



Kent County Council's Annual Report (Local Account) on

# Adult Social Care

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(Local Account) on Adult Social Care  
April 2011 to March 2012



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# Foreword



*Graham Gibbens*

**By: Graham Gibbens, Cabinet Member for Adult Social Care and Public Health and Andrew Ireland, Corporate Director for Families and Social Care**

We are pleased to publish Kent County Council's Annual Report (Local Account) on Adult Social Care, for the period April 2011 to March 2012.

The Annual Report is a document for reporting back to Kent residents about the performance of Adult Social Care. It is an important part of the Kent County Council's commitment to be transparent with local residents about what we do and how we spend money allocated to Adult Social Care.

The Annual Report provides one of the means for setting out the main achievements, areas for further development as well as the key challenges that were encountered during the last year. Many of the accomplishments could not have been achieved without working in partnership with people who receive services and carers as well as other statutory and non-statutory organisations.

We are pleased to point out that the development of this Annual Report was informed by service users, carers, partner organisations and the views of Kent County Council's Social Care and Public Health Cabinet Committee.

Keeping vulnerable adults safe remained one of our key priorities during the year. As ever, we have worked hard with all the key partners to raise awareness of safeguarding issues. However, there are particular steps we can take to improve our preventative approach to safeguarding and this will be a focus for next year.

We know that for people who receive services and their carers, the quality of the care they receive is important to them. This is an issue that has also been top of our agenda. As a result, Adult Social Care ensured that both the services managed by the council and those commissioned from the private and voluntary sectors were monitored for the quality of services provided.

In 2012/13, we will progress our work on the Adult Social Care Transformation Programme and work closely with our NHS partners to provide more joined up and integrated health and social care. We also want to ensure those who need to enter the social care support system have the information and tools to manage their own care needs. The Transformation Programme will help to stimulate a range of service providers and support in the social care market. It will also encourage providers who are able to deliver personalised care and support that can increase people's ability to recover from illness and enables them to remain independent.



*Andrew Ireland*

## Introduction

*As part of our usual way of producing reports, we involved a group of Kent residents in developing this report. This included service users, carers and representatives of organisations such as Kent Links (shown in the photograph images below). We would like to thank all the people involved for their contribution and hope they and others will continue to work with us in next years report.*

### The purpose of this Annual Report

In the past the Care Quality Commission used to inspect how well Local Authorities with responsibility for Adult Social Care were doing. As part of national changes all local authorities now have to directly report back to their residents on their performance and delivery of Adult Social Care. As a result we will publish an Annual Report (Local Account) that describes what we have done and our priorities for the coming year.

This report is called **Kent County Council's Annual Report for 2011/12.**

### What you will find in this Annual Report

In June 2012 the Department of Health published a document that set out a vision for the future of Adult Social Care. This document is called '**Caring for our future: reforming care and support**' White Paper in which there are 5 key themes (set out below). In this Annual Report we have given you a summary of the council's performance and delivery of Adult Social Care against each of these themes. We have included a sixth theme on carers because this is also important.



<b>SECTION 1</b>	<b>Theme 1</b>	I am supported to maintain my independence for as long as possible.
<b>SECTION 2</b>	<b>Theme 2</b>	I understand how my care and support works, and what my entitlement and responsibilities are.
<b>SECTION 3</b>	<b>Theme 3</b>	I am happy with the quality of my care and support.
<b>SECTION 4</b>	<b>Theme 4</b>	I know that the person giving me care will treat me with dignity and respect.
<b>SECTION 5</b>	<b>Theme 5</b>	I am in control of my care and support.
<b>SECTION 6</b>	<b>Theme 6</b>	I am supported as a carer.

## The current position in Kent

As the government seeks to reduce the national deficit, the level of funding to local public services has also been reduced. This has been during a time when demand for public services, particularly in children and adult social services continues to increase and when there are also significant demographic changes.

To meet these challenges we have had to rethink how we do things in the council as by 2013, Kent County Council is expecting to operate with a budget that is around £195 million less than it is now across the whole council. Some of this will impact on adult social services. The plan we will use to achieve this is set out in Kent County Council's **Bold Steps for Kent**<sup>1</sup> document which outlines the council's priorities for the next three years. It sets out how the council will transform how it works and engages with the communities it serves, as well as with our partners in the public, private and voluntary sector. More information on this document can be found at:- [www.kent.gov.uk/your\\_council/priorities\\_policies\\_and\\_plans/priorities\\_and\\_plans/bold\\_steps\\_for\\_kent.aspx](http://www.kent.gov.uk/your_council/priorities_policies_and_plans/priorities_and_plans/bold_steps_for_kent.aspx)

The Families and Social Care Directorate, which has responsibility for delivering Adult Social Care is considering the current financial pressures and how best to respond in these challenging times. How we plan to achieve this is due to be set out in a document called **The Adult Social Care Transformation Programme**<sup>2</sup>.

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**1 Bold Steps for Kent The Medium** Term Plan to 2014/15. This sets out Kent County Council's medium-term plan for the next four years, which was approved by the County Council on 16 December 2010.

