

# Annual Report 2011

## Adult Social Care in Halton



# Annual Report 2011

## Adult Social Care in Halton



## Contents

|  |    |
|--|----|
| <b>Introduction</b>  | 2  |
| <b>What is Adult Social Care</b>   | 4  |
| My Life  | 4  |
| <b>Equality &amp; Diversity in Halton</b>  | 4  |
| <b>Faire Access to Care Services</b>   | 5  |
| <b>Adult Social Care &amp; Personalisation</b>                                   | 5  |
| <b>Safeguarding Adults</b>   | 5  |
| Adult Abuse  | 6  |
| Domestic Violence & Abuse  | 6  |
| Dignity in Care  | 6  |
| <b>Examples of the type of Adult Social Care Halton Borough Council Provide</b>  | 7  |
| Housing / Homelessness   | 7  |
| Residential / Nursing Care   | 8  |
| Extra Care Housing   | 8  |
| Homecare / Reablement  | 8  |
| Integrated Hospital Discharge  | 9  |
| Positive Behaviour Support Service (PBSS)  | 10 |
| Day Services & Employment Services   | 10 |
| Day Services for Adults with Learning Disabilities                               | 10 |
| Other employment services  | 11 |
| Independent Living   | 11 |
| Bridge Building  | 12 |
| Sure Start to Later Life   | 12 |
| Carers   | 13 |
| Mental Health Services   | 13 |
| Transition Services  | 14 |
| Drug & Alcohol Services and Support  | 14 |
| Halton Community Alarm Service   | 14 |
| <b>Paying towards the cost of your care services</b>                             | 15 |
| <b>Adult Social Care Expenditure</b>   | 16 |
| <b>Priorities for Adult Social Care over the next twelve months</b>              | 16 |
| Review of homelessness services  | 16 |
| Care closer to home  | 16 |
| Safeguarding & Dignity   | 16 |
| <b>How does your local Councillor contribute to the Adult Social Care Agenda</b> | 16 |
| <b>Your views are important</b>  | 17 |
| <b>Compliments &amp; Complaints</b>  | 18 |
| <b>Feedback - What do you think of this report?</b>                              | 19 |
| <b>Contact us</b>  | 20 |

# Annual Report 2011

## Adult Social Care in Halton



### Introduction

Welcome to the first Annual Report on Adult Social Care for Halton residents.

At Halton Borough Council, we have a responsibility to support, care for and protect the most vulnerable people in the community, as well as providing information and support to the residents of Halton.

Halton's vision for Adult Social Care is:

“To promote effective, affordable, quality services that are accessible, equitable, timely and responsive and to enable individuals and groups in Halton to make informed choices.”

Delivering this vision will mean people in Halton;

- live independently and safely.
- have as much choice and control over their lives as possible.
- live in their own home if they wish, or other accommodation of their choice.
- find out about information, services and support available and how to access them.
- get the support they need in local and community settings.
- remain safe from abuse.

We continue to be really proud of the progress and achievements made by Halton Adult Social Care Services over the last few years, with the robust support of elected councillors, staff, the wider Council and our partner organisations, such as the National Health Service.



A handwritten signature in black ink that reads "Dwayne Johnson".

**Dwayne Johnson**  
Strategic Director  
Communities



# Annual Report 2011

## Adult Social Care in Halton



### What is Adult Social Care?

Adult Social Care offers support to people in a wide range of circumstances. Everyone can get information and advice from us, and many people receive further help. Most of the support we give is aimed at enabling people to maintain their independence, in their own home in their local community for example via Home Care, Meals on Wheels, Day Care Services, Residential and Nursing Care etc.

Adult social care is committed to helping all vulnerable adults. These would include:

- people with long term conditions e.g. People with Dementia, mobility issues etc
- people with learning disabilities
- carers
- people with alcohol and drug problems
- people with mental health problems

#### Facts & Figures

As at March 2011 there were almost 5000 people receiving Domiciliary Care Services, Residential Care Services and Nursing Services.



Debbie O'Connor, Adult Placement Carer with Marjorie.



### My Life

'My Life' is a website where you can easily find lots of information about Adult Social Care Support and Services to help you get on with your life and keep your independence. My Life is a useful information source and is aimed at those who know nothing about Adult Social Care, to those who may use our services and want to find out more.

### Equality and Diversity in Halton

In Halton we ensure that in providing services to the community no individual, or group of individuals, will be treated any less favourably as a result of their personal circumstances and status. Elected Councillors and Council Officers work together with our partners to ensure that equality, diversity, and the cohesion of our community remain at the heart of everything that we do.

# Annual Report 2011

## Adult Social Care in Halton



### Fair Access to Care Services (FACS)

The principle behind FACS is that there should be one single process to determine eligibility for social care support, based on risks to an individual's independence over time. Halton's Eligibility criteria is built on the principles of being non-discriminatory and being applied equally across all adult service user groups including adult carers.

