



# Bromley Local Account

## Adult Social Care Services 2017/18



# Welcome to our Local Account

**Bromley's Local Account of Adult Social Care, provides a small overview of how we have supported our residents to maximise their wellbeing and independence in the community during 2017/18, and what we plan to do in the upcoming year.**

This includes:

- How much we spent on Adult Social Care
- What and who we spent the money on
- Our achievements in 2017/18
- Our plans for the future

In Adult Social Care, **our focus is to provide information, advice, guidance and support to individuals and to their families to promote wellbeing and prevent, reduce or delay the need for higher levels of care and support.**

With an increasing demand for public services from an ageing population we understand that the role of our department cannot always be as a service provider, crisis responder and regulation enforcer, but instead must also support existing networks to enable people to act for themselves.

During 2017-18 we have continued to make progress in improving support for our residents, we have:

- Jointly commissioned Bromley Well with NHS Bromley Clinical Commissioning Group (BCCG). This is a service that provides seamless support to our residents to stay both emotionally and physically well.
- Improved integrated working around hospital discharge process through the Transfer of Care Bureau, which continues to have a positive impact on local and out-of-borough performance.
- Launched 'Connecting Bromley' to help reduce social isolation in the Borough. The Adult Social Care Survey for 2017-18 demonstrates a reduction in the number of residents locally who felt they had 'little social contact with people and felt socially isolated'.

Although there are ongoing pressures to delivering effective Adult Social Care, there are also opportunities .... There is an increasing recognition that no single service or agency has all the answers to the complex socio-economic challenges facing our residents. The delivery of effective social care services require new forms of collaboration and ways of working, shared decision-making and risks.

We remain committed to seeking innovative ways to meet these future challenges, and make best use of funding.

**Stephen John**  
**Director of Adult Social Care**

# How to contact us

Here is all the information you need if you want to get in touch with us. We value your comments, compliments and suggestions to help us provide better services.

## Write to us



Adult Social Care  
Civic Centre  
Stockwell Close  
Bromley, BR1 3UH

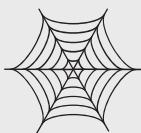
## Call us



020 8461 7777

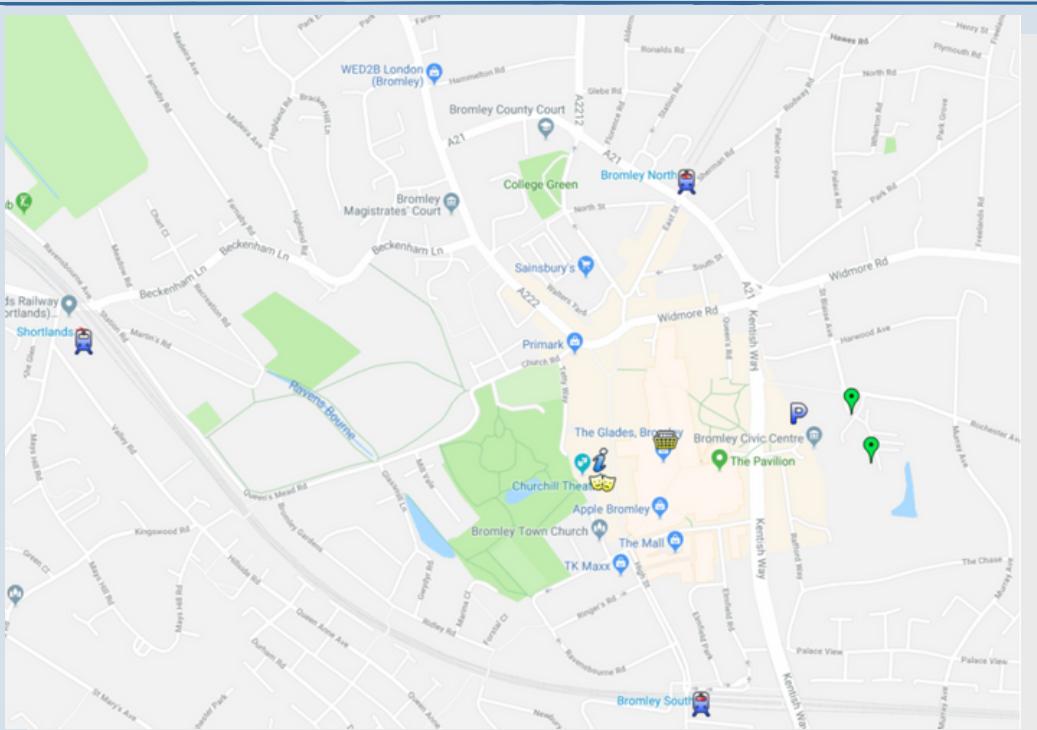


E-mail us [adult.early.intervention@bromley.gov.uk](mailto:adult.early.intervention@bromley.gov.uk)



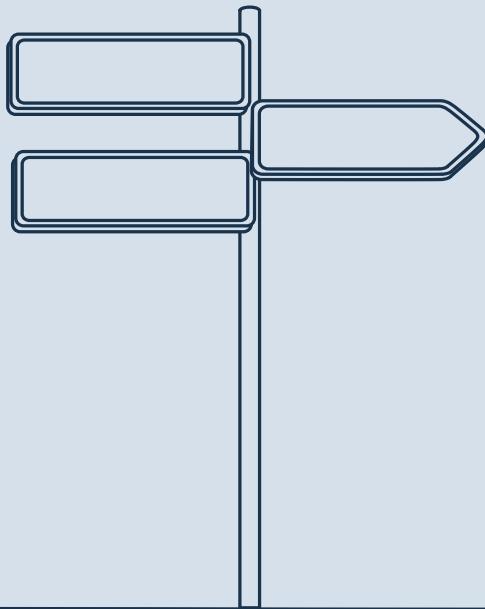
Visit [www.bromley.gov.uk/mylife](http://www.bromley.gov.uk/mylife)

## Find us



# More advice and support

There is a range of support and advice available across the borough.



## The Bromley Adult Care and Support Services Directory for 2018/19

The Directory has been produced by the Council to provide valuable information to help you make informed choices about your life. Get a free copy of by calling **01223 207770** or visit [www.carechoices.co.uk/region/london/bromley](http://www.carechoices.co.uk/region/london/bromley)

### Bromley Well

Bromley Well is a Single Point of Access to support health, wellbeing and independence, funded by the Council and local health services.

It supports people who may be at risk of crisis in their lives but who could, with appropriate help, maintain both their emotional and physical health and wellbeing and remain living independently.

Call **0300 330 9039**, e-mail [spa@bromleywell.org.uk](mailto:spa@bromleywell.org.uk) or visit [www.bromleywell.org.uk](http://www.bromleywell.org.uk).

