



STOCKPORT  
METROPOLITAN BOROUGH COUNCIL

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# LOCAL ACCOUNT ADULT SOCIAL CARE

2014/15

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# Welcome



Cllr Keith Holloway  
Executive Councillor, Supporting Adults



Andrew Webb  
Corporate Director, Services to People

Welcome to our Local Account for Adult Social Care in Stockport.

The Local Account explains how we are spending the money we have available to deliver care services to adults in Stockport. It describes what you, our customers, said about the services we provided and what we are doing to improve our performance.

We know that in order to continue to provide excellent services to our customers we will need to work closely with all our partners. This means working with local health providers – including GP's, District Nurses, Stepping Hill Hospital, Pennine Care - to develop a more joined up approach. It also means working with the voluntary and community organisations that play such an important role in the lives of many people.

We also know that there will be less funding available for Adult Social Care in the future. People want to be able to 'tell their story once' in order to get the support they need. So we are changing the way we deliver services to make sure that when people do need support, we work positively with them in their communities, alongside their carers, families and neighbours. We have received some extra funding from the government as part of the Vanguard programme to develop a new organisation that will deliver specialist care in a range of community settings, rather than in the hospital. In this way we can help people to recover and continue to live at home as independently as possible, which is what people tell us they want.

It is important that we use all the resources we have including the skills, experiences and assets of people and communities. We have been developing ways to support the social activity that happens naturally in our communities to grow, and which can have a big impact on peoples' feelings of wellbeing.

We have organised our Local Account so that we can tell you how we have done in meeting our five priorities. They are:

- Information and advice
- Active and supportive communities
- Prevention and independence
- Flexible, integrated care and support
- Keeping people safe

The Local Account describes what we do and gives some more detailed examples of a selection of services. We have made significant progress in 2014/15 and we look forward to working closely with the whole Stockport community in order to make the best use of all our resources in the coming year.

# Caring for Stockport

## About Stockport

Stockport is a metropolitan borough, one of 10 which make up Greater Manchester. Sat between the Peak District, the Cheshire Plain and the UK's fastest growing city, we're a borough with independent spirit, home to great schools, thriving businesses and strong communities.

## Population

Stockport has a population of:

 **286,800**

In line with national trends, Stockport's population is projected to grow and age over the next 6 years. Stockport has an older population than most of its Greater Manchester neighbours.

## Stockport Together Localities & Neighbourhoods Revision October 2015



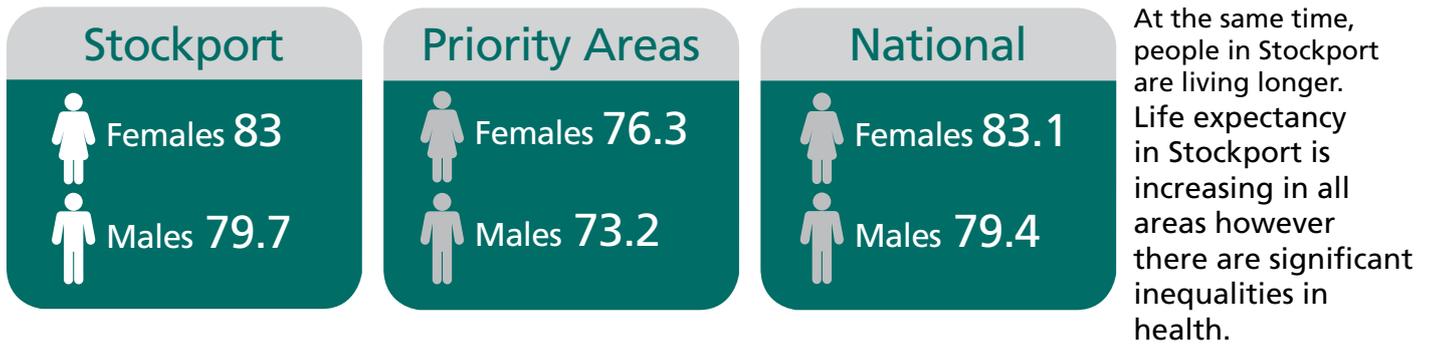
## Projected Population

Age group	2014	2017	2020	% increase 2014 to 2020
0-17	61,500	62,100	63,700	+4%
18-64	169,600	169,600	169,600	-
65-74	29,500	30,800	31,300	+6% 
75-84	18,700	19,200	20,500	+10% 
85+	7,400	8,300	9,200	+24% 
TOTAL	286,800	290,100	294,400	+3%