#### Facts & Figures

In Halton, the older people age group (65+) is projected to grow by 43% from 16,900 in 2008 to 24,200 in 2023.

The ethnic composition of Halton remains predominantly white (97.5%).



The results of the SAQ are then used to calculate a budget, which is usually the maximum amount of funding that can be made available to meet the needs of the individual.

The Care Manager and individual will then work together to write a Support Plan to show how this budget will be spent, to meet the individual's identified needs.

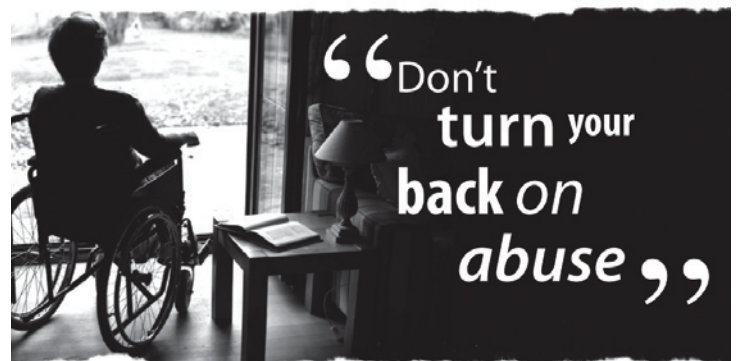
### Adult Social Care and Personalisation

Personalisation (sometimes referred to as Self Directed Support) describes a way of doing things whereby a person in need of social care services gets to decide themselves what support they need, who from, where and when. In Halton, all of our Adult Social Care Services are 'personalised'.

In the longer term people will be happier, healthier and have better prospects for the future if they are put in control of their own social care support.

A Supported Assessment Questionnaire (SAQ) is completed by the individual and a Care Manager, in order to identify what the individual's needs are. This is done by asking the individual about different aspects of their lives including their social activities, physical and mental wellbeing and practical aspects of daily living.

### Safeguarding Adults



We believe that safeguarding is everybody's business with communities playing a part in preventing, detecting and reporting neglect and abuse. Measures are in place locally to protect those least able to protect themselves. Safeguards against poor practice, harm and abuse are an integral part of care and support.

# Annual Report 2011

## Adult Social Care in Halton



During September 2010, the Care Quality Commission carried out a Safeguarding Inspection and concluded that Halton is performing excellently in safeguarding adults and in supporting increased choice and control for older people, and performing well in supporting the improved health and wellbeing of older people.

### Adult Abuse

If you, or someone you know, is being hurt, not looked after or taken advantage of, tell someone. **If abuse happens we can help you.**

It is a fact that adults do get abused and sometimes people's circumstances make them more vulnerable to abuse, e.g. frailty, illness, mental health issues or disabilities of any kind.

Vulnerable adults deserve dignity and protection from abuse.

Abuse can happen anywhere at any time and can be deliberate or unintentional, and might be as a result of negligence, ignorance or carer stress.

We have run marketing campaigns to raise awareness of adult abuse, the different types of abuse and how to report it. The campaign included press advertising, billboards, leaflet & poster distribution and taxi adverts.

#### Facts & Figures

In 2010/11, Halton Borough Council dealt with over 800 referrals to Adult Social Care in relation to concerns about potential Adult abuse in Halton. All cases were investigated and appropriate action taken.



Halton Domestic Abuse Forum

### Domestic Violence and Abuse

Domestic violence and abuse can be experienced regardless of race, gender, age, disability, sexuality and lifestyle. Domestic abuse is often thought to be a purely physical form of abuse, partly due to it traditionally being referred to and seen as Domestic Violence however it can take different forms such as bullying, verbal abuse, fraud etc.

#### Facts & Figures

There were 479 repeat incidents of Domestic Abuse reported in Halton in 2010/2011. There are a number of support services available in Halton to report Domestic Abuse and support people who have experienced Domestic Abuse.

### Dignity in Care

Dignity in care is about creating a care system where there is zero tolerance of abuse and disrespect of people in care – this includes, hospitals, care homes etc. Being treated with dignity and respect is not an optional extra, but a basic human right.

**If you suspect that someone you know is not being treated with dignity and respect, please contact our Customer Services by calling call us on: 0303 333 4300.**

#### Facts & Figures

Halton has been identified (in 2011) by the Equality and Human Rights Commission as an example of best practice regarding work done around embedding a human rights based approach in all these areas dignity in care.