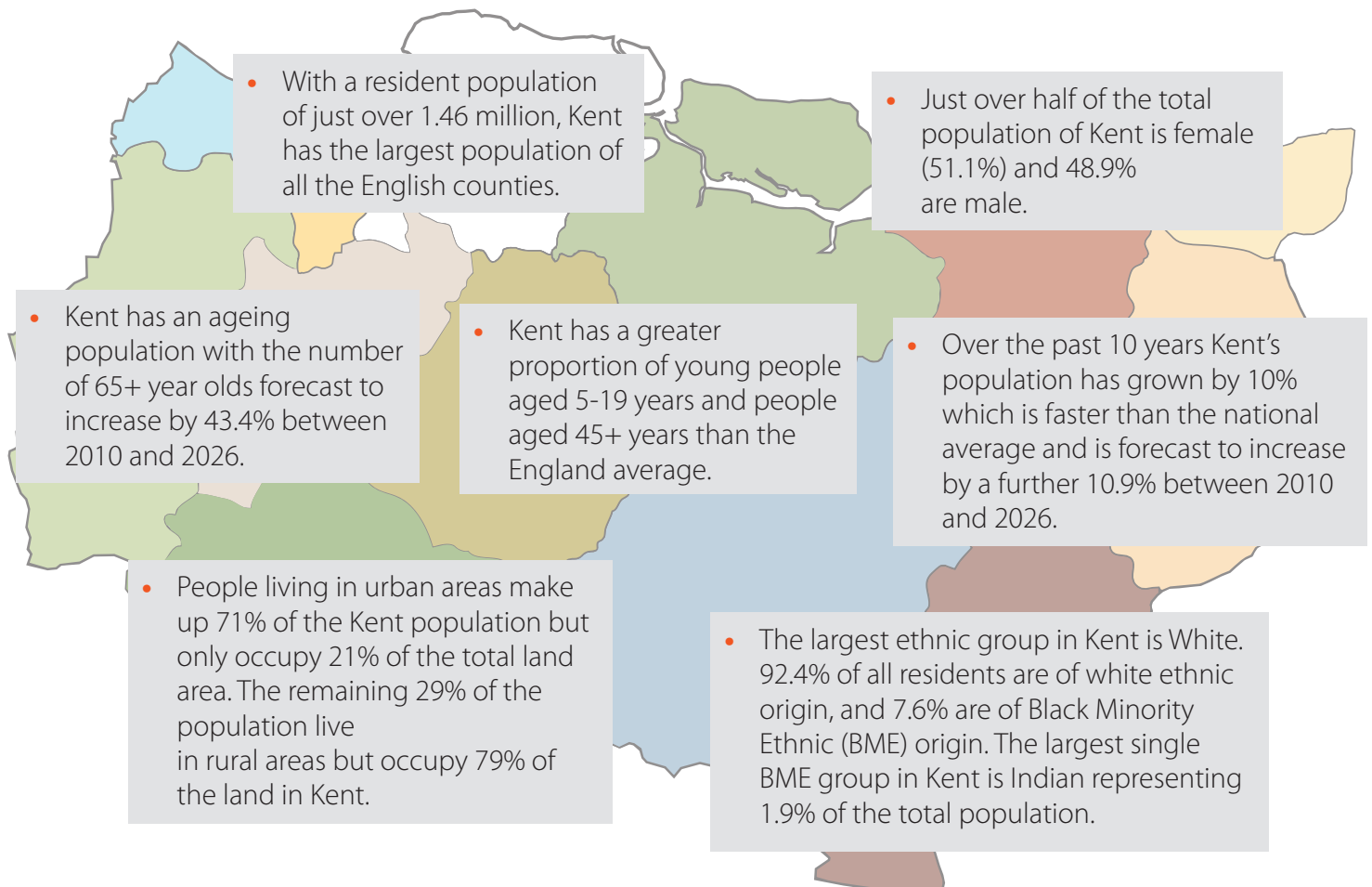
**2 The Adult Social Care Transformation Programme** was endorsed by the Council in May 2012 in a document called **The Transformation Blueprint and Preparation Plan**, this will be a starting point in the future shaping of Adult Social Care in Kent.

## Kent and its people

Kent County Council believes and recognises the diversity of Kent's community and workforce is one of its greatest strengths and assets. The different ideas and perspectives that come from diversity will help the council to deliver better services as well as making Kent a great county in which to live and work. Further information on the council's objectives for equality and diversity can be found at [www.kent.gov.uk/yourcouncilpriorities/policies-and-plans/policies/equalityanddiversity.aspx](http://www.kent.gov.uk/yourcouncilpriorities/policies-and-plans/policies/equalityanddiversity.aspx)

During the last year the council developed new equality objectives to help better understand how and where we can make a difference as part of the work that we do.