# Adult Social Care

**We provide care and support for adults who need extra help to manage their lives and be independent – including older people, people with a disability or long-term illness, people with mental health problems, and carers.**

Adult Social Care includes assessment of your needs, provision of services or allocation of funds to enable you to purchase your own care and support. It includes residential care, home care, personal assistants, day services, the provision of aids and adaptations and personal budgets.

## Adult Social Care in numbers

2017–18



In 2017–18...

**409** people (both old and new clients) received Nursing Care

**518**

people received one-off support - such as *OT Equipment*)

**373**

people took a Direct Payment

**591**

people (both old and new clients) received Residential Care

**600+**

people were supported through intensive, short term, 'step-down' beds at Orpington Hospital

**18,594**

people were invited to have a NHS Health Check

**2,638**

care assessments completed

**8,390**

people had a NHS Health Check completed

**3,381**

people received home care support to enable them to stay in their home

**1,919**

households were supported to remain either in their own home or secure alternative accommodation

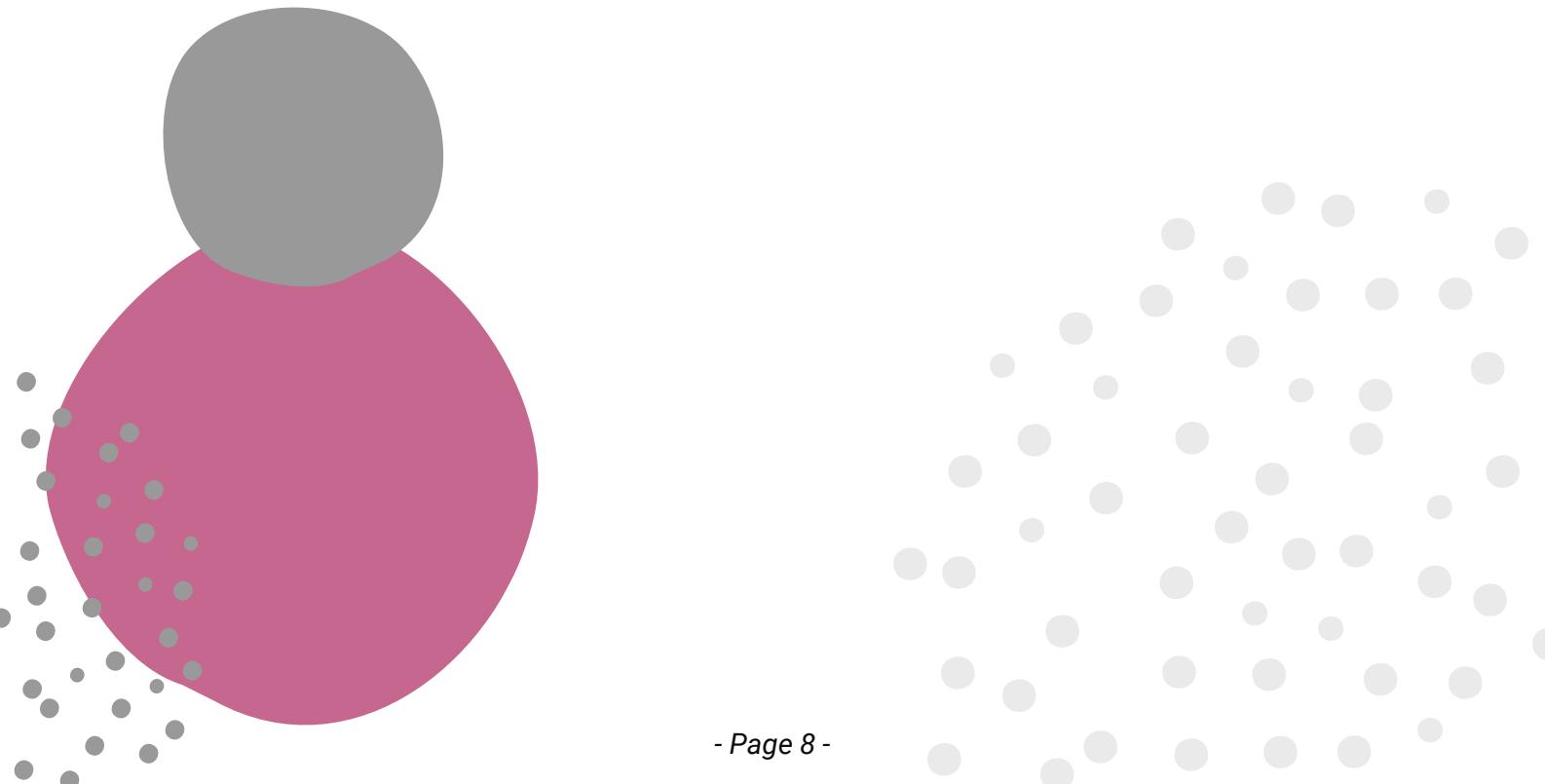
# What we spent in 2017/18

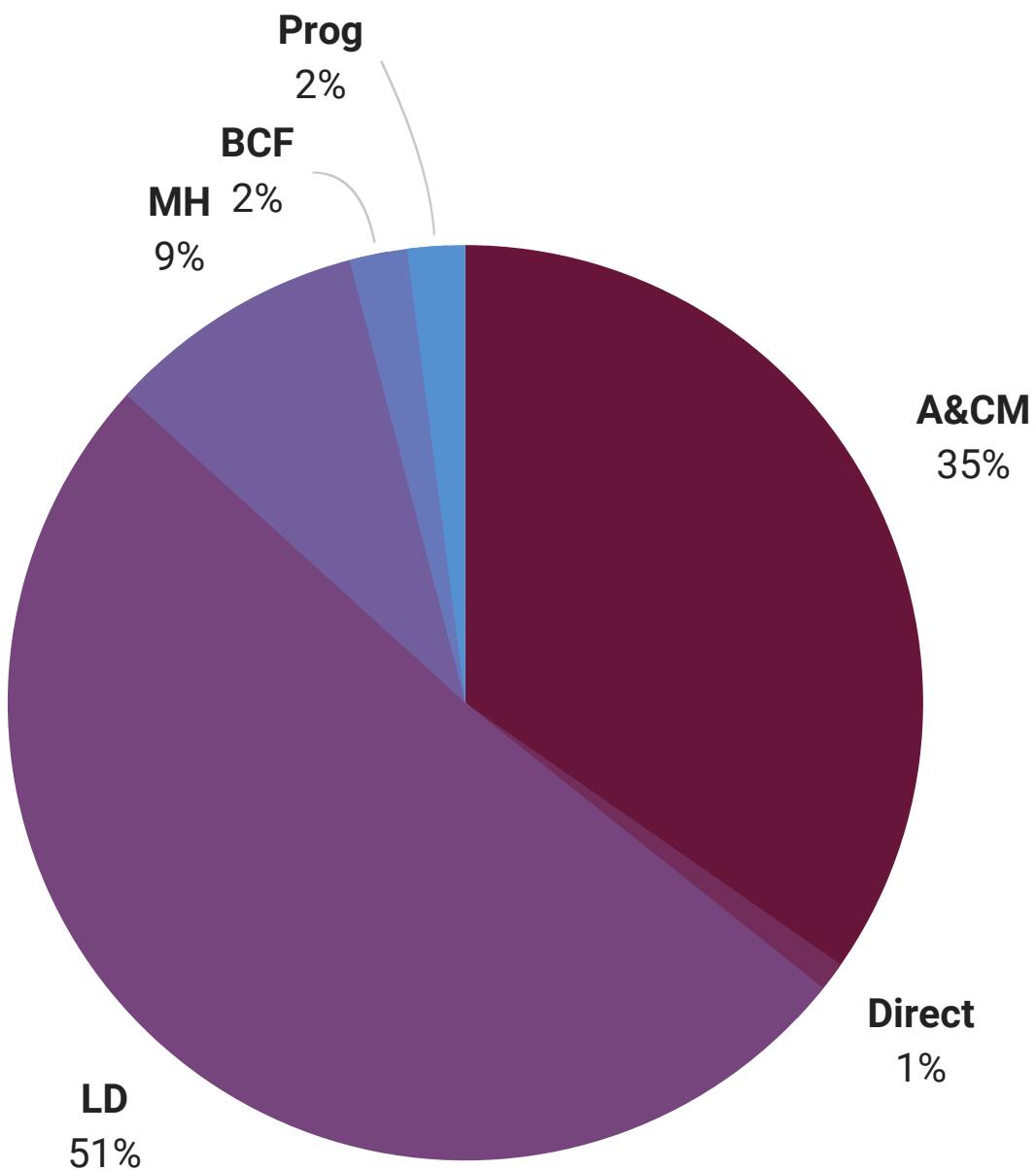


At a time when the Council has to continue making challenging decisions as a result of central government funding cutbacks, it is vital that we allocate those reduced resources effectively to ensure our most vulnerable residents have access to the information and support that they require at the earliest possible opportunity.

## 2017/18 Outturn £'000

- £21,892 - Assessment and Care Management
- £406 - Direct Services
- £32,070 - Learning Disabilities
- £6,018 - Mental Health
- £1,009 - Better Care Funding – Protection of Social Care
- £935 - Better Care Fund/Improved Better Care Fund
- £1,500 - Programmes





- **A&CM** - Assessment and Care Management (complex care, long-term care, safeguarding)
- **Direct** - Direct services (reablement, care link)
- **LD** - Learning disability
- **MH** - Mental health
- **BCF** - Better Care Fund/Improved Better Care Fund
- **Prog** - Programmes

# Future Plans for 2018/19

The Adult Care and Health Strategic Priorities for 2018–2022 are:

## **Priority: Safeguarding**

Ensure effective arrangements are in place to respond to safeguarding risks and prevent the escalation of issues. This will keep children and vulnerable adults safe.

## **Priority: Life Chances, Resilience and Wellbeing**

Every adult should have access to a good education and services. This will support their health and wellbeing and enable them to achieve their potential. Our residents should have access to preventative early help which is vital to preventing problems getting worse.

## **Priority: Integrated Health and Social Care**

Working effectively with health agencies is essential to providing the right specialist, holistic help and support that our residents need. Where appropriate we will jointly plan, commission and deliver services.

## **Priority: Ensuring Efficiency and Effectiveness**

We remain committed to delivering high quality services that make a positive difference to people's lives.



## **Areas of focus, in support of these priority statements, include:**

- Improving the domiciliary care offer for Bromley residents.