# Annual Report 2011

## Adult Social Care in Halton



### Examples of the type of Adult Social Services that Halton Borough Council provide

#### Housing / Homelessness

Halton Borough Council is no longer a property landlord of council housing following the transfer of our housing stock to Halton Housing Trust in 2005; however the Council still maintains a housing register. This is managed by Halton Housing Trust and you can contact them to add your name to the register. Other housing associations also operate in Halton. You can approach these housing associations directly to discuss adding your name to their own register.

The Council operates a Landlord Accreditation Scheme which seeks to promote high standards in the private rented sector.

The Council's Environment Team can take enforcement action against private landlords whose properties do not meet minimum standards or who attempt to harass or illegally evict their tenants.

A rent Bond Guarantee Scheme enables those at risk of homelessness to access accommodation in the private

rented sector. This scheme provides the rent deposit, which is unaffordable for many vulnerable households. The Council has a dedicated Housing Solutions team who provide advice and assistance to the public on homelessness and housing related issues. The team work to prevent homelessness wherever possible and to assist in finding emergency / temporary accommodation where homelessness cannot be avoided. This service has helped to significantly reduce the number of households becoming homeless.

#### Facts & Figures

Halton has two Council managed caravan sites for Gypsies and Travellers, one a permanent site with 22 pitches and the other a transit site with 13 pitches. There are also two small privately run sites.

#### Preventing homelessness, services in action...

Client A approached the Council for assistance with their homeless situation. The quickest and most effective homeless prevention tool for this family was the Bond Guarantee Scheme. The Bond Guarantee Scheme provided the landlord with a bond and also set up direct payment of Local Housing Allowance, which helped in persuading the landlord to accept Client A despite their adverse credit history.

Client A and their family were in settled accommodation for nearly 18 months, with no issues, however a change in his circumstances affected their benefits and resulted in a shortfall in the rental payments. As the client had come through the Bond Guarantee Scheme, the landlord knew they could make contact with a designated officer within the Council at an early stage to highlight the issues.

The Council made a referral to the Council's Welfare Rights Team. They were able to work with Client A and ensure they were receiving all of the benefits they were entitled to, which in turn allowed them to get their rental payments back on track. The client and their family were therefore able to remain in the property and the tenancy is still continuing successfully to date.

# Annual Report 2011

## Adult Social Care in Halton



### Residential / Nursing Care

A care home is a place to live, where people can be cared for by trained staff day and night. It is an option that people consider because of things like: being frail or infirm; because of age; having a disability; and they find it difficult to live independently in their own home.

There are two types of care home: Residential Homes and Nursing Homes. Care Homes can be run by: voluntary organisations; private individuals; private companies and the council. All care homes are registered with, and inspected by, the Care Quality Commission to make sure minimum standards are met.

#### Facts & Figures

178 Halton residents aged 65 and over were living in residential or nursing care at 31st March 2011 as their normal place of residence.

Halton has the lowest number of people living in residential and nursing accommodation in the North West and is one of the lowest throughout the whole of England.

The number of individuals moving into residential or nursing care accommodation in recent years has declined due to the fact that we promote people living independently within their own homes for as long as possible. Services that we deliver to support this include Home Care; Meals on Wheels; Community Alarm; Sheltered housing; Direct Payments.

Other than residential and nursing care there are other types of supported housing as follows:

### Extra Care Housing

Extra care housing is a type of sheltered housing that can offer care to support independent living whilst providing round-the-clock support and packages of care designed to meet individual needs. Extra Care Housing can also be

known as very sheltered housing, assisted living, or simply as 'housing with care'. It can be ideal for people who are less able to manage on their own. Extra care housing offers people the opportunity to live in a home of their own, even when they have high level care and support needs.

Older people are increasing as a percentage of the local population and the Council has prioritised the development of Extra Care schemes to provide a greater choice of housing for people in their retirement.

Supported Housing can be available with or without care included. Halton Supported Housing Network is run by Halton Borough Council, for adults with a learning disability to help people live in their own homes. The people who use our services are helped to access different activities, such as, theatre trips and holidays including trips abroad. We help people across Widnes and Runcorn to live in their own homes. This means that these people are able to see friends, have choices and go to the shops or bank or access leisure centres.

#### Support services working together...

Client B went into supported living accommodation after the culmination of a comprehensive planning process to see Client B move in to appropriate accommodation for their needs. This was an important first stepping stone from home into wider society and to secure their long term future.

The process was made smooth by the Adults with Learning Disabilities Team and the Housing Support Team.

A number of other teams and services had supported Client B over many years to get them to the point of feeling confident about moving out of home and developing their independence. These teams included Day services, Respite care services, Transport services, Community Bridge Building Team who helped Client B gain confidence and independence in using public transport, and Adult Placement services who helped Client B prepare for their move.