### Some facts and figures about Kent...



Source: Kent County Council, Business Intelligence, Research and Evaluation

# Adult Social Care in Kent

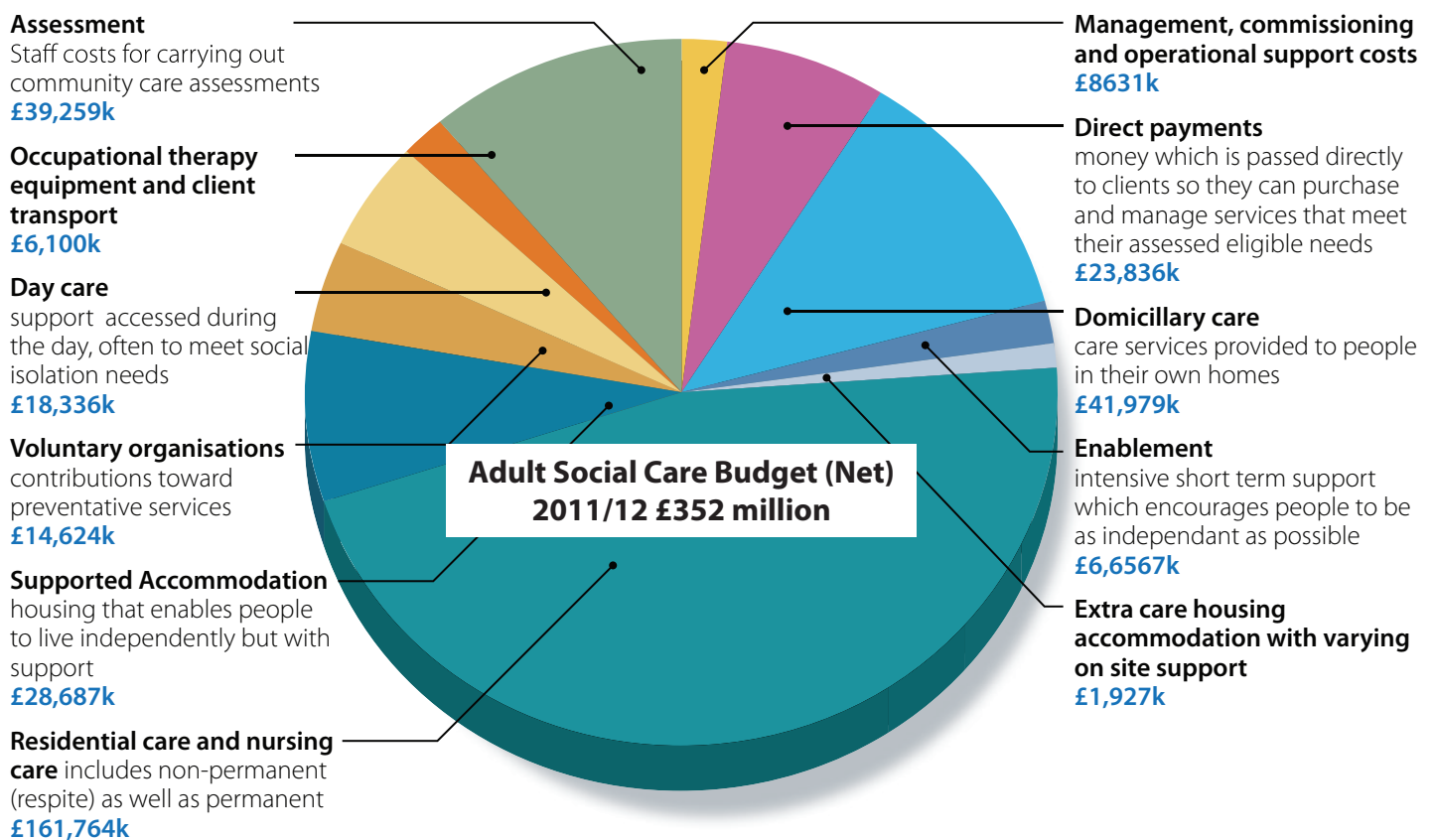
## What do Adult Social Services do?

Adult Social Services has a statutory responsibility for the assessment, planning and arranging of provision of community care services for adults living in the Kent County Council area who may qualify for social care support. Adult social services generally support older people, people with physical disabilities, people with sensory disabilities including dual sensory impairment, people with learning disabilities, people with mental health problems, people who are being supported by children's social services who turn 18 years and may require support from adult social services and people who give (unpaid) care to family members or friends.

## How we spent money on Adult Social Care in 2011/12

In 2011/12 the council spent £352 million on Adult Social Care, which accounts for 33% of their total net spend on public services for 2011/12. The chart below shows how this money was spent. Further information on the council's financial accounts can be found at:

[www.kent.gov.uk/your\\_council/council\\_spending/financial\\_publications/statement\\_of\\_accounts.aspx](http://www.kent.gov.uk/your_council/council_spending/financial_publications/statement_of_accounts.aspx)



## Which groups of people the money was spent on in 2011/12

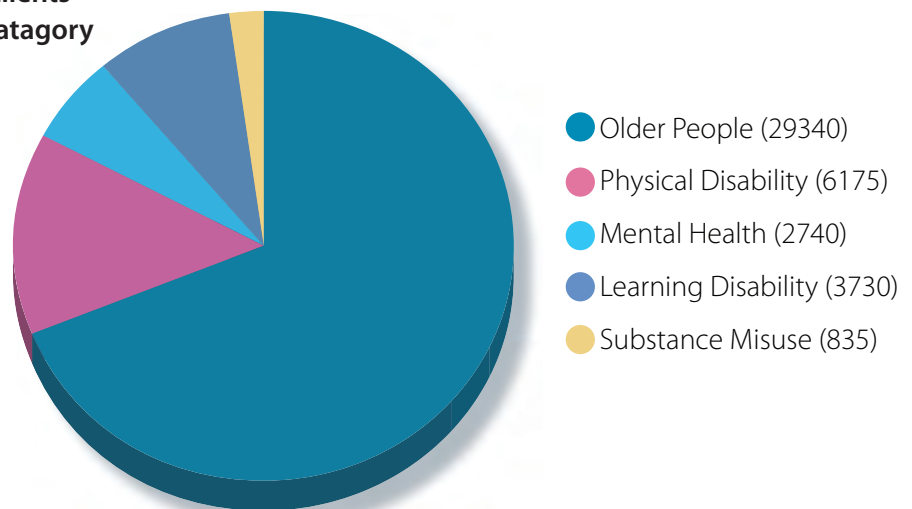
Client group	£		
	Gross	Income	Net
Older people	197,148	-67,644	129,504
People with Physical Disabilities	30,958	-2,673	28,285
People with Learning Disabilities	136,487	-8,619	127,868
People with Mental Health needs	14,217	-2,065	12,152
Other adult services	23,248	-8,518	14,731
Assessments and Related Services	41,282	-2,023	39,259
<b>TOTAL ADULT SOCIAL CARE</b>	<b>443,340</b>	<b>-91,542</b>	<b>351,799</b>