- Reviewing integrated commissioning opportunities, and develop a new integrated commissioning plan for the Council and the BCCG to set out our annual commissioning activities.
- Rolling out technology and mobile working for Adult Social Care front-line staff.
- Continuing to work on developing cross-cutting health and social care commissioning strategies including older people, people with learning disabilities and people with mental health needs.
- Continuing to increase the number of eligible population invited to have a NHS Health Check and the number of health checks completed.
- Develop an Integrated Mental Health Strategy.
- Develop an Older Person's Strategy.

If you are interested in viewing Bromley's Adult Care and Health Portfolio Plan for 2018 to 2022, please visit:

**[www.bromley.gov.uk/info/10020/policies\\_and\\_plans](http://www.bromley.gov.uk/info/10020/policies_and_plans)**

# **The Better Care Fund (BCF)/ Improved Better Care Fund (iBCF)**

**The Better Care Fund (BCF) grant runs from 2017-19, and is ring fenced for the purpose of pooling budgets and integrating services between Bromley Clinical Commissioning Group (BCCG) and the Council. The spending plan for the BCF must be jointly agreed by the Council and BCCG.**

The Improved Better Care Fund (iBCF) was a new funding element added to the Better Care Fund which is paid to local government as a direct local authority grant for spending on Adult Social Care.

The Programme continues to be aligned with the model of providing services with funding to underpin the wider objectives to move care from an acute setting into the community.

The programme includes the following services:

- Reablement – providing additional capacity
- Winter Pressures – to deliver winter pressures schemes and support timely discharge from hospital
- Health Support in to Extra Care Housing & Care Homes – integrated Health & Care Strategy and Health Interventions
- Dementia Hub – to increase diagnosis and universal post diagnosis support
- Community Equipment – to support discharge from hospital
- Intermediate Care – cost pressures
- Self-Management & Intervention (Bromley Well) – to focus on prevention and self-management of people with long term conditions and avert avoidable admissions.

## Achievements include:

### **Self-Management and Early Intervention –**

Bromley Well provides a single point of access for local people to prevent them falling into a crisis and improve their health, wellbeing and independence. The service has quickly established itself across the borough and since its launch in October 2017 has seen a total of 4,596 people go through the single point of access, and is providing active support to over 2,000 local people.

### **Support for Integrated Care Networks (ICNs) –**

In 2017, three Integrated Care Networks began operating across Bromley. The care is delivered by a multi-disciplinary team designed to help patients with the most complex care needs to stay well, remain independent and stay out of hospital where possible. In October 2017, it was recommended that the Council formerly sign and join the ICN Alliance Agreement. The Council joined the Alliance Agreement in October 2017.

### **Dementia Universal Support Service (Dementia Hub) –**

During the last quarter of 2017/18, the service continued to meet the target of triaging people within three working days and continues to capture and increased number of people who are re-referred to the service.