By 2020, the number of people aged over 85 is estimated to increase by 24%

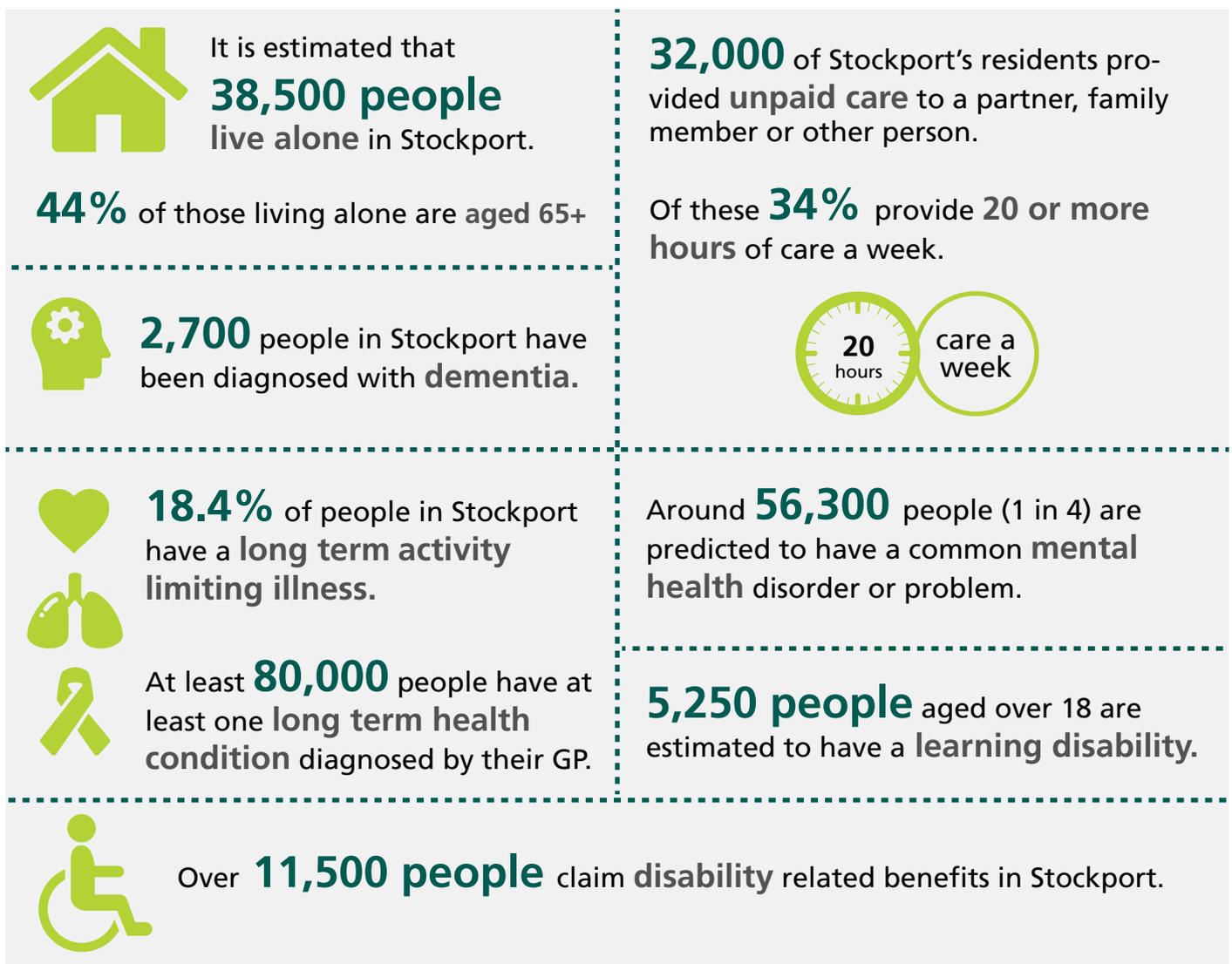
## Life Expectancy



We know quite a lot about the people who live in Stockport and are likely to need some help from us. Stockport's Joint Strategic Needs Assessment (JSNA) provides in-depth analysis of health and social care needs and is currently being updated. The full report will be available on the Council's website later this year.

Supporting people to cut down or stop smoking, improve their diet and increase the amount of exercise they take is important at any age. We know that smoking, poor diet and inactivity contribute to the major diseases that affect people in Stockport and on demand for health and adult social care services.

Our challenge is to provide a range of services that support people of all ages to remain independent and well for as long as possible. Our most recent data tells us:



# What is Adult Social Care?

Adult Social Care is part of the People Directorate of Stockport Council. We provide a wide range of support and services that help people to stay as independent as possible, play a full part in society and keep them safe from harm.

Our customers have extra needs because of their age, learning disability, physical or sensory disability, long-term physical health conditions or mental health conditions. Often these needs cannot be met just by one service, so we work closely with our partners to

provide residents with a range of options. We also provide support to friends and family who provide huge amounts of unpaid care. Our services fall into three main groups:

**Preventative support** – working with partners, this includes information, advice and a range of services to prevent problems arising and to encourage and support healthy, independent living.

**Short term support** – includes advice, services and practical support and rehabilitation for up to six weeks to help people maintain or regain their independence.

**Long term support** – includes help to live safely at home; short breaks; help to wash, dress and eat. Or it might mean moving to 'extra care' or residential care.