# Annual Report 2011

## Adult Social Care in Halton



### Home Care, Intermediate Care and Reablement

In Halton we are committed in helping people stay living safely and independently in their homes for longer, with a better quality of life. We offer a wide range of Home Care, Intermediate Care and Reablement services seven days a week, that may include support from nurses, care assistants and occupational therapists, that can offer you help and support to help you do this if this is your choice. Help is also available to people recovering from a hospital stay and needing temporary help to maintain their independence and quality of life at home.

#### Short term support, longer term benefit...

Client C is a 92 year old man who was independent prior to admission to hospital. Whilst in hospital Client C had exploratory surgery.

On discharge from hospital Client C was referred to the Reablement service for support in a morning with personal care, until he recovered from his operation. After 4 weeks of Reablement support, Client C no longer needed support with personal care after regaining his independence.

#### Regaining confidence and independence after a hospital stay, services in action...

Client D was referred to Rapid Access Rehabilitation Service (RARS) by their GP following a fall at home. An initial assessment was completed the same day by Halton Intermediate Care Assessment Team at which it was determined that Client D required further physiotherapy and Occupational Therapy input.

A set of jointly agreed and consented goals including being able to move around the home independently, getting in and out of bed and using the bathroom independently.

Close liaison and planning with Client D's family was undertaken at each stage and after a visit to Client D's home the home environment was adapted for downstairs living. Further support included a referral to community physiotherapy for ongoing therapy. Advice was also provided to the family regarding acquisition of ramp for the front door to allow access to their home.

### Integrated Hospital Discharge

Most people spend a very short period of their lives in hospital; their discharge follows a fairly predictable pattern and they usually return home. However for those people already in the care system, or for those who will need ongoing support when they leave hospital, discharge processes should ensure continuity of the right care in the right place first time.

The Warrington and Halton Integrated Discharge (ID) and the Whiston ID teams operate as a single point of referral for all patients within the Hospitals, irrespective of which Borough they are resident in. The person's discharge is planned irrespective of whether it is a health or social care discharge.

Benefits of this approach to discharge include earlier engagement with patients and families to better manage need and expectations, therefore reducing delays and reduction in admissions to long term care.



# Annual Report 2011

## Adult Social Care in Halton



### Positive Behaviour Support Service (PBSS)

This is a new service which works with children and adults with learning disabilities, Autism and who display difficult or challenging behaviour. The aim of the service is to reduce such behaviours and hence improve the quality of life for individuals and their families. The PBSS play a significant role in supporting the work outlined in our own local Autism Strategy for Halton which is leading to improved services for both Adults and Children with Autism and their families.

Autism is described as a lifelong developmental disability. The Department of Health has published the first National Autism Strategy. The Strategy follows the implementation of the Autism Act 2009 which sets out a legal framework for Local Councils to drive forward the change needed to improve the lives of people with Autism.

### Day Services and Employment Services

Day care is a popular service offered to people who need some help with personal or practical care and are unable to get out and about by themselves.

Day care is usually available in a resource centre, community building or a residential home and offers more support than an ordinary day centre can provide. Professional caring staff can support the person with personal care. The person will also have a hot meal and drinks during the day and a chance to socialise and to take part in a number of leisure and craft activities.

### Day Care Services for Adults with Learning Disabilities

Halton Community Services (formerly known as Halton Day Services) has many projects that offer our service users with learning and physical disabilities excellent ways to develop their employment and social skills whilst having fun in the process!

The service is held over 17 venues within the borough like: Castlefields Community Centre, Grangeway Community Centre, Murdishaw Community Centre and Upton Community Centre. The service also provides a base at Bredon for people with higher support needs.

Some of the Projects you may have heard about or visited include:-

- Country Garden Catering
- Country Garden Cupcakes
- Altered Image Hair & Beauty Salon
- Coach House Crafts
- Bikes in the Park
- Norton Brewing & The Cottage Tea Room
- Refectory Café at Norton Priory
- Shopmobility



# Annual Report 2011

## Adult Social Care in Halton



### Facts & Figures

Our Day Services have won many awards in innovation in the services we offer to Halton residents. Day services are no longer a group of people playing bingo or painting. We offer a wide range of stimulating activities which includes:

Massage, Music Therapy, Work Opportunities such as catering, craft making and our new venture hairdressing, gardening, keeping fit, football, bowling, line dancing, computing skills, shopping, to name only a few.

### Other employment services

Halton Borough Council also offers a number of other employment support activities to help people prepare for and find the right kind of employment. Activities available include:

**Next Step** – information and advice to help individuals make the right choices about learning or work

**Carers** – pre employment programme to support carers with accessing employment or training.

**Enterprise** – Business Start up support for customers considering self employment.

In addition to the above, there are also services designed around the needs of people with disabilities or additional needs to help them prepare and find employment. These include confidence building, skills training and voluntary work.