### **Delayed Transfers of Care (DToC) –**

A DToC joint action plan has been developed which sets out Bromley's agreement to reduce delayed transfers of care. Improved integrated working around hospital discharge process through the Transfer of Care Bureau continues to have a positive impact on local and out-of-borough performance. There has been a reduction in DToCs from 113 in March 2017 to 80 in March 2018.

## **Discharge to Assess -**

A successful pilot agreed for another year. Its strengths include improved outcomes for patients.

## **Reablement -**

Based on local data, the percentage of people still at home 91 days after discharge is 93.5% as of the end of March 2018. Bromley has exceeded its planned target of 90%. It is noteworthy to mention that Reablement was rated 'Good' by the CQC in May 2018, a significant improvement from 'Requires Improvement'.

## **Investment in 'Just Checking' Software -**

The Just Checking activity monitoring system helps people live in their own homes for longer by showing family and professionals their day-to-day capabilities, or where support is needed. The information helps care providers deliver the right care at the right time; as well as reassuring family members, helping individuals stay at home for as long as possible.

## **Health Support in to Care Homes and Extra Care Housing -**

A new Care Homes Programme Board was established in November 2017. Since the programme started a number of milestones have been achieved including the delivery of a workshop to look at the NHS England Care Homes Vanguard recommendations. Additionally, the Hospital Transfer Pathway (Red Bag Scheme) was delivered to 39 out of 43 elderly care homes and two learning disability homes.



# Dementia

**The majority of older people in Bromley live independent, healthy and fulfilling lives without needing help from the Council.**

## Dementia Hub Contact Information:

If you or someone you care for has been diagnosed with dementia and feel you could benefit from assistance from the Bromley Dementia Support Hub, please contact the Hub by calling **020 3328 0366** or visiting [www.bromleydementiasupporthub.org.uk](http://www.bromleydementiasupporthub.org.uk).

## Key statistics in 2017/18:

- Our borough is home to over 4,000 adults with dementia
- 640 people had a primary support reason of memory and cognition in 2017/18, this compares with 689 in 2016/17

## Achievements include:

### **Dementia Universal Support Service (Dementia Hub) –**

The Dementia Universal Support Service (Dementia Hub) was commissioned to establish a clear pathway for people and their carers immediately following diagnosis. The hub meets with those referred to the service within 3 working days and continues support an increasing number of residents.

### **Dementia friendly community –**

Bromley was officially recognised as working towards becoming a dementia friendly community at the Bromley Dementia Action Alliance (BDAA) Second Annual Meeting in October 2017. This is an Alzheimer's Society Programme to get everyone from governments and large companies to local small businesses, schools and public services to share part of the responsibility so people with dementia feel understood, valued and can live and contribute to their community.

## In 2018/19 we will:

- Continue to encourage all Council and contracted officers to participate initially in Dementia Friend Awareness sessions.
- Continue to commission the Dementia Support Hub to provide information and support to those diagnosed with Dementia.
- Continue to deliver courses by MindCare for residents in the borough who may come into contact with people with dementia. Including 'Understanding Dementia' and two new sessions on 'Behaviours we find Challenging and Successful Communication'. To book onto the course email: [training@mindcare.org.uk](mailto:training@mindcare.org.uk).
- Join the Dementia Action Alliance, which brings together leading organisations across England committed to transforming health and social care outcomes for people affected by Dementia.



# **People with Mental Health Needs**

**The Council has commissioned Oxleas NHS Foundation Trus to provide secondary mental health services in the borough. There are seconded social workers from the Council working with Oxleas, integrated within the multidisciplinary teams.**

Oxleas provide a mental health service for working age adults (18-65) and an Older Adults Service.

The Community Mental Health Teams for 18-65 are based at:

## **Orpington Community Mental Health Team**

1-6, Carlton Parade, Orpington, Kent, BR6 0JB  
01689 892300

## **Beckenham and Penge Community**

Yeoman House, 57-63, Croydon Road, Penge, London, SE20 7TS  
020 8659 2151

## **Bromley Community Health Team**

Stepping Stones House, 38 Masons Hill, Bromley, Kent, BR2 9JG  
020 8466 2500

## **Key statistics in 2017/18:**

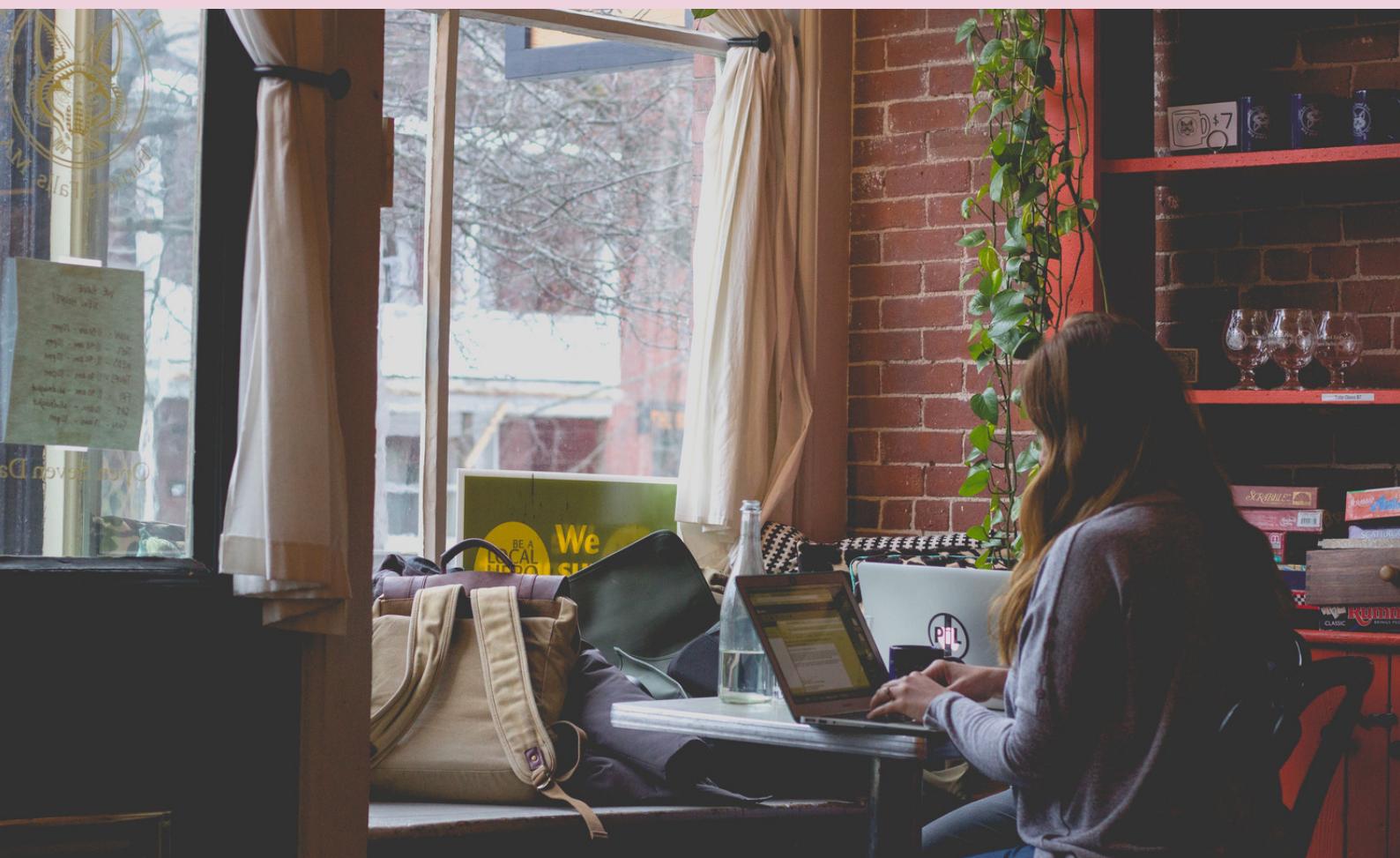
- Around 47,000 people in Bromley have a long term health problem or disability. It is estimated that approximately 39,500 of them also have a mental health problem or co-morbidity. Around 2,598 have a severe mental illness, while around 37,063 have been known to suffer from depression. Bromley has the third highest level of recorded depression in London.
- During 2017/18 we carried out Mental Health Act Assessments of 747 people.