These figures are 2011-12 budget excluding grant income that also applies to the pie chart on page 7.

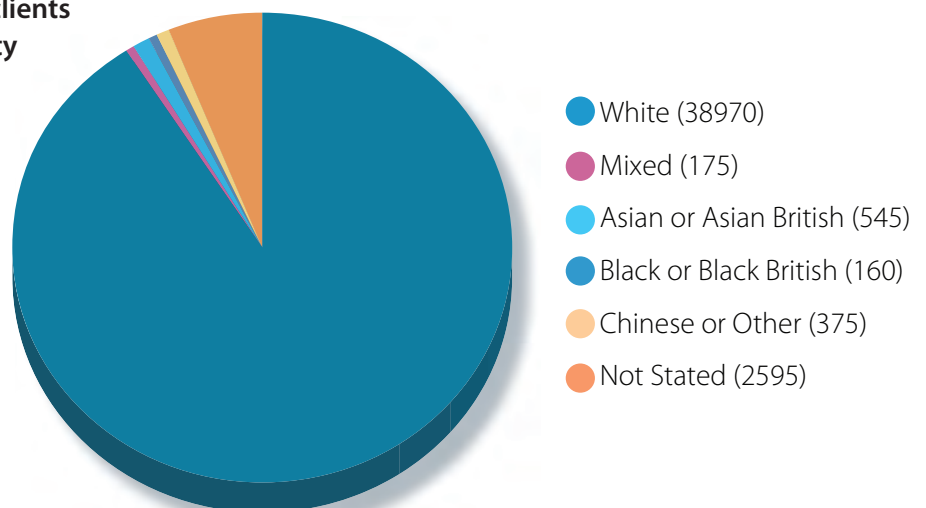
## How many people the council supported in 2011/12

The council supported 40,000 people in 2011/12 as shown in the chart below:

Piechart to show the proportion of clients we supported in 2011/12 by client category



Piechart to show the proportion of clients we supported in 2011/12 by ethnicity





## SECTION ONE

### Theme 1: I am supported to maintain my independence for as long as possible



People want to stay in their homes for as long as is possible and so we have developed a range of services to support and enable people to live independently in their homes or in supported living.

#### Some of the ways in which we do this are:-

- **Assistive Technology** services provide support in the person's home using technology such as Telecare and Telehealth. For example fall detectors can be fitted in the home and linked to a call response centre.
- **Enablement services** provide short term, intensive and targeted support to help people regain, maintain or develop the skills and confidence to carry out daily living tasks to the best of their ability (for example after an illness, fall or operation), so they can continue to live independently in their home.
- Our **Community Equipment** Service provides a range of equipment e.g. grab rails and small adaptations in people's homes so they can continue to live safely and independently at home. Communication aids and specialist equipment are also provided for people with sensory impairments.
- A **range of community support services** are provided by the Community and Voluntary Sector and the Private Independent Sector.

#### How did we do?

##### During 2011/12:-

- 1,032 people received Assistive Technology services.
- 6,800 people received Enablement services of which 69% of people were able to return to their home without any further support from social services.
- 13,485 people were provided with equipment or adaptations in their home, with over 30,000 items of equipment and 10,000 minor adaptations being provided.
- 2,270 people were provided with 6,095 pieces of specific sensory equipment.
- 1,723 people received a meals service in their home.
- 16,084 people received a home care support service to enable them to stay in their home.
- 3,213 people received a day care service.
- We provided £15 million funding through grant agreements and contract arrangements with the voluntary and community sector to provide a range of community support services. These included bathing, befriending, support groups, home care, day care, short breaks, information and advice services and specialist support for people with dementia and their carers.
- Kent Supported Employment (who offer specialist employment support to people with a learning disability, mental health issues, physical disabilities and long term health issues), worked with a range of specialist and local employment services across Kent to support 636 people into paid employment, education and training.
- "Advocacy for all" is a county wide advocacy service for people with a learning disability, supporting them to make decisions and choices.

## SECTION ONE

### Theme 1: I am supported to maintain my independence for as long as possible

#### 'Areas for development'

Understand why some people are not feeling clean and presentable through their reviews and surveys

#### What did you tell us?

- 55.6% of people said that they felt clean and presentable.
- 84.4% of people said that care & support services helped them in keeping clean and presentable.
- 69.1% of people said that care and support services helped them to get food and drink.