If you or someone you care for has extra needs, you can contact us by phone on 0161 217 6029 or by email at [asc.referrals@stockport.gov.uk](mailto:asc.referrals@stockport.gov.uk). We will carry out an assessment to find out what you are finding difficult. If you are eligible for support, you can arrange it yourself using a direct payment or we can arrange it for you. You may want to try some equipment to help you in the home; or you may need short term care to help you get back on your feet following a stay in hospital. If you have long term needs, we can help you and your family plan the support you need.

For more information, visit [www.mycaremychoice.org.uk](http://www.mycaremychoice.org.uk)

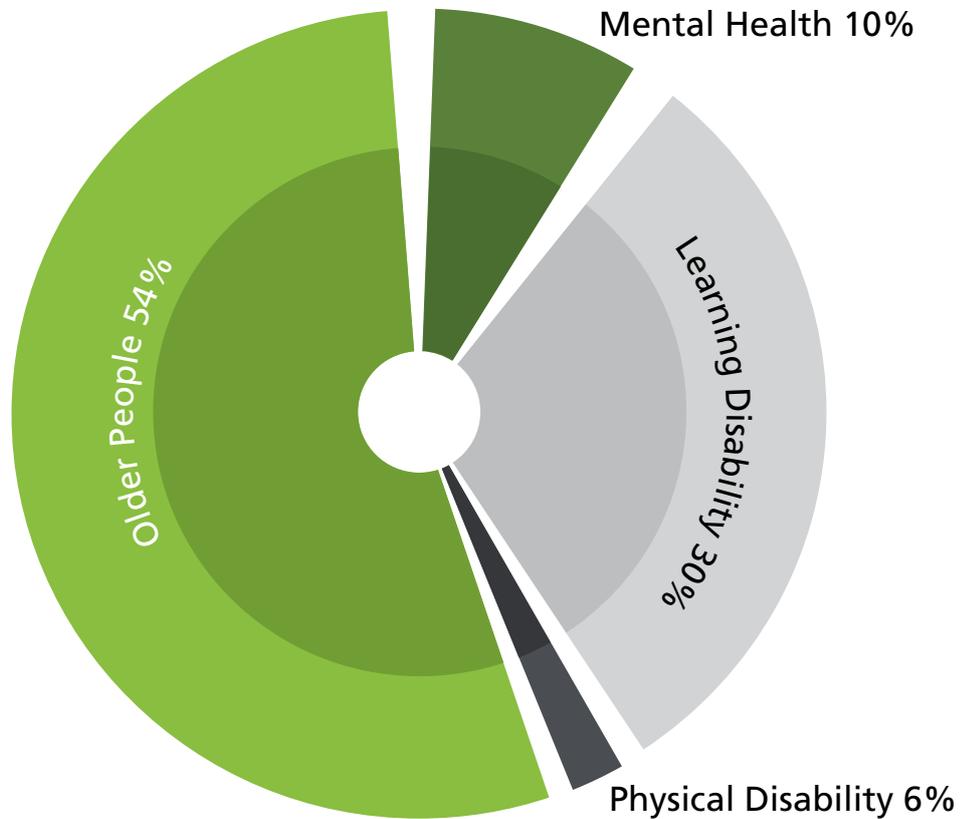


# Where do we spend our money?

This has been a very challenging year for Adult Social Care. We have had to make savings of over £1 million, mainly through the Learning Disability Review, while the numbers of people needing our help continues to grow. In 2014-15, we spent a total of £76.5m of Council funding on Adult Social Care services. This included:

<b>Council spending on Adult Social Care - £76.5m</b>	
Assessment	<b>£7.4m</b>
Residential and Nursing Care	<b>£24m</b>
Direct Payments	<b>£8m</b>
Supported Accommodation	<b>£8.9m</b>
Community Support (home care, day care, meals)	<b>£11.9m</b>
Supporting People	<b>£6.5m</b>
Equipment	<b>£1.7m</b>
Re-ablement	<b>£2.4m</b>
Voluntary Sector grants	<b>£4m</b>
Quality assurance and contract management	<b>£1.7m</b>

We divided up our budget to support different groups of people who have extra needs:



## Looking Forward

The Council has already reduced its budget by £54m in the four years up to 2014 and must reduce it by a further £65m by 2018. As the largest budget area of the Council, these reductions will continue to put pressure on the budget for Adult Social Care.

Throughout the year, we have been reviewing how we support people who use services. We will have to reduce our budget by a further £2m in 2015-16. We want to manage our services differently and at a lower cost while keeping up the quality and level of service.

One of the ways we will do this is by providing advice and information to help people to help themselves. We will also redesign services and work with our partners, particularly in health, to pool our resources where we can. The way in which we commission services will change. In particular, voluntary sector agencies will be encouraged to come together in 'alliances' to bid for funds, rather than competing with each other.