## Achievements in 2017/18:

- Integrated Care Networks (ICNs) deliver care by a multi-disciplinary team to help patients with the most complex care needs to stay well, remain independent and stay out of hospital where possible. This joined up way of providing care for patients means they are more responsive to the needs of patients.
- The Home Treatment Team continues to provide short-term therapeutic interventions for Bromley residents who are suffering from an acute mental health crisis.

## In 2018/19 we will:

- Publish our Joint Council and BCCG Mental Health Strategy.
- Bromley Well will work with Bromley Healthcare and Oxleas NHS Foundation Trust to design an integrated model to identify and support people earlier.
- Work with Bromley Well to further develop a single point of access and improve working arrangements with existing health services. This will ensure clarity for clients and efficiency within the system.



# **People with Learning Disabilities**

**In Bromley, the Learning Disability Service undertakes assessment and support services to people within Bromley who present as potentially having a learning disability or have a diagnosed learning disability. This includes young people with learning disabilities that are transitioning to adulthood.**

## **Key Statistics in 2017/18:**

- Our borough is home to nearly 5,000 adults with a learning disability.
- The population of adults with learning disabilities is growing at a rate of around 1% per year.

## **Achievements in 2017/18:**

- 246 clients with Learning Disabilities were supported through Supported Living in 2017/18.
- 151 clients with Learning Disabilities were supported through a Direct Payment in 2017/18.
- 240 clients with Learning Disabilities were living on their own or with their family in 2017/18.

## **In 2018/19 we will:**

- Increase Supported Living Capacity.
- Ensure clients with Learning Disabilities continue to be supported by commissioned services such as Orpington and Bromley Gateway Club and Beckenham and Penge Gateway.
- The Council and CCG have commenced work on a Joint Learning Disability Strategy for Bromley for 2019 onwards. This will bring together joint service redesign and commissioning intentions.
- Roll out the 'Just Checking' activity monitoring system in October 2018 to help people live in their own homes for longer and promote independence.



# **Support for Carers**

**A Carer is a person who provides unpaid support to a partner, family member, friend or neighbour who is ill, struggling or disabled and could not manage without this help. This is distinct from a care worker, who is paid to support people.**

## **Bromley Well**

Bromley Well is a Single Point of Access to support health, wellbeing and independence, funded by the Council and local health services.

It supports people who may be at risk of crisis in their lives but who could, with appropriate help, maintain both their emotional and physical health and wellbeing and remain living independently.

Call **0300 330 9039**, e-mail **spa@bromleywell.org.uk** or visit **www.bromleywell.org.uk**.

## **Key Statistics in 2017/18:**

- During 2017/18 2,638 carers were assessed (this includes both single and joint assessments with client/cared for individual).
- This is an increase of 33% from 2016/17.

## Achievements in 2017/18:

- Carers Bromley from March had 365 adult carers referred for support into the service. The service provided information, advice and guidance through a telephone helpline and internet to 2,574 carers.
- Following the change in provider, Bromley Well since October had 413 referrals into the service, and supported 570 carers over the age of 19.
- 1,180 emotional support sessions (phone, instant messaging and face to face) were provided by the service.
- A total of 50 families were supported by the service from October.
- Bromley Well provides a service for young carers aged 4-19 to manage caring relationships whilst enjoying their childhood. Since the contract went live in October, 123 young carers were referred. 60 young carers attended leisure activities, 51 young carers attended training sessions, and 58 young carers received emotional support.

## In 2018/19 we will:

- Continue to support carers through commissioned services.
- Invite residents to participate in our Carers Survey, and learn from responses and feedback.
- Develop an Older Person's Strategy that will consult on responses from the 'Ageing Well in Bromley Engagement' online survey carried out during summer 2018.

# **Protecting Adults who may be at Risk**

**The residents of Bromley are able to live with their rights protected, in safety, free from abuse and the fear of abuse.**

## **Key Statistics in 2017/18:**

- 612 safeguarding concerns generated.
- 276 safeguarding enquiries.
- 396 Concluded Enquiries.
- 920 Deprivation of Liberty Safeguarding (DoLS) applications.

## **Achievements in 2017/18:**

- Training programme on DoLS in the community was delivered in 2017/18.
- 9 social workers were qualified as Best Interest Assessors (BIA) in 2017/18.
- Awareness sessions for financial scamming and doorstep crime were held with people with learning disabilities and staff through Bromley Mencap, the Learning Disability Forum and Queen Mary's Hospital Sidcup.
- Other sessions for staff and volunteers working with older people were held with health and social care professionals including GPs, housing associations, domiciliary care and care home providers, library and Royal Mail staff.
- Sessions directly for residents were held with residents' associations, U3A, Community Shops, sheltered accommodation schemes and friendship groups.
- Bromley Safeguarding Adults Board (BSAB) has increased the number of Self Neglect and Hoarding Panels held to meet rising demand.
- Contract in place for specialist support for older people (Independent Domestic Violence Advocate), which has seen an increase in referrals.
- 52 groups of people were trained in protecting the elderly and vulnerable from scams and doorstep crime.
- 103 people were trained to identify and prevent hoarding, self-neglect and modern day slavery.
- 255 people were trained in Deprivation of Liberty Safeguards and Mental Capacity Act awareness. This is an increase of 70 from 2016/17.