### Independent Living

People over the age of 18, who live in Halton and need practical help due to sight or hearing loss, physical or learning disabilities, frailty or illness, can have an assessment of needs through Social Services. Individuals can also access their own assessment for equipment e.g. raised toilet seats, bath boards, tap turners etc. to help out with day to day tasks via 'SmartAssist'. This is an online assessment system free to anyone living in Halton.



Individuals, their family or carers can find out about any equipment that could support living independently at home.

Halton Home Improvement and Independent Living Services are a team of Occupational Therapists and Community Care workers.

Their aim is help individuals improve or maintain independence at home. They help to identify different options to help people adjust to disability or ill health. This may include adaptations to their home or the loan of specialised equipment.

Halton's Independent Living Centre is a resource centre for anyone who wants to know more about equipment for independent living. It is for people with disabilities and their carers, professionals and other organisations. The centre houses permanent displays of basic and specialist equipment that assist with independence and caring. The centre also holds regular Open Days throughout the year for equipment demonstrations. These informal open days will give the opportunity to try out equipment and discuss equipment needs with companies and manufacturers of equipment for independence.

Halton Accessible Homes Service matches the needs of disabled applicants to accessible and adapted homes available within Halton. Registered Housing Providers tell us when they have an accessible and adapted home available to rent.

### Facts & Figures

Over 1,000 Minor Adaptations were provided by Halton Borough Council in 2010/11 to enable individuals to manage with every day tasks. For example by using Grab rails and hand rails to help support them around the home.



# Annual Report 2011 Adult Social Care in Halton



## Bridge Building

The Halton Bridge Building team work with people who have a disability and are socially isolated within their own home, also children in transition to adulthood and Carers. People are supported to have an active role in their community which improves their health and well being. Support might involve helping the person to access meaningful volunteering, education, travel training, social activities, faith and beliefs, and building up relationships with family and friends.

### Bridge Building in action...

Client E was referred to the Bridge Building (BB) Team by the Adults with Learning Disabilities Team when they moved to Runcorn. Client E did not know anyone in the area and wanted to do voluntary work in a children's nursery and also some courses in the Learning Centre. Following investigations BB found a placement (initially for one day a week) for Client E and supported them initially at the beginning of their placement. Client E was also enrolled on a Literacy course in the Learning Centre.

The placement has been a success and they are now a valuable member of staff. Client E has also made new friends and attends a number of social groups in the local area.



## Sure Start to Later Life

Sure Start to Later Life is an information service for the over 55s, providing a free personal, confidential information service to help people to live a happy independent life and can offer information on activities available in the local community that enable older people take an active part in their community.

### Sure Start to Later Life, service in action...

Client F was referred to the Sure Start to Later Life service by AGE UK as they were becoming increasingly isolated as they were unable to get out and about easily on their own and as a result they started to feel lonely.

Through Sure Start to Later Life it was arranged for a volunteer to make regular home visits for a chat and a cup of tea and to help Client F identify what other support they might like.

The volunteer and client had common interests and Client F was pleased to have weekly visits. The volunteer helped Client F to attend a regular luncheon club and arranged transport so that they could get there, helped Client F receive a home podiatry service, referred them for a Welfare Rights benefit check to make sure that Client F was receiving everything that they were entitled to and made a referral to the Independent Living Team for help with bathing.

Client F is really happy that they get to see people and is getting out and about more.

# Annual Report 2011

## Adult Social Care in Halton



### Carers

A Carer is someone who cares, unpaid, for a relative or friend who is unable to manage on his or her own because of illness, disability or frailty. The majority are unpaid family carers and as a result sometimes you may not see yourself as a carer. Carers can be any age and come from all walks of life and backgrounds. More women are carers than men and they are more likely than male carers to care for someone with very demanding care needs and to care for a wider range of relatives.

## Halton's True Face of Carers

- In Halton, 14,500\* people care for someone for more than 50 hours per week
- Often whilst juggling their own work and family commitments
- Do you have time for yourself?
- Do you regularly put others before You?

You could be entitled to extra financial support and benefits. We can offer you help and support from other people in your situation or just a friendly ear...

Contact Halton Carers  
Tel: 0151 907 8306  
[www.halton.gov.uk/carers](http://www.halton.gov.uk/carers)



For 2011 Carers Week, we asked some of our carers to help raise the profile of carers by becoming Halton's 'True Face of Carers'. The campaign included featuring our carers in press advertising, videos, animated adverts across Halton.

**If you would like help and support in terms of your caring situation, contact the Council on Tel: 0303 333 4300 or contact the Halton Carers Centre on Tel: 01928 580 182.**

### Facts & Figures

At 31st March 2011, over 1,100 Carers received a service from Halton Borough Council following a Carers Assessment undertaken by dedicated Carers Assessors.