# Listening to our customers

## Customer feedback

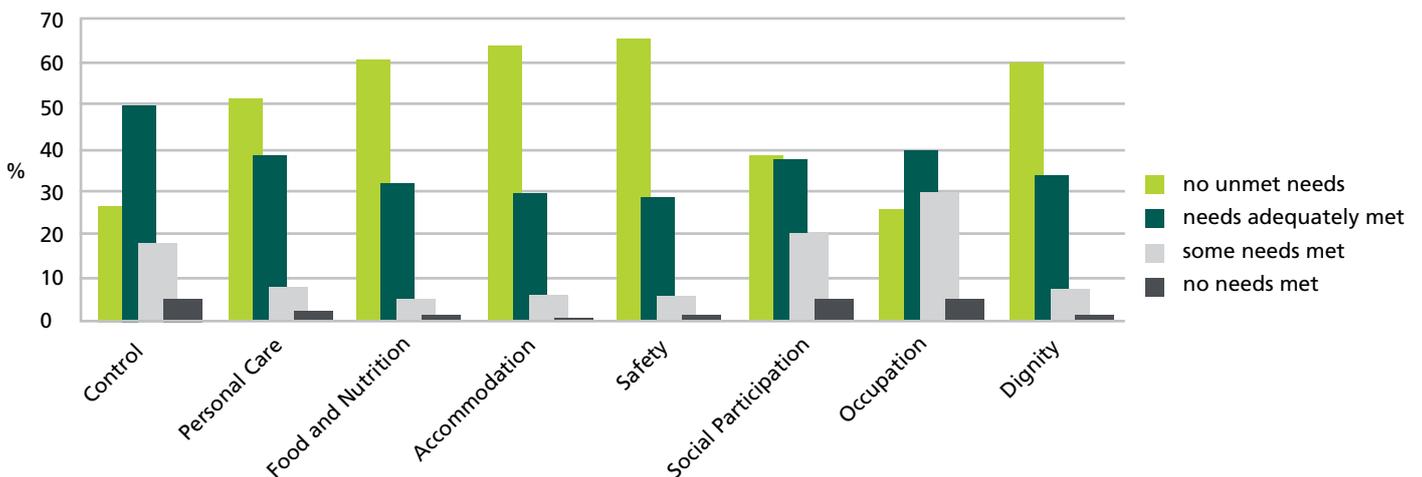
The Adult Social Care Outcomes Framework (ASCOF) was introduced by the government to gather information on the performance of local authorities. One of the ways information is collected is through the Adult Social Care Survey. This is a national survey that is carried out by every council every year. The

survey is sent to a random sample of people who receive care and support and asks them about the impact services have on their lives. The results let us see how well we are performing and also compares our performance to other councils. In 2015, 1777 surveys were sent out and 519 (29.2%) were returned.

## Quality of life

One of the things the survey tells us is what people who use services in Stockport think about their overall quality of life. It does this by combining the answers to 8 questions covering a range of issues including food and nutrition, safety, accommodation and personal care.

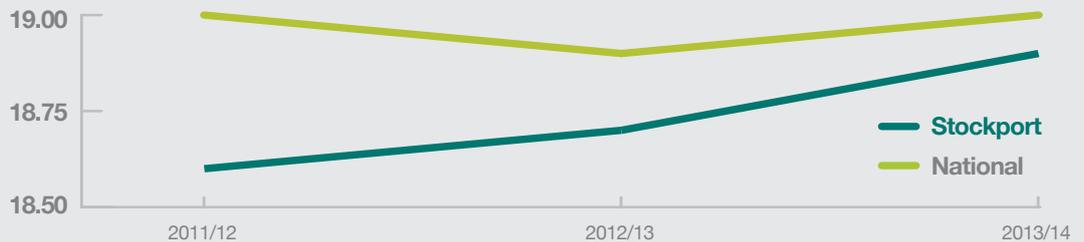
2014-15 Adult Social Care Survey: "Social Care Related Quality of Life Measure"