Source: The 2012 National Service User Survey - Kent Position

#### What we are planning to do next year as part of the Adult Social Care Transformation Programme:-

- Continue to develop and increase availability of community support services and assistive technology services across Kent.
- Place a greater focus on enablement services and rapid response services for people in crisis, so we are doing everything we can to increase a person's ability to recover from illness and remain independent for as long as is possible.
- Launch the Supporting Independence Service to enable people with mental health and learning disabilities to reach their full potential and live independently in the community.
- Continue to work in partnership with housing providers on the development and availability of appropriate housing options for people with learning disabilities.

*"Telecare was installed recently to support my frail uncle. As his carer I was increasingly concerned about the number of calls especially at night. However Telecare equipment has allowed me (and him) to be reassured that in the event of a fall he can call for help immediately. Without telecare he would have laid on the floor all night".*

(Comments from a carer)



## SECTION ONE

**Theme 1:** I am supported to maintain my independence for as long as possible




### Case Study

Mr Sam has Alzheimer's Disease and lives with his wife who has been his sole carer for the past 5 years. Mr Sam often wanders so Mrs Sam had taken to keeping the doors locked at all times and sleeping with the keys under her pillow at night. There was installation of telecare equipment which included property exit sensors linked to a carer's pager to alert Mrs Sam should her husband attempt to wander from the property. Installing this in the home allowed Mrs Sam to sleep better at night knowing she would be alerted if her husband tried to leave the property, without restricting his movements within the home.

### Case Study

"Talk Time" sessions were held in many Kent libraries. These informal drop-in sessions helped to bring older people together to reduce their social isolation. In 2011/12 a total of 3,436 sessions were held, which offered a variety of activities ranging from using archive services, speakers and quizzes to recreational activities or just tea and chat.



*"I think Talk Time is an excellent idea to meet and have a chat and then select books in the library. The staff at the Library were very helpful."*

(Comments received from a person who took part in the Talk Times sessions).

## SECTION TWO

### Theme 2: I understand how my care and support works and what my entitlements and responsibilities are



People want to be able to access quality information, advice and guidance when they need to. We need to ensure people who contact us have a positive experience which provides them with the right amount of information at the time they need it. This can help people understand how their care and support works and also what service(s) they are entitled to. In this way people can make informed decision(s) about their care and support and in doing so are able to help themselves and others in their community.

#### Some of the ways in which we do this are:-

- Our **Gateways** support Adult Social Care services by offering a local venue and facility so people can access a range of care and support services quickly and easily.
- The **Kent Contact and Assessment Service** is a dedicated team based in the Contact Centre, providing people with the opportunity to discuss concerns and possible care needs either about themselves or for other adults in need.
- Information on local care and support services for adults is also provided across Kent by our **Libraries services**.

#### Case Study

The Nepalese Elder Meeting Point was a huge success last year, this is a regular drop-in facility held at Cheriton Library that provides information on health and well being for the older members of the Nepalese community. In 2011/12 137 sessions were held.

#### How did we do?

##### During 2011/12:-

- We developed a shared assessment process so people could have a more joined up and quality service from Health and Adult Social Care.
- We began the development of integrated health and social care community based teams so that health and social care staff could be located in one office. This new service is being trialled in the Dover area for 1 year to find out how it works.
- We provided an assessment service to 27,589 people. We also provided training and awareness for staff that carry out an assessment, so the right assessment is provided for the person at the right time.
- Our specialist Welfare Benefit Advisors provided support and representation to 850 of our clients, who had complex benefit issues or were involved in a benefit claim dispute with one or more Benefit Agencies. Some examples of this included supporting clients whose disability benefits were under review following a change in their circumstances, and challenging incorrect benefit decisions on behalf of clients through the appeal tribunal system.
- The Gateways saw 679,749 people pass through its doors. The Gateways supported Adult Social Care by offering a local venue to hold Blue Badge assessments and Bathing Assessment and deaf services clinics. Gateways also offered access to clinics with voluntary organisations including Age Concern, Scope, Royal British Legion, Hi Kent and Kent Association for the Blind.
- The Kent County Council Customer Service Strategy was produced which sets out our vision of how we want to achieve high quality customer service and also make it easier for our customers to reach us when they need us.

## SECTION TWO

### Theme 2: I understand how my care and support works and what my entitlements and responsibilities are

#### 'Areas for development'

Improve access to information, advice and guidance so people are clear where they need to go locally.

#### How did we do?

- Over 128,770\* people contacted the council for advice and information regarding Social Services. Of these, 36,172 people were referred to Kent Contact and Assessment for further assessment and for more detailed advice. \*(figure includes Children's Social Services)
- 13,000 people used the Kent Care Services Online Directory which is an online database of all known Care Services in Kent. The public can use this to search for the service they require by service type and area.

#### What did you tell us?

- In the past year 52.6% of people have found it either very or fairly easy to find information and advice about support.

Source: The 2012 National Service User Survey - Kent Position

#### What we are planning to do next year as part of the Adult Social Care Transformation Programme:-

- Improve access and availability of information, advice and guidance services in Kent so people get the right information, advice and guidance and in an accessible format when they need it. In this way people can make the best choices about their care and support.
- Make it easier and quicker for people to request an assessment for health and social care needs by setting up local integrated health and social care access points across Kent. This includes looking at ways in which people can complete their own social care needs assessment.
- To continue to increase awareness of Dementia through our Gateways and Libraries services.
- Work with social workers in children's social services to help ensure young people (and their parents or carers) have a smooth transition from specialist children services to adult social services.
- Increase access for people with learning disabilities to screening and health promotion programmes including annual health checks.