### A Carers Voice...

Client G is a carer for someone with a mental illness and as a result of their caring responsibilities developed their own health problems over a number of years due to coping without any support. Client G was put in touch with the mental health support group and met people who had similar experiences to what they had gone through. Initially Client G found it hard to communicate with people and they felt unable to express themselves.

However via the support group they found out about an art group that was being run. As a result Client G joined the art group and has now found a new lease of life. Client G felt that the friendliness and support that the group offered enabled them to rebuild their confidence and to lead conversations and not feel isolated. As a result Client G now feels more confident to offer her help and support to other carers who may be in the same situation that they were once in.

### Mental Health Services

Mental health problems can be wide ranging and can include mild cases of anxiety and depression to more severe problems which can be life debilitating such as severe depression, Bi-polar Disorder, Schizophrenia and Dementia.

At Halton Borough Council, we provide Adult Social Care Services for:

- People who are experiencing moderate or severe mental health problems, who need extra help or support because of their mental health.
- Families, relatives and carers of those experiencing mental distress.
- People who need to move back into the community after a long stay in hospital.
- People who may seriously harm themselves or others as a result of their mental health problems.

**If you want to speak to us or require help to apply for the services that we can offer please contact our Customer Services Team on Tel: 0151 907 8306.**

# Annual Report 2011

## Adult Social Care in Halton



### Transition Services

#### What is Transition?

Transition refers to the process of change between being a young person to being an adult. This is a time of great change and opportunity for all young people, but it can also present challenges, particularly for young people who have social and health care needs arising from sensory and physical disabilities, long-term conditions, learning disabilities or mental health problems.

Young people with social and health care needs are likely to require support from a variety of professional organisations during the transition process and we work together in the interests of the young people and young adults and their families who need their support.

In Halton we recognise that planning for this transition needs to start early, and the planning processes will be geared to this from Year 9 at school (when the young person is about 14). Although young people officially reach adulthood at 18, we recognise that young adulthood continues to be a time of considerable change, and so transition arrangements continue until the age of 25.

### Drug and Alcohol Services and Support

Individuals, families and carers who seek help from substance misuse services in Halton are often experiencing a variety of complicated and difficult challenges which are having a damaging effect on their everyday lives. To provide the range of help that people need we have a 'one stop shop' at Ashley House, Widnes. As well as drug and alcohol treatment, there is help with improving overall health, finding a job or a training course and managing debts.

Ashley House also runs a number of support groups, both for those in recovery from their addiction and Carers. Meeting other people who are experiencing situations similar to your own can often be a tremendous help.

There is no waiting list at Ashley House, so help, advice and support is provided as soon as you contact the service. The feedback on the services provided at Ashley House is also extremely positive. ([www.patientopinion.org.uk](http://www.patientopinion.org.uk))

#### Facts & Figures

In a typical year around 800 individuals will receive treatment for their drug or alcohol addiction. Support is also provided to over 100 Carers.

### Halton Community Alarm Service (Telecare)

The service gives families and friends the peace of mind that their loved one is safe and maintains their independence by allowing them to live a full life in their own home.

The Community Alarm Service can provide equipment, which enables people to summon help in an emergency. Environmental sensors can monitor for potential floods and fire situations. Lifestyle monitoring sensors such as fall sensors and bed sensors can monitor someone in case they have a fall or do not go to bed.

When the alarms activates they send information down the telephone line. This information is then received at a control centre where the appropriate action is taken.

People choose to have Halton Community Alarm Service for different reasons. Some people live on their own and want some reassurance that if they have some difficulty, they can contact someone easily. Other people have difficulty getting around the house or have health problems. They may need to contact someone quickly if they are unwell or have an accident. Halton Community Alarm Service gives reassurance and can get practical help when it is needed.



# Annual Report 2011

## Adult Social Care in Halton



### Facts & Figures

Over 1,500 individuals living in Halton have their home fitted with a Community Alarm.

The Halton Community Alarm Service (formerly Lifeline) has been granted Platinum (European Standard) status with in the Telecare Services Association. Halton Community Alarm Service is one of only seven community alarm services in the United Kingdom to be accredited to Platinum status and is testament to the excellent service provided by Halton Borough Council.

### COMMUNITY ALARM SERVICE

#### Information Guide



## Paying towards the cost of your care services

The Government expects people who can afford to pay towards the cost of their care package to do so. This helps to continue to provide Adult Social Care Services to the growing number of people who need them. The amount of the contribution individuals may have to pay depends on the outcome of a financial assessment, which is carried out when care services are to be put in place.

The assessment looks at the level of income, savings and expenditure that the individual has available to them. The amount they pay can be as little as no contribution - right up to the full cost for services.

As part of the financial assessment process, Halton offers all individuals the opportunity to have a Welfare Rights check carried out. This is a free and confidential service that is undertaken by qualified and experienced Welfare Rights Officers. The Officers visit individuals in their home and identify any additional benefits, allowances or payments that the individual may be entitled to receive.