## Quality of Life



Social care related quality of life measure score

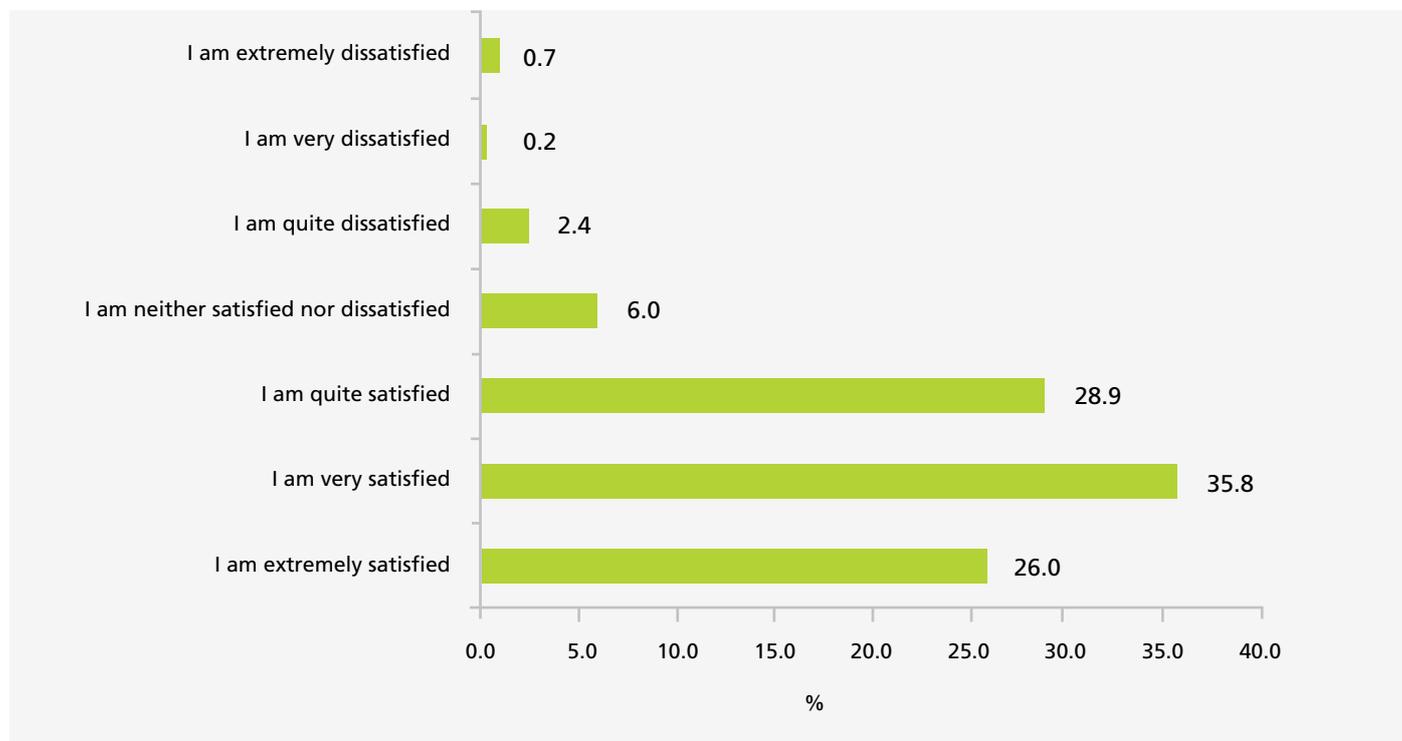


Over the last few years, people have told us that their quality of life has improved. But in 2014-15, our performance dipped slightly. We scored 18.5 compared to 18.9 in 2013-14. Less people felt all their needs were being met. It was also slightly lower than the national performance which was 19.1 in 2014-15 and 19 in 2013-14.

Next year, we need to improve the amount of control people feel they have over their lives, the ways in which they can take part in community life and we need to support people to take up paid or voluntary work.

## How satisfied are you?

We are always trying to make sure that we provide the best quality services possible to our customers. In the 2014 Adult Social Care Survey, we asked service users to tell us how satisfied they were with the care and support they received.



Over 90% of people who responded said they were satisfied, very satisfied or extremely satisfied with the services they receive. We are always trying to improve our services and we do this in a number of ways.

## Carers Survey

The Carers Survey is also a national survey and it is carried out every two years. The survey is sent to carers over 18 who look after someone who gets a service funded by Adult Social Care. In 2015, 992 surveys were sent out and 469 (47.3%) were returned.

The Carers Survey told us that:

- 70% of carers are over 75
- 45% of carers were looking after someone with dementia
- 67% of households had equipment or an adaptation to help them at home
- 59% of carers were retired; 30% were in work full or part time
- 65% had used information and advice to help them in their caring role
- 75% carers had not had a break of between 1 and 24 hours in the last 12 months

# Compliments and Complaints



Compliments and complaints also play an important part in helping us to understand what is working well and what is not working well. In 2014/15 Adult Social Care received 141 complaints and 106 compliments. The areas and issues that people complained about most were:

**47**

about  
older people's  
services

**33**

about  
care home  
providers

**46**

concerned about  
the quality of  
care

**45**

concerned about  
assessment  
processes

## What we've done in response to complaints

We take complaints very seriously, always try to learn from what they tell us and make changes to improve how we do things whenever we can. For example:

- We reviewed our guidelines about including parents in assessments in order to improve communication & provision of support
- One service provider had not followed the complaints procedure properly so staff were trained in order to ensure they understood the proper process

- A service user was incorrectly charged for a stay in a care home. The worker was reminded of the policy and a refund was given

Nine people took their complaints to the Local Government Ombudsman in 2014/15 and two complaints were upheld.

You can make a compliment or complaint by going to the Council website.

[www.stockport.gov.uk](http://www.stockport.gov.uk)



## A Quality Strategy for Adult Social Care

The Quality Strategy sets out what high quality care should look like in residential and home based care services which are regulated by the Care Quality Commission (CQC). There are three key elements of good quality care – safety, effectiveness and a positive experience of care. We want people who use services to be able to say.