## In 2018/19 we will:

- Train more Best Interest Assessors (BIA).
- Continue to provide support and supervision to the colleagues carrying out assessments for Deprivation of Liberty.
- Continue to deliver training programme in keeping people safe for our work force.



# Bromley Safeguarding Adults Board

**Safeguarding Adults Boards oversee adult safeguarding arrangements in the Borough and assure itself that organisations are fulfilling their duties under the Care Act. It ensures that there is a collaborative approach to safeguarding to help, prevent, abuse and neglect.**

The Board has three statutory functions:

- Develop and publish a strategic plan which outlines how the Board will meet their objectives and how partner agencies will help the Board achieve this.
- Publish an annual report detailing the effectiveness of the Board's work.
- Commissioning safeguarding adults reviews, where an individual in the Borough has died or been seriously harmed as a result of abuse or neglect.

## In 2017/18 the Board:

- Had a total of 2,388 police merlins made, 566 London Ambulance Service referrals and 60 referrals from the London Fire Brigade.
- Launched a Safeguarding Commercial during a Safeguarding Awareness Week at The Glades, which provided information on how to identify and report abuse. Information was also disseminated to all partners and GP practices, and housing residency schemes.
- Delivered training to over 1,000 on Domestic Abuse, Self-Neglect and Hoarding and Sexual Violence.
- Set up the Safeguarding Adults Review Committee with nine cases being considered for a Safeguarding Adults Review during 2017/18. Of these, one case met the threshold for Review and an Independent Reviewer has been commissioned to undertake this.
- Delivered our Annual Conference with the theme of 'Implementing Better Care'. This event covered a range of topics including frailty, dementia, and self-neglect and was attended by 151 professionals across the Borough.
- If you are interested in viewing Bromley Safeguarding Adults Board (BSAB) Annual Report for 2017/18, please visit [www.bromley.gov.uk/bsab](http://www.bromley.gov.uk/bsab)

## In 2018/19 the Board will be focusing on a number of priority areas including:

- Domestic Abuse
- Self-Neglect
- Hoarding
- Fire Safety in Homes

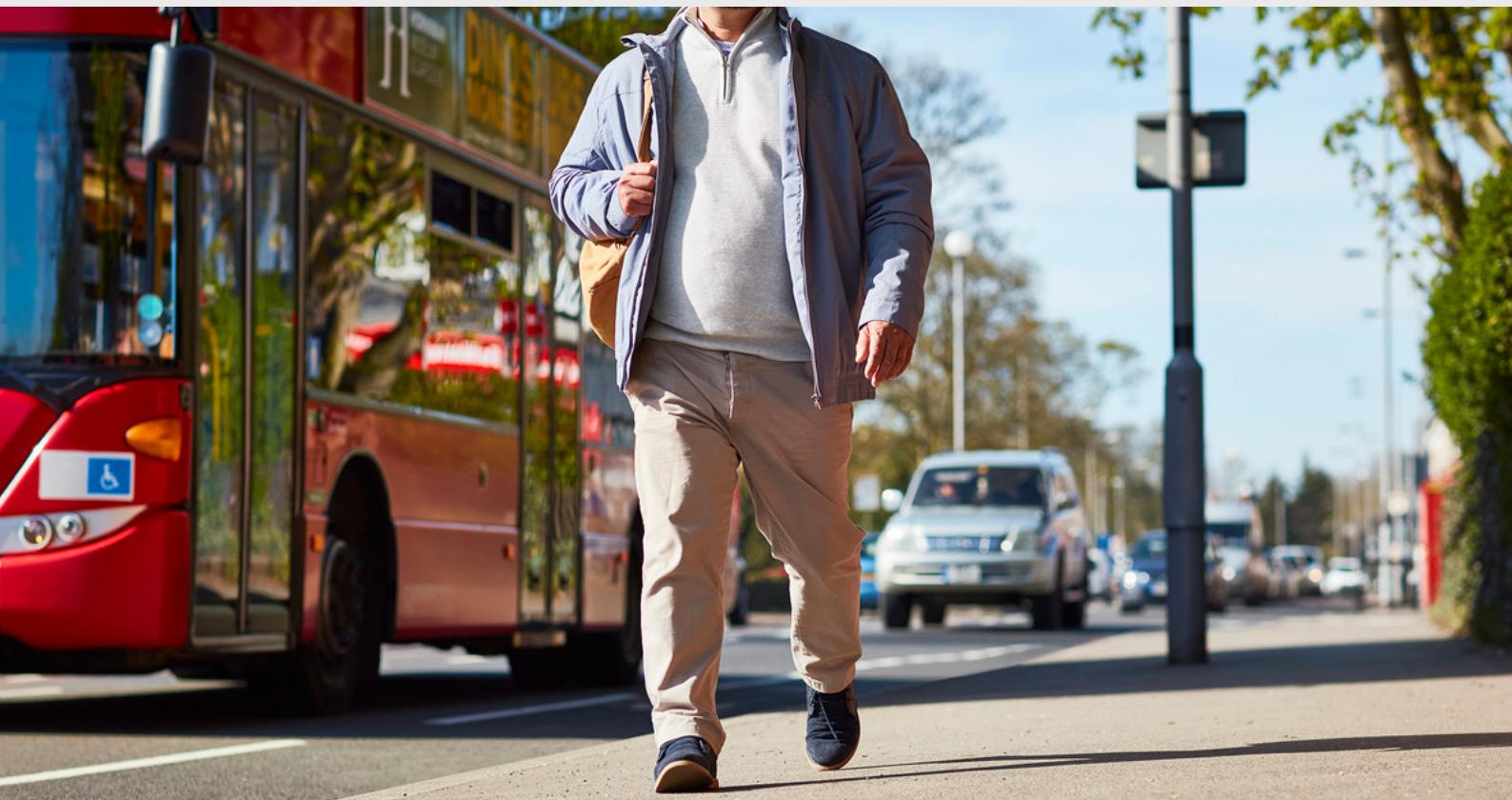
The Board will also be doing work around modern slavery, and continuing to progress appropriately Safeguarding Annual Reviews.