**If you feel that you may be missing out on benefits and would like a Welfare Rights check then please ring the Income and Assessment Team on 01928 704592.**

### Halton Community Alarm system in action...

Client H is in their 80's and has some mobility problems which puts them at risk of falls. Client H's family do not live locally but visit often and they have lots of support from friends. Client H wants to live as independently as they can in the comfort of their own home for as long as possible. Halton Community Alarm Service allows them, and their family, that choice.

Client I is nearly 70 and has a long term condition and some mobility problems. Client I's family want them to live as independently as they can in the comfort of their own home for as long as possible. Halton Community Alarm Service allows them to offer Client I that choice.

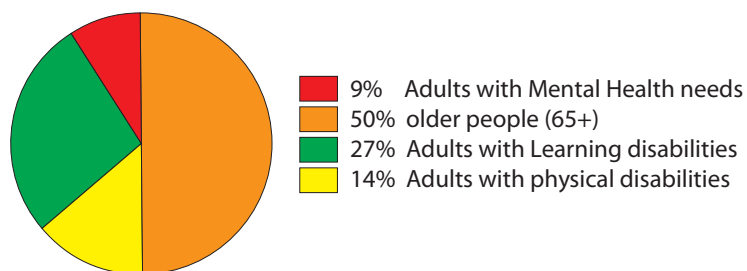
### Facts & Figures

During 2010/11 our Welfare Rights Officers helped 143 individuals to successfully claim a total of £400,000 in previously unclaimed, additional benefits. This equates to an average of £2,700 per year in additional income for each individual identified as having missing benefits.



## Adult Social Care Expenditure

In the financial year 2010/2011 we spent approximately £43 million on Adult Social Care in Halton. The breakdown of expenditure is shown in the chart below.



## Priorities for Adult Social Care over the next twelve months

There are many changes and challenges facing Adult Social Care over the next 12 months and beyond.

The Council and its NHS partners will be working closely to ensure there is a smooth transition of Public Health services to the Council in 2013. The Adult Social Care department will therefore be considering opportunities to improve adult social care and health outcomes

### Other developments will include:-

- Creation of a Health and Wellbeing Board - The Board will be responsible for identifying and assessing the needs of the local population.
- Development of a Halton wide Health and Wellbeing Strategy – The joint Health and Wellbeing Strategy will outline how the Council and Partners can address the key Health & Wellbeing issues in Halton.
- Joint Strategic Needs Assessment (JSNA) – To continue to update the assessment which brings together all the relevant information around health, well being and social care needs
- In 2012 plans to develop new accommodation and services will commence with a focus on adults with a

disability and identifying individuals who may be able to return to Halton from currently placed outside of the Borough.

- Local Health Watch - From October 2012 HealthWatch will be the independent consumer champion for the public - locally and nationally - to promote better outcomes in health for all and in social care for adults. Locally, it will also provide information and advice to help people access and make choices about services as well as helping people to access independent complaints advocacy to support people if they need help to complain about NHS services.

## Review of homelessness services

It is good practice to periodically assess the effectiveness of services provided for those who are homeless and this review is part of that process. The results will also feed into the wider strategic review of homelessness and development of the borough's next Homelessness Strategy in 2012.

## Care Closer to Home

Building on the work that we undertake with regards to prevention and early intervention involving supporting people to live as independently as possible for as long as possible, the Council is committed to further develop its services to achieve positive outcomes for the people who live in Halton and need Adult Social Care support.

## Safeguarding & Dignity

Keeping people safe and ensuring that they are treated with respect and dignity are high priorities for Halton Borough Council. We will continue to build on the excellent results achieved in the Safeguarding Inspection to ensure Safeguarding and Dignity are central to the work that we do in Adult Social Care.

# Annual Report 2011

## Adult Social Care in Halton



### How does your local Councillor contribute to the Adult Social Care Agenda?

Councillors have an important role in contributing to Adult Social Care Services by representing local people's views and making decisions about what services the Council provides. For Adult Social Care, we have a lead Councillor – Marie Wright, whose role it is to ensure that services reflect the needs of local people. Details of which Councillor represents your area and how to contact them can be found on the Halton Borough Council Web site.



### Your views are important

We need to hear your views to make sure that we deliver the right services needed for you, or the person you care for. Only when we hear your views can we make changes to improve your care services.

One of the ways we ask you about your experience of adult social care, is through questionnaires. You may have been asked to get involved in letting us know what you think.

Here are some examples of the questionnaires we send out to Halton residents.

- **Adult Social Care Survey**  
The aim of the survey is find out about your experience of Adult Social Care. We do this every year between January and March. From the survey undertaken during 2010/11, 46% of individuals responded. 93% of people were satisfied with the care and support services they receive. 92% of people reported feeling safe.