- I am supported to be as independent as possible
- I am treated with compassion, dignity and respect
- I am involved in decisions about my care
- I am protected from avoidable harm, but also have my own freedom to take risks
- I have a positive experience of care that meets my needs
- I receive a personalised service that lets me keep control over my own life

- I feel like part of a community that I participate in
- The services I receive represent excellent value for money

Members of the Quality Team monitor and improve quality in a number of ways. They gather information from a range of sources, including people who use services, their family and carers, regulators including CQC, the CCG, other professionals, Healthwatch and from service providers. The Team also responds to complaints and concerns about providers and they work closely with the Safeguarding Service. This helps to build up a picture of the overall quality of care in the Borough.

The Team carries out regular, planned monitoring visits to all providers, as well as unplanned visits in response to concerns and incidents. The priority is to work with service providers to improve quality. However, when there are concerns about a provider and standards do not improve, there are a number of sanctions that can be, and are, applied.

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## Market Position Statement

In early 2015, Adult Social Care published its Market Position Statement. This sets out how we will work with businesses that provide care and support so that a more varied, flexible and sustainable range of services is available locally. It describes how Adult Social Care is committed to working in partnership with people who use services, carers, providers, and others to stimulate a care market where innovation and quality is supported. It also provides information

for service providers about how the need for care and support is changing. Crucially, we are aiming to develop a strong and sustainable care market that will continue to meet the changing needs of local people. You can find the Market Position Statement on the Council website.

[www.stockport.gov.uk](http://www.stockport.gov.uk)



# Consulting with you

The Adult Social Care Survey and Carers Survey provide important information about what people think about our services. We also consult directly with people who use our services in a number of ways including through surveys, events, case studies and interviews. We use the results to improve and develop services.

We organised a number of consultation events when we were reviewing particular services during the year. We consulted on changes to the way we provide transport services and held a number of events that helped us to develop the Targetted Prevention Alliance and other preventative services.

## Case study – community meals

We needed to review how we provide community meals to make the service more personalised and to ensure people were getting value for money. The numbers of people using the community meals service was falling each year – in early 2015, 137 people used the service and most of them were over 65. We wanted to know what people who used the service thought about Adult Social Care helping them to arrange their meals using a personal budget, but not commissioning or providing this service.

We consulted everyone involved - users of the service, providers and staff. Users of the service were invited to complete a questionnaire, attend drop-in events at local libraries and other venues, were telephoned and had face-to-face consultations. There was also a survey, events and focus groups for service providers and staff.

The feedback was that this is a highly valued service - in particular people praised the staff and the reliability of the service. They understood the need to review the service and there was some support for this, provided they could still be offered appropriate, good quality alternative support at an affordable price. Some of the comments received were:

- “A hot meal delivered everyday by helpful people who would give me assistance if required. They kindly post any letters for me in the post-box. I am sure if they were of the opinion I needed medical assistance, they would arrange it. They are all most kind and pleasant people”
- “Having community meals mean I am able to have a hot meal once a day. I also have someone to check that I am okay, as some days I don’t see anyone”
- “Choice of times that meals are delivered is restricted – someone has to be last and someone has to be first!”

As a result of the consultation, and in response to the concerns raised, all existing Adult Social Care users of the community meals service received an individual review of their needs before the community meals service stopped. All existing users also received a Health & Wellbeing Check via Age UK Stockport and FLAG. There was a two week follow-up call to ensure that new arrangements were in place and working well.



## Talking to partners

There are other groups and organisations that we talk to on a regular basis to find out what people think about services and changes we are planning. For example, the Partners Ideas Exchange (PIE) Group meets monthly. Members include people who use services, carers and staff from a range of voluntary and statutory agencies. The group members are regularly consulted on a wide range of issues and provide feedback and ideas about service developments. Members have acted as a sounding board for changes to My Care My Choice and have contributed to a number of consultations including community meals, Stockport Together, transport and the Targeted Prevention Alliance.

Senior managers and members of staff from Adult Social Care also attended a range of public meetings, annual general meetings and meetings called by voluntary and community groups to discuss particular services throughout the year.

## Healthwatch

Healthwatch is an independent consumer champion created to gather and represent the views of the public, patients, relatives and carers. Healthwatch plays a role at both national and local level and makes sure that the views of the public and people who use services are taken into account. Healthwatch Stockport is a membership organisation run by volunteers with an interest in health & social care. They are supported by a team of staff to offer help to members carrying out activity on behalf of the organisation. Healthwatch Stockport has, amongst others, the following responsibilities:

- Promote and support local people to be involved in monitoring, commissioning and provision of local health & care services
- Obtain local people's views about their needs for and experience of local health & care services
- Tell agencies involved in the commissioning, provision and scrutiny of health & care services about these views
- Produce reports and make recommendations about how local health & care services could or should be improved

Healthwatch Stockport recognises that Local Account reports are a useful tool in ensuring that local authority providers are accountable to the public for the quality of services they provide. An essential part of this is making sure the collective voice of the people of Stockport is heard and given due regard, particularly when decisions are being made about quality of care and changes to service delivery and provision. Our wish is therefore that Healthwatch Stockport works with its partners in the health and social care sector to engage patients and service users effectively and to ensure that their views are listened to and acted upon. We look forward to continuing to work alongside Stockport Council to ensure that happens.