### **Safeguarding Adults Contact Information:**

Address - Civic Centre, Stockwell Close, Bromley, BR1 3UH

Call - 020 8461 7777

E-mail - [adult.early.intervention@bromley.gov.uk](mailto:adult.early.intervention@bromley.gov.uk)



# Social Isolation

**Social isolation can affect a number of vulnerable groups such as the elderly, people with physical disabilities, learning disabilities or mental ill-health, young parents and care leavers without a local support structure. Carers can also be impacted especially when they are caring many hours a week. Social isolation can impact on an individual's physical and mental wellbeing as well as leaving them at greater risk of abuse.**

## Key Statistics in 2017/18:

- Through the Adult social care survey we found that 46% of those asked felt that they "have as much social contact" as they wanted with people they like, this is better than the London average of 41% and 31% felt they had 'adequate social contact'.
- Only 5% felt that they were "socially isolated" this is better than the national 6% and London 8% average. Bromley has made significant efforts to reduce social isolation since 2015.

## Achievements in 2017/18:

- To help reduce social isolation in the Borough, the Connecting Bromley campaign had been developed which included befriending services, volunteering opportunities and a searchable directory of activities available on the Bromley MyLife website. The campaign was advertised in a number of ways, including through voluntary groups and community venues.
- During the November campaign 2017, 1454 pages relating to social isolation within the Bromley MyLife website had been viewed by 794 unique visitors. In total, more than 4,100 people used the Connecting Bromley website from 1st November 2017 to 31st March 2018.
- Additionally, through the Connecting Bromley campaign, a list of 800 services or activities by type, age, need and location was developed.

## In 2018/19 we will:

- The London Borough of Bromley is committed to developing a new strategy aimed at Older People, and those approaching old age. One of its main themes will be prevention and wellbeing and, as part of this agenda, the issue of social isolation will be prioritised. The development of the strategy will be able to build on the work already undertaken to promote activities and services which can prevent or alleviate loneliness and social isolation.



# Your voice heard

The Education, Care and Health Services (ECHS) Department has a long and successful history of resident involvement. We have a range of systems and processes that give our residents and service users the power to share their thoughts.

We want to truly put the voice of our residents and service users at the heart of our decisions.

During the 2017/18 Adult Social Care survey –  
we found that:

- 58% of service users felt that they “had enough choice over care and support services”, this is lower than the London average 64%, we need to understand this more and will explore the issue when we draft and consult on our Older People’s strategy.
- 32% felt that they have “as much control as they need over their daily life and 44% felt that they had “adequate” control over their lives, this is inline in the London and national benchmark.

# How to make a complaint or share a compliment

Under the *Local Authority Social Services and National Health Service Complaints (England) Regulations 2009* the majority of Adult Social Care Complaints are considered on a statutory basis and handled through the Council's Corporate Complaints Procedure.

We aim to offer a helpful and efficient service, but we recognise that sometimes things can go wrong. We aim to put mistakes right quickly and we will not treat anybody unfavourably if they make a complaint about us. You have the right to tell us if something is wrong. We also value your comments because what you tell us about our services helps us to improve them and plan for the future. We also like to hear if you are pleased with the service you receive; knowing when we are doing well can be as informative as knowing when things go wrong.

**You can make a compliment or complaint to the London Borough of Bromley in the following ways:**

[Write to us](#)

**Adult Social Care Complaints**  
Civic Centre  
FREEPOST MB 1658  
Stockwell Close  
Bromley, BR1 3UH

[Online](#)

[www.bromley.gov.uk/complaints](http://www.bromley.gov.uk/complaints)  
**Call**  
**020 8313 4491**

[During 2017/18](#)

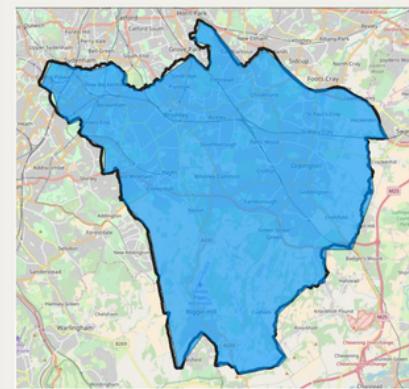
**Adult Social Care were subject of a significant 25% reduction in complaints from 2016/17 to 2017/18.**

If you are interested in viewing this year's Complaints and Compliments Annual Report (2017/18), please visit  
[https://cds.bromley.gov.uk/documents/s50063958/Complaints%20Report%202017-18\\_FINAL.pdf](https://cds.bromley.gov.uk/documents/s50063958/Complaints%20Report%202017-18_FINAL.pdf).

# Key facts

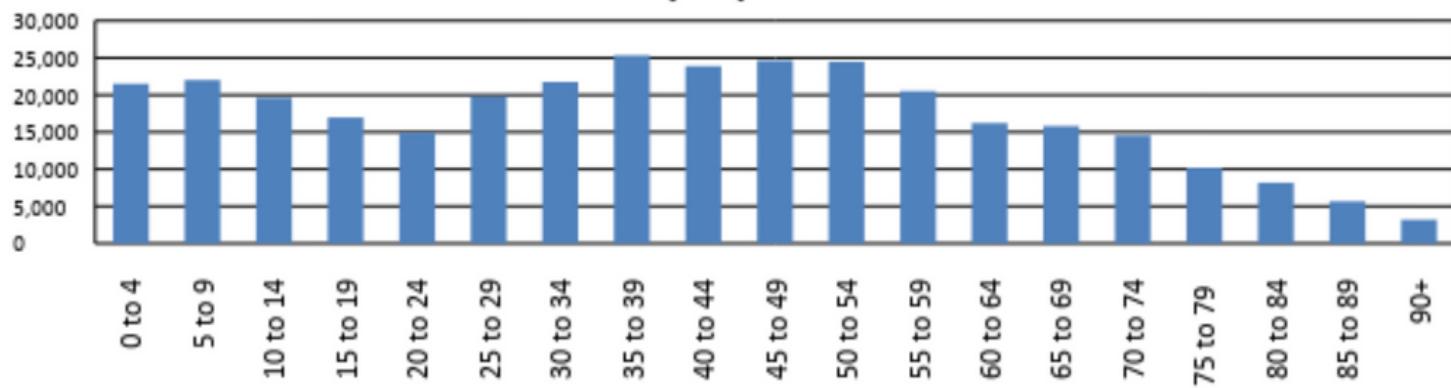
**330,000+**

people live in  
Bromley



Bromley = 150 km<sup>2</sup>

**Bromley Population**



Source: MYE 2: Population Estimates: Persons by Single Year of Age and Sex for Local Authorities in the UK, mid-2017

