act 1936.
- ◆ Publicising the Home Fire Safety Initiative has been driven by the London Fire Brigade (LFB) to maintain referrals from partner agencies, and they held a workshop on the 30 October 2013. The initiative targets vulnerable adults accessing expert advice and support from the fire service to prevent and reduce risk from hazards. A total of 81 people were able to access this service.



Work planned in 2014/15:

- Safeguarding Adults Prevention Strategy for 2015-18 to be published.
- The Quality Assurance Team will be working in partnership with adult social care in LBB and Oxleas Trust to review and align processes in line with the Care Act 2014 prior to its implementation.

► **Adult Social Care and Housing Compliments**

The Department received 27 compliments for adult social care and 21 for housing.

Adult Social Care and Housing

"I just wanted to take a moment to thank you for swiftly sorting out our housing application; it has meant the world to my family. Your communication with me throughout the entire process has also meant a lot."

"I just want to say thank you for all your help. You are the first person in over 2 years that has listened to me and took this problem seriously."

"I am extremely grateful for the help and support, both financial and practical, that you provided to help me cope with my husband's illness."



"Thank you so much for all your help! I've heard so many negative reports about housing but so far you have been really helpful and supportive."

"We would like to thank everyone involved for their kind attention and assistance in the resolving of our elderly aunt's housing needs."

"My wife died peacefully at home, which is what she and I wanted. I think you can be proud of the service you provide."

"Carelink are really the unsung heroes because my dad is able to press his alarm button and he gets a friendly, calm voice on the other end of the intercom."

Housing—Our Achievements

The key priorities for 2013/14 were designed to fulfil both the Council's statutory duties and key targets in respect of housing, whilst ensuring that these were tailored to address local specific needs and priorities within Bromley. Between April 2013 and March 2014 we:

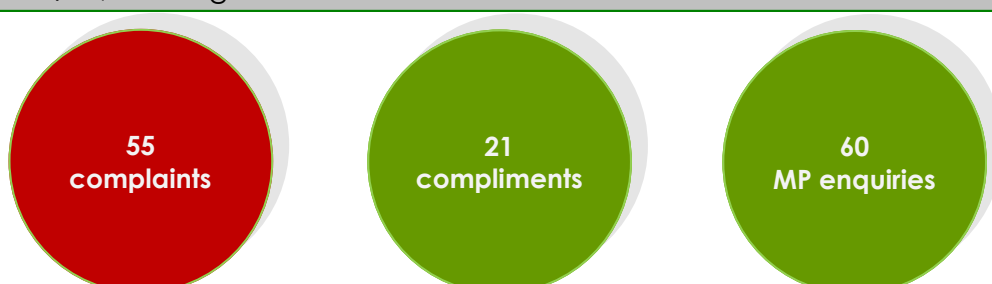


2013/14 Key Achievements

- ▶ Homelessness directly resolved through either in-depth homelessness prevention casework assistance or access to alternative private sector housing solutions for more than 2,000 households. The comparative cost of homeless acceptances and temporary placements for these households equates to an additional £8.2million full year budget pressure based on current average temporary accommodation costs.
- ▶ Enhanced incentives have assisted in accessing an additional 132 units of long term temporary accommodation directly diverting statutory homeless households from costly nightly paid temporary accommodation. This includes the refurbishment of the Bellegrave site to provide additional good quality cost effective temporary accommodation units.
- ▶ Piloting a nightly paid block booking arrangement for 15 units achieving an annual saving of £29,000 against current average nightly paid costs.
- ▶ 38 social housing tenancies recovered through the social housing fraud initiative to enable use for newly emerging housing need.
- ▶ Joint working arrangements developed to advise and support households affected by the latest tranche of welfare reform assisting more than 200 households to resolve the potential shortfall in benefits resulting from the new benefit cap and bedroom size criteria.
- ▶ 151 new build affordable housing units were completed assisting the Council to meet statutory housing and social care duties.
- ▶ Five 2 bed properties were acquired using housing capital funds in order to assist the Council in meeting its statutory housing and homelessness duties.

The 2013/14 Housing full year updating report can be found at: <http://cds.bromley.gov.uk/documents/s50021277/Housing%20Services%20Priorities%20201415.pdf>

Housing services received a number of enquiries from Members of Parliament on behalf of their constituents, mainly in response to disputes over the outcome of homeless and banding appeals. Six residents took their complaint to the Ombudsman, which found the Council acted correctly in all cases. In 2013/14, Housing Services received:



In 2014/15 we plan to....

..... support the people of Bromley with social care needs to achieve an improved quality of life by delivering the following:

Supporting Independence

- ◆ Improve the lives of residents through the provision of locally relevant information and advice about care and support enabling people to live their lives to the full, receiving high quality support when they need it.
- ◆ Develop integrated pathways of care with Bromley Clinical Commissioning Group focusing on supporting residents to self-manage long-term conditions.
- ◆ Have a diverse market in care and support services to offer choice and control to service users and their carers through a range of support at home and in the community.
- ◆ Support older people to regain independence following illness or loss of mobility through reablement, occupational therapy and intermediate care.
- ◆ Devise and deliver a programme of adult education support for hard to reach groups in partnership with the voluntary and third sector.
- ◆ Focus on preventing homelessness by working in partnership to maximise and make best use of the supply of affordable housing.
- ◆ Better identify and support carers living in Bromley through the publication of a Carers Strategy which takes into account the requirements of the Care Act.

Healthy Bromley

- ◆ Improve health outcomes for those with health needs through improved prevention of cardiovascular disease through diabetes.
- ◆ Promote emotional health and wellbeing in young people through the self-harm prevention strategy.

The Care Act (2014)

The Care Act brings together preceding legislation and guidance for adult social care and introduces some significant changes around the way that care is funded. Councils will need systems that consider carers and people who fund their own care as well as the traditional scope of state-assisted service users. We will continue to focus on enabling people to maximise their independence as the implications of the recently-passed Act under the LBB Care Act Programme develop.



Care Services Portfolio Plan 2014/15

The 2014/15 Portfolio Plan can be found at

[Care Services Portfolio Plan 2014/15](#)

[file:///lbb2000/lbbdfs/Users/ivess01/Downloads/Care Services Portfolio Plan 2014 15 FINAL%20\(1\).pdf](file:///lbb2000/lbbdfs/Users/ivess01/Downloads/Care%20Services%20Portfolio%20Plan%202014%2015%20FINAL%20(1).pdf)