

Adult Social Care: How are we doing?

The “Local Account”
Adult Social Care
in Tower Hamlets

2018



Adult social care in Tower Hamlets helps and supports people who are disabled, ill, frail, elderly or vulnerable for another reason. This report tells you about adult social care over the last year and our plans for the future.

AUTUMN 2018

Adult Social Care Services
live life your way



Foreword from the Mayor and Cabinet Member for Adults, Health and Wellbeing



Welcome to the eighth local account of adult social care in Tower Hamlets. This magazine tells you about our achievements over the last year, our challenges, and our priorities for the future. These are based on what the people who use care and support services have told us, and what we know about people's experiences.



Adult social care supports adults who are disabled, ill, frail, elderly or vulnerable for another reason. We also support the friends and family of those who care for them. When people think of social care they often think of things like home care, care homes and day centres. But adult social care is much more than that: Services can range from advice services designed to help people solve issues at an early stage, to employment support for people with a disability.

Our main achievements over the last year are increasing the take up of direct payments and assistive technology, tackling loneliness continues, and working closely with the NHS. The main challenge ahead continue to be how to deal with the rising demand for adult social care against a backdrop of reducing resources. Running through this Local Account is an emphasis on prevention, innovation, promoting independence, empowerment and joint working with health services. This must continue to be our focus if we are to be sustainable for the future.

I hope that this Local Account starts the conversation about the quality and performance of adult social care in Tower Hamlets, and what we need to focus on in future. To build on our achievements and address our challenges, we will need to continue to work together. I look forward to doing that over the coming year.

John Biggs, Mayor of Tower Hamlets

Councillor Denise Jones, Cabinet Member for Adults Health and Wellbeing

Foreword from Healthwatch Tower Hamlets



On behalf of Healthwatch Tower Hamlets it is my role to provide the residents of the area with an overview of the provision and services provided by our Local Authority in regards to Adult Social Care.

On the whole we have a small number of residents that need this kind of help, because many move away after retirement to greener pastures, but for those that stay we have a pretty good service and we are one of the last areas in the country to ask individuals to pay towards their care. Given the depth of the austerity measures we are now facing, I urge everyone to share their views and experiences of services so we can understand the impact recent and future changes have on people and their loved ones

I want to mention one particular group that is seldom heard from and who make such an important impact on the care most people receive and that is the carers and volunteers who give their time freely and cheerfully in order that the less abled can enjoy a fruitful and happy life. Thousands of hours are given, which would amount to the equivalent of millions of pounds, they are the unsung heroes of the community. I want to say a big thank you to you all and to remind you that you are entitled to a care plan in your own right and to ask for help, so don't be shy, if you need help please ask. Healthwatch can point you in the right direction if you don't know where to start, and don't forget we need your feedback and opinions in order to tell the care service managers how well they are doing. Keep up the good work.

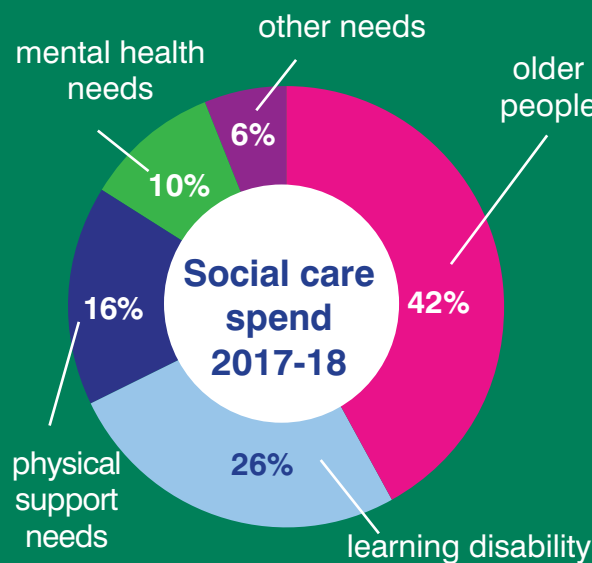
David Burbidge, Chair, Healthwatch Tower Hamlets

Adult social care in Tower Hamlets 2018-19: How are we doing?

People

The Tower Hamlets population is **304,900**. We have the fastest growing population in the country

5,330 people received care services from the council in 2017-18



Care and support

We spent £120 million in 2017-18. Our budget is £121 million for 2018-19.

Service/budget/people who received this

	Care homes	650 people	£30m
	Homecare	1,780 people	£29m
	Direct payments	530 people	£10m
	Day care	490 people	£5m

The remainder was spent on staffing costs, and a wide variety of preventative support options to keep people as independent and well as possible.