Healthwatch Stockport, and in particular its Adult Social Care subgroup, will work more closely with Stockport Council in preparing the 2015/16 Local Account so that the views of the public that came via Healthwatch Stockport in 2015/16, and the changes to services that affected people most will be reflected in the report, as well as being involved in the content, layout and the information that is provided.

*For more information about Healthwatch Stockport and its work please visit [www.healthwatchstockport.co.uk](http://www.healthwatchstockport.co.uk)*

**healthwatch**  
Stockport

## Theme 1:

# Information and advice

Providing accurate and up to date information and advice is a key priority for Adult Social Care. We aim to ensure that everyone who needs care & support:

- Has the information and advice they need in order to remain as independent as possible.
- Has access to easy to understand information about care and support which is consistent, accurate, accessible and up to date.
- Is able to speak to people who know something about care and support and can make things happen.
- Has help to make informed choices if they need and want it.
- Knows where to get information about what is going on in their community.

Making sure information and advice is easily available is also an important part of our preparation for the Care Act which is being introduced in stages, starting in April 2015.

## What we know

In the 2014 Adult Social Care Survey, 60.1% of people who responded said they found it very or fairly easy to find information and advice about support, services or benefits; 15.4% of people said they found it very or fairly difficult. In the 2015 Carers Survey, 55.6% of carers who responded said they found it fairly or very easy to find the information they needed, while 19.1% said they found it fairly or very difficult. 70.8% of carers found the information very or quite useful.

So we know that although most people find what they want, there is still quite a lot of work to do to make sure that people can get the information and advice they need, when they need it.

## Where to go for information and advice

Over the last few years, we have led the way nationally in the development of a local information and advice website called My Care My Choice [www.mycaremychoice.org.uk](http://www.mycaremychoice.org.uk)

In 2014-15, we know that 17,907 individuals used the website in 25,277 sessions. Of those 62% were new visitors to the site and 32% were returning visitors.

We are developing a number of self service tools on My Care My Choice that will help you to work out whether you are eligible for support from Adult Social Care, how much your personal budget might be and how much you will have to contribute to your care.

For those people who prefer to get their advice face-to-face, we fund 'For Local Advice and Guidance' or FLAG. Based in the town centre, Flag helps local people to access a wide range of support and preventative services. They also run a number of regular outreach sessions in different neighbourhoods, as well as one off sessions in GP surgeries, foodbanks etc. In 2014-15, FLAG helped 3,642 people – one third were over 65 and a quarter were carers.





## Contact Centre

The first point of contact for many people who get in touch with Adult Social Care is our Contact Centre. [www.mycaremychoice.org.uk/contactus.aspx](http://www.mycaremychoice.org.uk/contactus.aspx) Experienced staff who answer the phones can often provide the information and help people need immediately. However, some people need more support and will be referred to a social work team for an assessment of their needs. We also provide information for people who need to get in touch with us out of normal office hours, and for people who need help with their mental health.

In 2014-15, the Contact Centre received 30,471 calls including 1,689 queries about household equipment and adaptations and 1579 calls from GP's and other professionals where people needed urgent help from Adult Social Care. We also called nearly 1,000 people back who weren't able to get through to us.

We also received nearly 8,000 emails. These were mainly queries that came through My Care My Choice from members of the public wanting more information. However, 1,505 emails were from the police, fire service and other emergency services requesting help for people they had been in contact with.

## Council website

[www.stockport.gov.uk/services/socialcarehealth/adultsocialcare](http://www.stockport.gov.uk/services/socialcarehealth/adultsocialcare)

Adult Social Care also hosts a number of pages on the Council website that include information on a wide range of topics including the Adult Autism Strategy, [www.stockport.gov.uk/services/socialcarehealth/adultsocialcare/workinginpartnership/autism](http://www.stockport.gov.uk/services/socialcarehealth/adultsocialcare/workinginpartnership/autism) the Mental Capacity Act and Deprivation of Liberty Safeguards [www.stockport.gov.uk/services/socialcarehealth/adultsocialcare/mentalcapacityactdols](http://www.stockport.gov.uk/services/socialcarehealth/adultsocialcare/mentalcapacityactdols) and the Care Act. [www.stockport.gov.uk/services/socialcarehealth/adultsocialcare/careact](http://www.stockport.gov.uk/services/socialcarehealth/adultsocialcare/careact)

## Healthy Stockport

[www.healthystockport.co.uk](http://www.healthystockport.co.uk)

Healthy Stockport is a free, confidential local support service to help people living, working or registered with a GP in Stockport to make positive lifestyle changes. The service offers practical support on a range of topics including stopping smoking, getting more active and reducing stress.