Ethnic Group	Bromley	London	England
<b>White: English/Welsh/Scottish/Northern Irish/British</b>	77%	45%	80%
<b>White: Irish</b>	1%	2%	1%
<b>White: Gypsy or Irish Traveller</b>	0%	0%	0%
<b>White: Other White</b>	5%	13%	4%
<b>Mixed/ Multiple Ethnic Groups: White and Black Caribbean</b>	1%	1%	1%
<b>Mixed/ Multiple Ethnic Groups: White and Black African</b>	0%	1%	0%
<b>Mixed/ Multiple Ethnic Groups: White and Asian</b>	1%	1%	1%
<b>Mixed/ Multiple Ethnic Groups: Other Mixed</b>	1%	1%	1%
<b>Asian/ Asian British: Indian</b>	2%	7%	3%
<b>Asian/ Asian British: Pakistani</b>	0%	3%	2%
<b>Asian/ Asian British: Bangladeshi</b>	0%	3%	1%
<b>Asian/ Asian British: Chinese</b>	1%	2%	1%
<b>Asian/ Asian British: Other Asian</b>	2%	5%	1%
<b>Black/ African/ Caribbean/ Black British: African</b>	3%	7%	2%
<b>Black/ African/ Caribbean/ Black British: Caribbean</b>	2%	4%	1%
<b>Black/ African/ Caribbean/ Black British: Other Black</b>	1%	2%	1%
<b>Other Ethnic Group: Arab</b>	0%	1%	0%
<b>Other Ethnic Group: Any Other Ethnic Group</b>	1%	2%	1%



# Glossary

**Adult Social Care** – Care and support for adults who need extra help to manage their lives and be independent – including older people, people with a disability or long-term illness, people with mental health problems, and carers. Adult Social Care includes assessment of your needs, provision of services or allocation of funds to enable you to purchase your own care and support. It includes residential care, home care, personal assistants, day services, the provision of aids and adaptations and personal budgets.

**Care Act 2014** – A law passed in England in 2014 that sets out what care and support you are entitled to and what local councils have to do. According to the law, councils have to consider your wellbeing, assess your needs and help you get independent financial advice on paying for care and support.

**Carer** – A person who provides unpaid support to a partner, family member, friend or neighbour who is ill, struggling or disabled and could not manage without this help. This is distinct from a care worker, who is paid to support people.

**Carer's Assessment** – If you are an unpaid carer for a family member or friend, you have the right to discuss with your local council what your own needs are, separate to the needs of the person you care for.

**Clinical Commissioning Group (CCG)** – A group of GP practices in a particular area that work together to plan and design health services in that area. Each CCG is given a budget from NHS England to spend on a wide range of services that include hospital care, rehabilitation and community-based.

**Continuing Health Care** – Ongoing care outside hospital for someone who is ill or disabled, arranged and funded by the NHS.

**Continuity of Care** – There are two meanings to the phrase ‘continuity of care’: seeing the same doctor or other care professional every time you have an appointment, or having your care well-coordinated by a number of different professionals who communicate well with each other and with you.

**Co-production** – When you as an individual are involved as an equal partner in designing the support and services you receive.

**Cost-effectiveness** – A comparison of how much something costs in relation to how much benefit you get from it. Looking at cost-effectiveness can help you decide what to spend money on. Councils and other organisations do the same thing.

**Delayed Discharge** – When you are well enough to leave hospital after an illness or accident, but you have to stay there while the care you need in your own home or in another place is arranged.

**Delayed Transfer of Care (DToC)** – Similar to delayed discharge. When you are ready to move from hospital to another type of care, but the care you need is not available, meaning that you spend longer in hospital than medically necessary.

**Direct Payments** – Money that is paid to you (or someone acting on your behalf) on a regular basis by your local council so you can arrange your own support, instead of receiving social care services arranged by the council. Direct payments are available to people who have been assessed as being eligible for council-funded social care. They are not yet available for residential care. This is one type of Personal Budget.

**Discharge to Assess (D2A)** – If you are ready to leave hospital but still need some care and support, you may be able to go home with care provided in your home for a short period while discussions take place about the care and support you may need in the longer term.

**Early Intervention** – Action that is taken at an early stage to prevent problems worsening at a later stage.  
**Health and Wellbeing Board** – Every council area in England has a Health and Wellbeing Board to bring together local GPs, councillors and managers from the NHS and the Council.

**Healthwatch England** – A national organisation that represents people who use health and care services in England.

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**Home care** – Care provided in your own home by paid care workers to help you with your daily life.

**Integrated Care** – Joined up, coordinated health and social care that is planned and organised around the needs and preferences of the individual and their carer and family.

**Joint Commissioning** – When two or more organisations in a local area – usually the NHS and local council – work together to plan services to meet the needs of people who live in the area.

**Learning Disability** – A term that is used to describe a brain impairment that may make it difficult for someone to communicate, to understand new or complex information, or to learn new skills.

**Mental Capacity Act** – A law that is designed to protect people who are unable to make decisions about their own care and support, property or finances, because of a mental health condition, learning disability, brain injury or illness.

**Mental Health Problems** – Problems with the way you think, feel and react, which affect your ability to cope with life, make choices and relate to other people.

**Model of Care** – A way of providing care based on a set of beliefs and principles about what is right and works best.

**Multi-agency working** – When different organisations work together to provide a range of support for people who have a wide range of needs.

**Multi-disciplinary Team** – A team of different professionals working together to provide care and support that meets your needs.

**NHS England** – The organisation that decides what the most important health issues in England are and how NHS money should be spent. It is given money by the Department of Health and shares this out to local areas and Clinical Commissioning Groups.

**Older People** – Are the largest group of people who use adult social care services. Some councils define people over the age of 50 as ‘older’, but social care services for older people are usually for people over the age of 65.

**Outcomes** – In Social Care, an ‘outcome’ refers to an aim or objective you would like to achieve or need to happen, for example, continuing to live in your own home, or being able to go out and about.

**Public Health England** – The part of the Department of Health in England that works with the Government and local councils to make the population healthier.

**Quality of Life** – Your satisfaction with your life in terms of wellbeing and happiness.

**Reablement** – A way of helping you remain independent, by giving you the opportunity to relearn or regain some of the skills for daily living that may have been lost as a result of illness, accident or disability.

**Residential Care** – Care in a care home, with or without nursing, for older people with disabilities who require 24-hour care.

**Safeguarding** – The process of ensuring that adults at risk are not being abused, neglected or exploited.

**Section 42** – An enquiry is any action that is taken by a Local Authority in response to indications of abuse or neglect in relation to an adult with care and support needs.

**Service User** – A person who receives services from a care and support provider.

**Step-down care** – Care that may be provided if you are ready to leave hospital but not yet ready to return to your home.

**Supported Living** – An alternative to residential care or living with family that enables adults with disabilities to live in their own home, with the help they need to be independent.

**Transfer of Care** – When you move from one place of care to another, such as from hospital to your home, supported housing or residential care.