Health

78.1 years – life expectancy for a man versus 79.6 years national average

82.5 years – life expectancy for a woman versus 83.2 years national average

Severe mental illness is the fifth highest in London

What you have told us

57% are extremely or very satisfied with their care and support. **29%** are quite satisfied

- Social care helps me...
- Have a better quality of life: 92%
 - Have control over daily life: 86%
 - Feel safe: 86%
 - Be as independent as possible: 70%

“Thank you for your compassion and hard work”
– carer

A summary of our achievements

- More people (530) got a direct payment from the council to purchase support
- The rate of admissions to care homes for older people decreased from 613 to 492 per 100,000 of the population, as more as more people are helped to stay in their own homes for longer.
- Waiting times for assessments have improved. Waiting times for short-term reablement support have dropped by two-thirds to 22 days
- Work to tackle loneliness means more social care users (74%) say they have good levels of social contact, up two percentage points on the year before
- We have taken steps to work more closely with the NHS



A summary of our challenges

- The demand for social care is increasing at a time when the council must make savings.
- A means-tested charge for community-based social care services was introduced in October 2017
- There are an estimated 23,000 unpaid carers in the borough, but only a small number are coming forward for help



A summary of our future priorities

- Integrate with the NHS
- Increase the take up of direct payments
- Identify and support more carers
- Tackle loneliness
- Help more people use assistive technology
- Continue to improve waiting times in social care



Our achievements - Helping people to be as healthy and independent as possible

Direct payments

530

people got a direct payment from the council to purchase support for themselves in 2017-18.

This represents just over a fifth of all social care users.

Direct payments give people more choice and control to arrange the care what is right for them and, historically, people getting a direct payment report higher satisfaction rates.



Assistive technology

More people got technology – such as personal alarms and sensors – to help them stay safe and active at home. In a recent survey, people who used assistive technology said they felt safer, more independent,

more confident and less anxious. We were pleased to win a Health and Social Care Silver Award in the 2017 iESE awards for our work in this area.



Health check-ups for adults with a learning disability

We encourage adults with a learning disability to see their GP once a year to have a check-up. People with a learning disability often have much poorer health, and one of the ways we can tackle this is through yearly GP health checks to pick up problems before they get serious. The proportion of people doing this rose from 34% at the start of

2017 to 74% at the end of the year.

“If you’ve got a learning disability, don’t stay at home. Even if you go with your Key Worker, please do see a doctor”
– Sam W



Tackling loneliness

This year, more social care users (74%) said they have good levels of social contact, a slight increase of two percentage points on the year before. Loneliness can be devastating and we fund a number of services to prevent and tackle this. We are pleased that the increased focus we have put on loneliness is having a positive impact on people’s lives.



Supporting mental health recovery – the Recovery College

Tower Hamlets Recovery College offers innovative courses open to everyone, focused on supporting wellbeing and mental health recovery. Students learn from one another because some have experienced mental health difficulties and some have not.

More than 100 people attended the Recovery College in the summer term. 100% of them enjoyed the courses and thought they were useful.



Tackling the root causes of homelessness

Last year, we put a focus on bringing specialist services to vulnerable homeless people who are in hostels. This has meant bringing in things like health services, and drug and alcohol support services. We have helped people to move into more suitable long-term accommodation, and, as a result, the average length of stay

in hostels dropped from 32 months in 2016-2017 to 26 months in 2017-2018.



Case study: Support into employment

Haggerston Perk is London's first Supported Internship Café and was developed by the Tower Project Job Enterprise and Training (JET) Services to support young people with learning disabilities to progress into paid work in East London's thriving hospitality sector.

Officially opened in June 2018, the café has been a great success with 70% of JET's Supported Internship participants progressing into paid employment.



One such person was Patrice, who left college without a job and joined the Tower Project Supported Internship Programme because she aspired to work in hospitality.

As part of the programme, Patrice completed a nine month in-work café work placement with JET Job coaches providing in work support and an award-winning coffee shop and roastery based in East London, delivering barista training.

Patrice excelled on the Supported Internship Programme and, of JET she progressed onto her first paid job as a Kitchen Assistant at LBTH Contract Catering Services. Ayesha D'Costa, Patrice's JET Job coach is really happy with the outcome "Patrice is amazing and worked so hard during the programme, she really deserves her first paid job and will be a real asset to her new employer"

The Tower Project Jobs Enterprise and Training service is a national award-winning supported employment service for young people and adults with learning disabilities and autism. Haggerston Perk Café was developed by the Tower Project in partnership with the LBTH Enterprise Team, Peabody Housing Association, The Space Group and Climpson and Sons.