- **Safeguarding Survey**  
The aim of the survey is to examine the way in which a number of cases of alleged abuse are dealt with using our procedures to learn if we can do anything better.
- **Home Care Survey**  
This survey seeks to find out how well our home care services meet your needs and where we can improve the services we provide including the quality of care you receive from carers who come to your home to care for you.
- **Minor / Major Adaptations**  
This consultation is for individuals living at home who have had minor or major adaptations to their property. The consultation is taking place between 1st January 2011 and 31st March 2012.

#### Consultation Database

Details of all consultations that Halton Borough Council undertakes are recorded on a consultation database which can be accessed on the Council web site. So, if you have received a questionnaire and want to find out more, you can find out online.

#### User Involvement Groups and Forums

Halton Borough Council sees that it is very important that individuals who use our services are able to join groups and forums that are designed to enable you to get more involved in the way we deliver services locally. We have many involvement groups including the Carers Reference Group, OPEN (Older People's Empowerment Network), the Learning Disability Partnership, Drug and Alcohol Service User Group and the Mental Health Local Implementation Team. If you would like to get involved, then get in touch.

#### Halton Local Involvement Network (LINK)

Did you know that if you have an opinion on how things could be improved in local social care and health services you can also contact your local LINK? The Halton Local Involvement Network (LINK) is open to everyone living or working in Halton or anyone who makes use of local



# Annual Report 2011

## Adult Social Care in Halton



health or social care services. The Halton LINK provides everyone in the community – from individuals to voluntary groups – with the chance to say what they think about local health and social care services – what is working and what is not. Halton LINK gives people the chance to influence how services are planned and run, through providing feedback about what people have said so that things can be improved. The Halton LINK independently operates from the Council and has a role in challenging the Council and NHS services to improve services provided in the local area.



## Compliments and Complaints

In Halton, where people receive social care support to help them, we always try to make sure that it is what suits them best, to help them to live their lives. Sometimes things can go wrong and that's where Halton's new 'Help Us Help You' service comes in.

Where people do have concerns, it's often best to raise them as early as possible, usually with whoever is providing the support, so things can be put right. However, we do understand that sometimes people may find that hard, particularly where they are vulnerable and rely on the support they receive.

'Help Us Help You' enables you to speak to us about any concerns that you have about services provided or arranged by the Council, for you or someone you know. We will help you to get your concerns sorted out as informally or formally as you want, ranging from a 'quiet word' to a formal complaint.

'Help Us Help You' is also about us learning; and finding out what works well is just as important, so please do tell us what works well for you. That way we can help develop services to reflect what people want and need.


**If you prefer, for matters concerning Adult Social Care, you can contact the Social Care Customer Care Team direct on: Tel: 01928 704411 Text 07775 765489 e-mail: [ssdcomplaints@halton.gov.uk](mailto:ssdcomplaints@halton.gov.uk).**



## Help Us Help You



 0303 333 4300

 HDL, Municipal Building, Kingsway, Widnes WA8 7QF

 [hdl@halton.gov.uk](mailto:hdl@halton.gov.uk)

 [www.halton.gov.uk/contact](http://www.halton.gov.uk/contact)



## FEEDBACK

### What do you think of this report?

As this is the first report for Adult Social Care we have produced for Halton, we want to know what you think of it. We would appreciate it if you could complete and return the slip below.

Was the amount of information right?

Too much

Not enough

Just Right

How easy was it to understand?

Very easy

Fairly easy

Too Difficult

Is there anything extra we should include? Please give details below

.....

.....

.....

.....

Other Comments...

Return to:

Lead Policy Officer, Policy & Resources Directorate,  
Runcorn Town Hall, Heath Road, Runcorn, Cheshire, WA7 5TD

# Contact Us

Throughout this report, we have given you direct contact details which may help you to speak the right person you may need to speak to. Also in this section are some useful contact details. You may choose to use our website, ring our dedicated Social Care telephone line, or call into one of our Halton Direct Link 'one-stop shops' and speak directly to one of our staff.

**Website: [www.halton.gov.uk](http://www.halton.gov.uk)**

**Telephone: 0151 907 8306**

(Halton Adult Social Care 24 hours)

## **One-Stop Shops:**

Runcorn Direct Link

Church Street

Runcorn

Cheshire

WA7 1LX

0151 907 8300

## **Halton Lea Direct Link**

Concourse Level

Rutland House

Halton Lea

Runcorn

WA7 2ES

0151 907 8300

## **Widnes Direct Link**

7 Brook Street

Widnes

Cheshire

WA8 6NB

0151 907 8300

## **Ditton Direct Link**

Queens Avenue

Ditton

Widnes

Cheshire

WA8 8HR

0151 907 8300