*"I feel relieved the Gateway service is here. It makes access easy for deaf people".*

(Feedback from John).

#### Case Study

John has a hearing disability and lives alone and feels socially isolated. He has poor literacy skills, so is afraid to throw away anything delivered through his letter box which resulted in his flat being filled with sacks of correspondence and junk mail. With the support of our deaf services team, John managed his correspondence regularly via the gateway drop-in visits, joined a local deaf walking group and became an enthusiastic member of the deaf theatre group.

## SECTION THREE

### Theme 3: I am happy with the quality of my care and support



People think the quality of care and support that is provided to them is an important aspect of the service they receive.

#### Some of the ways in which we do this are:-

- **By working with the providers<sup>1</sup> that we contract** with, to ensure they maintain quality standards of service and (where needed) improve standards of care they provide.
- **By using customer feedback** including the complaints and compliments we receive from people who use our services. We think this is a good way of finding out about the quality of services.
- **Encouraging people to tell us what they think about the quality of their care and support**, when we carry out a review of the service(s) they receive.

#### How did we do?

##### During 2011/12:-

- We introduced a new system to help us work more effectively and swiftly with care providers where there were issues about the quality of service they provided. This system is called the Quality Care Framework and has enabled us to work with providers in a positive way.
- 6140 people were provided with long term care and support in a residential or nursing care home.
- We worked closely with the Care Quality Commission (a government inspectorate which inspects the quality of social care and health services in England) by having regular meetings with them to share information where serious quality issues and/or poor practices were reported.

#### How did we do?

- We received 425 statutory complaints<sup>2</sup> and 295 enquiries<sup>3</sup>
- We received 575 compliments in 2011/12.
- A total of 30,441 people received a review of their service.

<sup>1</sup> Providers are the organisations that we contract with to provide care and support that people need such as care homes, extra care housing schemes and domiciliary care agencies who provide care for people in their own homes. Each provider works to a contract specification which outlines the services we expect them to provide.

<sup>2</sup> A statutory complaint is an expression of dissatisfaction or concern that requires a response.

<sup>3</sup> An enquiry is when someone makes an enquiry about a service on behalf of someone else.

## SECTION THREE

### Theme 3: I am happy with the quality of my care and support

#### *'Areas for development'*

Ensure that people's needs and outcomes are reviewed and staff are fully trained to ask about the things that concern and worry people, including concerns about the quality of the services they receive.

#### What did you tell us?

- 57.7% of people were either extremely or very satisfied with the care and support services they received.
- 61.9% of people felt as safe as they wanted.
- 75% of people felt that care and support services helped them to feel safe.

Source: The 2012 National Service User Survey - Kent Position

#### What we are planning to do next year as part of the Adult Social Care Transformation Programme.

- Make it easier and clearer for the public on who to contact in the council if they have a complaint.
- Set up a "Quality Team" to closely monitor and promote quality of services so that any concerns about poor quality of care are addressed before anyone is harmed.
- Continue to work in partnership with Health to improve the skills and capability of targeted care homes.

#### Case Study

A care home in the Kent area was deemed as failing by the Care Quality Commission who subsequently issued a compliance notice against the care home. However following close working by our contracting staff with the home manager, the home was able to demonstrate improvements in the quality of care they provided. As a result no further action was taken by the Care Quality Commission.



## SECTION FOUR

### Theme 4: I know the person giving me care will treat me with dignity and respect



People should be treated with dignity and respect at all times, which is about taking time to understand what is important and matters to them.

#### Some of the ways in which we do this are:-

- Through a range of **training programmes** available for staff working in adult social care. We believe having appropriately trained staff is key to ensuring people are treated with dignity and respect.
- We respond sensitively to any concerns that are reported to us about an adult who is particularly vulnerable and has been or may be at risk of harm and abuse. **The Kent and Medway Safeguarding Vulnerable Adults Board** is a multi-agency partnership between Health, Police and Kent and Medway which ensure that safeguarding processes are in place and working properly when concerns about abuse are reported.

#### How did we do?

##### During 2011/12:-

- We launched the "My Home Life Initiative" which provided training and opportunities for shared learning for providers of care homes in Kent.
- We worked with care home providers to set up "Dignity in Care Champions" in their homes. Their role was to share good practice amongst staff in the home and to ensure residents were always treated with dignity and respect.
- A total of 318 training courses that covered dignity and respect were delivered to both staff and care professionals working in the Private, Independent and Voluntary sector. These included training on assessment, support planning, dementia awareness, HIV and Aids, moving and handling of people, stroke awareness, end of life care, mental capacity, and specific disability conditions.
- We received 2,341 safeguarding referrals of which 46% of cases had abuse confirmed or partially confirmed, 35% of cases were not evaluated as abuse or were discounted, and 19% were inconclusive. Each case is very individual and people are supported through the process carefully. In those cases that are deemed inconclusive, there may be many factors which make it difficult to draw definite conclusions. However practice audits of safeguarding cases suggest that investigations are reaching the right outcomes with people being safeguarded and Kent's performance is in line with the neighbouring local authorities such as Essex and West Sussex.
- We worked in partnership with the NHS, Police and District Councils to raise awareness of safeguarding issues amongst the public through events such as the Annual Safeguarding Awareness week and our website.
- We undertook a programme of regular audits of adult protection cases to monitor the quality of practice.
- We developed a more streamlined investigation process for all safeguarding concerns so cases could be dealt with in a timely way.
- We introduced a Competency Framework for staff working in safeguarding. This is a tool used in staff supervision to evaluate and improve the practice of individual workers in respect to safeguarding work.
- We developed a Central Referral Unit in conjunction with our partners. This is a multi-agency unit of Social Services (children and adults), Police and Health to help deal with new safeguarding referrals.