Our achievements – Providing good quality, joined-up support

Reducing waiting times

You have told us how frustrating and difficult long waiting times can be in social care, and we have worked hard to improve this.

- Waiting times to get through to us on the phone have got better, going from a high of 20 minutes to two minutes¹
- Waiting times for non-urgent social care assessments and reviews have improved significantly²
- Waiting times for short-term reablement support have dropped by two-thirds from 65 to 22 days



Working with the NHS

- Over the last year we have continued to work more closely with the NHS through Tower Hamlets Together. Social care and the NHS share many common goals, so we have increased our pooled budget to £48.6m in 2018-19³.
- We have tried hard to ensure that people don't spend any longer in hospital than they need to, by providing a wide range of

support services in people's homes and in their communities. This is good for patients and good for the NHS it frees up hospital bed spaces so that they can be used by the people who need them most. As a result of this work, last year fewer people had to stay in hospital longer than necessary⁴.



¹ This information relates to phone calls to our Assessment and Intervention team, which is often the first point-of-contact for social care queries

² Assessment and Intervention team information (assessments) and Personalisation and Review team information (reviews)

³ This includes the Better Care Fund and Improved Better Care Fund

⁴ Delayed transfer of care attributable to social care per 100,000 of the population: 0.9 for Tower Hamlets 2017-18; 1.8 for Tower Hamlets 2016-17; 3.9 for 2016-17 regional average

Working with the NHS

We have invested in services that support people to live independently in their own home. As a result, the proportion of people in Tower Hamlets moving into a care home is lower than last year and lower than the London average⁵.

Good quality support

We were pleased that in February 2018, 86% of social care users told us that they were satisfied with their care and support services. This is similar to London and national averages⁶.

You have told us that social care can have a great impact on people's lives.



92%

of service users in Tower Hamlets say social care helps them have a better quality of life



86%

say it helps them have control over daily life.



86%

say support helps them feel safe.



70%

say support helps them to be as independent as possible.



⁵ 2017-18: 65+ permanent admissions to residential care per 100,000 of the population: 492.9. 2016-17 result: 613.2. The regional average for 2016-17 was 464.6.

⁶ 2018 Tower Hamlets Service User Survey: extremely, very or quite satisfied. The 2017 London average was 87%, England average was 90%

Case Study: Information and advice

A carer's husband was diagnosed with Alzheimer's disease in early 2016. They did not need any support at the point of diagnosis, and managed fine. In 2017, things had started to change and whilst the person was still very independent, he needed a lot of prompting and reminding. The carer talked things through with a member of staff from Alzheimer's Society. She wanted to know ways to lower the progression of dementia and understand the changes happening in his behaviour. After talking this through, the carer felt reassured and informed about what to do and the support available.

– Alzheimer's Society Case Study

Good quality support

Between April and September 2018, two of the care homes and home care agencies we fund were rated 'outstanding' by the CQC. 16 were rated 'good'. Six were rated as 'requiring improvement' and none were rated as inadequate. We work closely with services that need to improve to ensure this happens.

Focusing on your local area

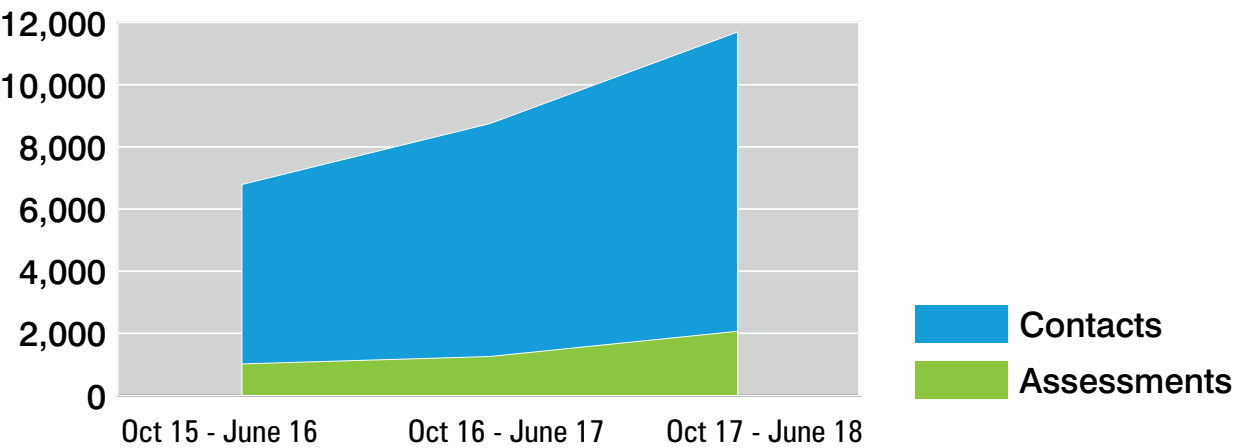
Over the last year we have tried to focus more on social care in people's local communities, rather than the borough of Tower Hamlets as a whole. The home care agencies we fund changed earlier in 2018, and we now have specific agencies assigned to specific areas of the borough. They can work closely with other local teams, such as District Nurses.