## SECTION FOUR

### Theme 4: I know the person giving me care will treat me with dignity and respect

#### 'Areas for development'

- Ensure that personal outcomes are discussed and reviewed more sensitively.
- Gather feedback from people after their safeguarding investigation has been completed.

#### How did we do?

- We continued to deliver a programme of training on safeguarding procedures for staff and partners as well as people working in the Private Independent sector.
- The Kent and Medway Independent Mental Capacity Advocacy service (which all councils have a statutory duty to commission) provided 5,900 hours of advocacy to unbefriended, vulnerable adults, who were deemed to lack capacity to make certain important decisions including serious medical treatment and major change of accommodation.

#### What did you tell us?

- 53.0% of people stated that having help to do things made them think and feel better about themselves.
- 52.8% of people stated that the way they are helped and treated made them think and feel better about themselves.

Source: The 2012 National Service User Survey.

#### What we are planning to do next year as part of the Adult Social Care Transformation Programme.

- Continue development and training of staff that carry out safeguarding investigations and continue to audit and monitor quality of practice.
- Look at new ways of raising awareness about adult abuse and domestic abuse as well as continue to support the Safeguarding Awareness Week in Kent to ensure that people know how to contact us.
- Look at ways in which we can obtain feedback in a sensitive way from people who have been the subject of a safeguarding investigation and use their experiences to improve practice.

#### Case Study

The daughter of Mr Foster contacted Adult Social Care Services to report that her father was reluctant to leave his room as recently he had noticed money going missing from the security tin in the draw in his room. A safeguarding alert was raised. With Mr Foster's agreement the police installed a hidden camera in his room to find out who may be responsible.

A few days later the camera recording was checked and it showed a member of the cleaning staff removing money from the tin. The police arrested the worker in possession of the marked notes who was charged with theft and pleaded guilty in court.

## SECTION FIVE

### Theme 5: I am in control of my care and support



People should have choice and control over the care and support they receive. This can enable people to receive more personalised services that meet their individual care and support needs in a way that works best for them.

#### Some of the ways in which we do this are:-

- People can have personalised care and support **through a Personal Budget** which tells them the amount of funding available for meeting their eligible care and support needs. These needs would have been identified during the person's community care assessment.
- A person can receive their Personal Budget either **through a Direct Payment** which is paid directly to them so they can buy and arrange their own care and support. **The Kent Card** is one way in which a person can receive a Direct Payment.
- Another option for the Personal Budget is for the Case Manager to arrange the care and support on behalf of the person.
- We are also testing out another way for people to receive Personal Budgets which is called **Provider Managed Services**. This is an option for people who want their care provider to plan and arrange the care and support they need by using the personal budget that has been paid to them.
- **Support Plans** also give people choice and control as they enable a person to arrange and set up their care and support in a personalised way.

#### 'Areas for development'

- All eligible people will have a personalized support plan and a personal budget.
- Develop alternative ways for people to spend their personal budget.

#### How did we do?

##### During 2011/12:-

- Approximately 14,895 people received a Personal Budget.
- 2,272 people decided to take their Personal Budget as a Direct Payment.
- 514 people chose to receive their Direct Payment through a Kent Card.
- 74% of clients had a support plan set up to enable them to arrange their care and support in a personalised way.
- Our Personalisation Coordinators provided support, recruitment and employment advice to people who chose to use their Direct Payment to employ their own carer(s), known as personal assistant.
- The Good Day Programme<sup>1</sup> (which is in its fourth year) developed over 60 different projects that offered people with learning disabilities more choice and access to a range of person centred day services within their local community.

<sup>1</sup> The Good Day programme was launched 4 years ago as a response to the many people with a learning disability living in Kent who wanted to see a change in the way they accessed day services.

## SECTION FIVE

### Theme 5: I am in control of my care and support

#### 'Areas for development'

- Ensure that personal outcomes are at the centre of assessment and planning
- Ensure that service users know how to contact us.

#### Case Study

Susan has learning and physical disabilities and is a tenant in private rented accommodation. She had been feeling unhappy with her care arrangements, since the care workers were not always able to work during the hours she wanted them to. She also did not always know the person who was coming to support her. With the support of an advocate Susan chose to receive her Personal Budget as a Direct Payment and employed her own personal assistant. Susan is now much happier as she receives her care and support in a personalised way.

#### How did we do?

- The Partnership Strategy for Learning Disability in Kent was produced so Kent County Council and its partners can work together to ensure people with learning disabilities who live in Kent have real choice over the areas of their lives that are important to them. The strategy will ensure people with learning disabilities have the same rights and entitlements to the same opportunities and services in their communities as everyone else.
- The Learning Disability Partnership Board works with all partners to make sure this strategy is planned, acted on and achieved. The strategy involved a great deal of work with partners, people with learning disabilities and family carers.