OUR CHALLENGES

Rising demand and restricted resource

Resources for social care are an issue across the country, as the amount of money we have to spend as a council is going down whilst the demand for adult social care is likely to go up. The graph below shows how the number of people getting in contact with social care and the number of assessments being carried out has increased in recent years. Inevitably this leaves both the council – in partnership with residents – with some tough decisions to make as to how we save money. Our main challenge continues to be how to maintain the quality of care and support in a climate of increasingly restricted resources. To try and meet this challenge, we are changing how we work so that is is focused on prevention and empowering people to be as independent as they can be.



Charging

Given the challenges we face in terms of our resources, we made the tough decision last year to start charging for home care, day care and other ‘community-based’ services. This approach is taken by the vast majority of other councils in England, though we fully appreciate that this doesn’t make it any less challenging for Tower Hamlets residents. The means-tested charge started in October 2017 and is based on the principle that only those who can afford to pay will do so.



1,154 social care users were being charged an amount of money in June 2018 towards the cost of their care, representing 43% of everyone getting community-based support at that time. The average weekly amount being paid is £54.

“Explain things a bit more before sending bills”
– social care user, February 2018

We continually check that people are not ending support that they critically need due to charging, and we are pleased that charging does not seem to be putting people off coming forward for help. However, since we started charging for care, you have told us that the letters and communication we sent to people at first were not good enough. We have made changes to how we do things as a result, and we will continue to try and improve on this.

Identifying friends and family who care for their loved ones

There are thought to be around 23,000 people (‘carers’) in Tower Hamlets who care for a friend or family member with a health problem or addiction. The number of carers getting support from council-funded services is comparatively low, so a challenge for us is to try and change this. Carers have told us that there are a lot people helping loved ones who don’t think of themselves as being a carer, which can make it hard for them to get the help they need. We are committed to helping more carers in more ways, and have a plan in place in order to do this (please see the final page of this magazine for more information).



The council and NHS spends over £600,000 in services to help support carers with things like taking a break, information and advice, relaxation activities and emotional support.

⁷ This figure excludes those being charged full cost due to not yet submitting Financial Declaration Forms

Case Studies: The Recovery College

Marla's Story

My story is not a remarkable one, just, an ordinary story of an east end girl whose strength is trying to make the most of whatever situation I find myself in. After 18 years as a development worker, I was made redundant. My life and my mental health fell apart and I thought there was no way back.

After a series of crisis interventions I decided that I could not hide from my mental distress, and to do this I needed to see the value in it. This was the start of my recovery journey to accept and also see it as an asset. This was my start of rediscovery. I had to reframe my experiences and find somewhere that it would be seen as an asset. That's when I discovered the Recovery College.

I was looking for peer work roles and it was apparent that I needed to get myself prepared for my new role by refreshing my training and building my confidence, but I was very apprehensive in returning to education and training. I came across the Recovery College prospectus and thought it looked inviting. I needed something, so put reservation behind and gave it a go. I booked myself on to a few courses that I thought would boost my knowledge and also my confidence in myself and my abilities. What a revelation, the course was truly co-produced. It had someone who shared their lived experience so I was able to identify with like-minded people.

There was space and time given to setting out ground rules to make the space safe and contained. It was non-directive as it gave you the information, but if you had a different understanding then you were given room to express your views. It appealed as the learning took many formats. It was interactive as well as having handouts, which you could follow if you had a lapse in concentration, which happens frequently. It helped me to feel nurtured and valued and allowed me to extend my pathway into education and back into work. It felt like nourishment for my recovery and personal development. Its focus on recovery in a strength and person-centred way is refreshing for an establishment focussed on education. I have forged some positive and meaningful relationships.



My life has changed for the better: I am now in employment as a peer worker and have been given the chance to develop a pathway as a peer tutor by engaging in training, then volunteering as a peer tutor, planning and delivering courses, then given the opportunity to apply as a bank-paid peer tutor. I am going from strength to strength with thanks to the Recovery College. My next step is to develop something meaningful for my peers.



Tony's Story

I have enjoyed attending the Recovery College workshops from its conception in 2015. I started in the role as volunteer librarian January 2018. This is for those individuals who are presently are either mental health service users or carers, who come in to use the spacious facilities and books.

My passion is books and seeing a student requesting a book in a specific area/topic is of significance to me and it is very gratifying to lend out the chosen book. Being the go-to person here in the library is for me very enjoyable and fulfilling.

There are numerous meetings held for a variety of purposes and reasons within the library and study area. It is important to me to be a part of something which gives me hope and structure in life that is transferable in my day to day life if I think about it reflectively here.

Undertaking these roles within the Recovery College gives me a sense of purpose and fulfilment which I struggle to find in other areas of my life. All in all I really enjoy the variety of interactions I have with a variety of cohorts within my role.



OUR FUTURE PRIORITIES

Our main priorities are to build on our achievements and address our challenges. So, over the coming year we want to work in partnership with you to:

- Encourage more social care users to take a direct payment. We want to offer prepaid cards over the coming year to make the process as easy as possible.
- Encourage more people to use assistive technology. We want more people to know about assistive technology and to feel confident using it.
- Continue to work closely with the NHS. Over the coming year, each of our social work and occupational therapy teams will have a linked team of health professionals who cover the same local area. We will plan a single point of access for people needing health and social care, so people are clear where to go for help and advice. We will fund more services together through a bigger pooled budget.
- Continue to tackle loneliness and social isolation, setting up a taskforce with staff across the council to look at this issue
- Continue to improve waiting times. Whilst we are pleased with progress, we are not yet where we need to be.
- Produce new information on our approach to charging for social care so it is easier to understand what to expect and what action to take.
- Help carers to take a break by offering direct payments to more carers who meet certain criteria. In 2019, we will launch a Carer Academy to offer carers training on a range of topics.
- Develop plans to increase the amount of extra care sheltered housing in the borough (accommodation with support staff on-site). We want a wider range of accommodation for people with a learning disability.

Tackling adult abuse and neglect is a key priority for adult social care. It is not included in this Local Account because it is described in detail in our yearly Safeguarding Adults Board Annual Report. The most recent report can be found on our website at www.towerhamlets.gov.uk, or by searching "Tower Hamlets Safeguarding Adults Board".

"When I came I was feeling really low and my mind was full of stress. The meditation helped me calm my mind and I slept well after a very long time. The staff have been so nice and friendly, also caring, that it made me feel very happy and relaxed... it gave me time to think about myself which I don't have time to do at home in my caring role" – Carer experience of Breathing Space and the London Buddhist Centre carer service support

Ms S got in contact with a LinkAge Plus Centre feeling lonely and isolated after losing two close family members left her feeling like she didn't want to do anything. Staff discovered that Ms C loved to knit and dance, and encouraged her to attend activities with this in mind. Ms S said "I feel really excited to see all you are offering me. I feel I will be able to get back to my self-confidence. I will be so happy to knit again and meet that group of ladies to share my skills and learn something new" – LinkAge Plus case study



More information and useful contacts

This magazine gives you information on what has been happening in adult social care over the last year. We are keen to hear what you think, so please get in touch using the contact details below

For more information on the issues raised in this report, you may find the following list of publications helpful. These can be found on our website, or you can phone 020 7364 5005 and ask for a copy to be posted out to you.

- A Tower Hamlets Health and Wellbeing Strategy
- A Tower Hamlets Ageing Well Strategy
- A Tower Hamlets Learning Disability Strategy
- A Tower Hamlets Carer Strategy, Action Plan and Dignity Charter
- A Tower Hamlets Safeguarding Adults Board Annual Report for 2017-18



For information on how adult social care facts and figures compare with other boroughs, visit the web address below or search NHS Digital UK

<https://digital.nhs.uk/data-and-information/publications/clinical-indicators/adult-social-care-outcomes-framework-ascof/current#data-sets>

Useful contacts

- Adult social care general enquiries – Real
☎ 020 7001 2170 ✉ hello@real.org.uk
- Urgent social care enquiries – Council adult social care team
☎ 020 7354 5005 ✉ adult.care@towerhamlets.gov.uk
- Adult abuse or neglect hotline – Council adult social care team
☎ 020 7364 6085
- Carer help and information – Tower Hamlets Carers Centre
☎ 020 7790 1765 ✉ enquiries@ccth.org.uk
- Social care complaints – Council complaints team
☎ 0800 145 5343 ✉ complaints@towerhamlets.gov.uk
- Health and care feedback – Healthwatch Tower Hamlets
☎ 0800 145 5343 ✉ info@healthwatch@towerhamlets.co.uk