#### What did you tell us?

- 32.3% of people reported they had as much control over their daily life as they wanted, with a further 44.4% having adequate control over their daily life.
- 87.7% of people stated that care and support services helped them to have control over their daily life.
- 24.4% of people said their quality of life was so good it could not be better.
- 91.8% of people thought that care and support services helped them to have a better quality of life.

Source: The 2012 National Service User Survey - Kent Position

#### What we are planning to do next year as part of the Adult Social Care Transformation Programme.

- Increase the uptake and use of the Kent Card.
- Ensure all service users who have eligible on-going needs are allocated a Personal Budget.
- Work with the Primary Care Trust to develop Personal Health Care Budgets so people receiving Health services can also arrange services to meet their health care needs.
- Continue the work of the Good Day Programme to transform the way leisure, day and work activities are provided, so people with learning disabilities can have greater choice and access to more person centred services in their local community.

## SECTION SIX

### Theme 6: I am supported as a carer



We value the role of carers and recognise that although carers may want to care for their family member or friend, they may need support and regular time away from caring to carry on doing so.

#### Some of the ways in which we do this are:-

- Much of the **support and services provided for carers** are delivered on our behalf through a range of partnerships, grants, service agreements and/or contracts with the Voluntary and Community sector and the Private Independent sector.
- A carer can also request a **Carers' Assessment**, which can help assess their needs and identify what support could help them in their caring role.
- **Short breaks** are services provided to the cared for person to enable the carer to have a break from their caring role. The cared for person must have an eligible level of need. The short break can be provided in a community setting such as a day centre, in the home or taking the cared for person out for the day, or in a residential care home where the cared for person is cared for away from their home.

#### How did we do?

##### During 2011/12:-

- A total of 20,234 Carers Assessments were completed for carers.
- Over 300 "something for me payments" were used by carers to purchase something they decided could help make life easier for them. Some of the things that carers bought using this payment were for example short day trips and gym memberships.
- Over 700 carers signed up to have a Kent Emergency Card which they carry at all times, so if they were taken ill or involved in an accident they have peace of mind that anyone who found the card could access emergency assistance for their loved one.
- Nearly 1,000 people with dementia and their carers were supported by the Dementia 24 hour helpline and Dementia crisis support service. In addition there were over 100,000 hits on the Dementia website and the six Dementia Cafes across Kent provided informal drop in sessions for carers looking after someone with dementia.
- Our Carers Advisory Group which includes representatives from all partner organisations across Kent, who are involved in supporting carers, continued to work jointly to develop local services that can meet current and future carer needs.
- The Carers Reference Group which is made up of carers from across Kent also supported the Carers Advisory Group to ensure the needs and wishes of carers were represented and discussed.
- We developed a Sensory Carers Project in partnership with Hi Kent and the Kent Association for the blind to improve access to and awareness of services for carers of people with sensory impairments.

## SECTION SIX

### Theme 6: I am supported as a carer

#### 'Areas for development'

- Ensure all carers have access to an assessment
- Ensure carers know how to contact us.

#### What did you tell us?

- 55.1% of people were extremely or very satisfied with the support or services they and the person they cared for received.
- 87.8% of carers stated that the support or services they received 'have made things easier for me.'
- 74% of carers felt they had the right amount of support for the cared for person.
- 60.2 % of people were extremely or very satisfied with support and services which enabled them to take a break for over 24 hours.
- 69.2% of people were extremely or very satisfied with support and services which enabled them to take a break between 1-24 hours.

Source: The 2009/10 Carers Survey

#### Case Study

Mrs Saunders has dementia and in February her husband who is her main carer, fell off a ladder and broke his collar bone. As a result Mr Saunders struggled to continue his caring duties for his wife. Mrs Saunders daughter contacted a local carer's organisation to find out if they could offer any support whilst her father was recovering. A short term home care support was arranged by the carer's organisation. The carer's organisation said "Mr and Mrs Saunder's daughter phoned us at a later date to say her father had recovered much quicker as our visits gave him the opportunity to rest".

*"Mum and I really enjoy the Cafés, especially the variety of talks and entertainment that we have. Everyone joins in and is friendly. It is a huge benefit. Every talk has been helpful, for instance we got mum a GPS watch after one talk. Mixing with other people has helped us to see that we are not on our own".*

(Comments from a carer)

*"It was a life line to find the Dementia Café and to be able to talk to other carers and staff about day to day problems. I particularly look forward to the interesting guest speakers and have benefitted by their knowledge and learnt what is available to carers. I would like to thank all those who helped us to cope with our problems.*

(Another carer wrote about her experience at the Dementia Café).

# Your views and feedback

We would like to know what you think of this Annual Report as your views and feedback will help us in preparing next years report for 2012/13.

- Was this report easy to read and understand?
- Did it give you useful information about Adult Social Care and how it is delivered in Kent?
- Were there any areas of the report that we could improve upon for next year?
- Is there anything else you would like to say about this report?

If you would like to give your views or feedback then please send them to us:-

**By e-mail:** [KentLocalAccount@kent.gov.uk](mailto:KentLocalAccount@kent.gov.uk)

**Write to us at:** Local Account Feedback,  
Performance and Information Management team,  
Strategic Commissioning,  
Families and Social Care,  
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