You can find lots of information on getting healthier in Stockport on the Healthier Stockport website.

## Future developments

As we develop integrated health and social care teams, based in neighbourhoods across Stockport, we will aim to ensure that people get the support and help they need close to home. We will make sure people have the information and advice they need to take control of their health and wellbeing and this will delay and prevent their need for health and social care services.

## Theme 2:

# Active and supportive communities



We know that people enjoy better health and feelings of wellbeing if they:

- Have a network of people who support them – carers, family, friends, community and if needed paid support staff.
- Have opportunities to train, study, work or engage in activities that match their interests, skills and abilities.
- Feel welcomed and included in their local community.
- Feel valued for the contribution that they make to their community.

## What we know

The 2014 Adult Social Care Survey tells us that 67.2% of people who use services are able to spend all or enough of their time doing things they value or enjoy. 28.3% of people felt they didn't do enough of the things they value and 4.5% didn't do any. 52.2% of people said that care and support services helped them in the way they spend their time.

Similarly, 76.9% of people have as much or adequate social contact with people as they wanted and 57% said care and support services helped with this.

The picture was slightly different for carers. 46.7% had as much social contact as they wanted, 42.7% felt they didn't have enough social contact and 10.6% felt socially isolated.

So the challenge is to put in place services and support that help people to do the things they like

to do, feel less isolated and more connected to their communities.

## Living with Dementia

Over 4,000 people in Stockport are predicted to have dementia. Dementia Friendly Communities is one of the three challenges set out in the Prime Minister's Challenge on Dementia. By raising awareness and making some small changes, the aim is to help people with dementia and their carers to be better supported and stay involved with their local communities.

EDUCATE is a highly successful group of people who have dementia and who raise awareness and improve understanding about dementia. Members of EDUCATE have been working with the Council, the Alzheimer's Society and health partners to create Dementia Friendly Marple.

## Case study – Dementia friendly Marple



The Dementia Friendly Marple project has established a very successful and well used drop-in session. The Marple Dementia Drop-in was a finalist in the 2015 Alzheimer's Society Dementia Friendly Communities awards. It offers people with dementia, their families and carers somewhere to meet up for information, support and the opportunity to socialise and make new friends. What is unique is that people from Educate who have dementia have been supported to take a lead in setting up and running the drop-in. Due to increased demand the drop-in has recently moved to a larger venue and now runs weekly at the Marple Tavern.

EDUCATE's aim is to work towards a genuinely dementia friendly community, where people with dementia can lead active lives free from the stigma too often associated with dementia. In May, EDUCATE hosted a powerful evening of film and theatre at the Plaza Theatre, which was attended by over 500 people.

One couple attending the Marple drop-in told us "This is our second visit and we find it very inspiring....." One of the drop-in volunteers stated – "I really enjoy volunteering at the drop-in. There is always a lovely welcome for all". An EDUCATE member said –"I come every week and I love it. You meet people and find out about other things to do. I have now joined the rambles". Another person highlighted "The drop-in offers access to advice from local organisations like Signpost and Alzheimer's Society", and another couple said they "found the drop-in very interesting and friendly. Everybody is very helpful and give us some good ideas about how to live with dementia".

People living in other areas in Stockport have become interested in setting up social drop-ins for people with dementia and the intention is to seek funding to roll out the Marple drop-in model to other areas in the Borough. For more information about Dementia Friendly Marple visit:

[www.stockport.gov.uk/services/socialcarehealth](http://www.stockport.gov.uk/services/socialcarehealth)

## Timebanks

Timebanks are a way of enabling people to use their knowledge, experience and skills to help others in their community. Timebanks are for everyone, both individuals and organisations, and are based on the principal of 'an hour for an hour'. Timebanking help people from different backgrounds, who may

not otherwise meet, to come together and form connections and friendships.

Working with Timebanking UK, we have supported the development of Timebanks in Stockport. Give2gain [www.give2gain.org/](http://www.give2gain.org/) in central Stockport and 1GoodTurn in Marple are both up and running.



## Theme 3:

# Prevention and independence

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We know that most people want to live in their own home, as independently as possible, for as long as possible. We are changing the way we provide some of our services to make sure that we:

- Help people to be as independent as possible for as long as possible
- Help people to have a good quality of life
- Make sure people and their carers are supported at an early stage
- Develop joined up services that focus on wellbeing

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## Preventative Commissioning

A key part of the Care Act is to provide services that support people to be as independent as possible for as long as possible. During 2014-15, we developed a new approach to commissioning preventative services from the voluntary and community sector. Rather than encouraging organisations to compete with each other for funding, we wanted them to come together to form alliances. By working together, we wanted them to be more creative and to explore new ways of working with individuals, groups and communities.

Throughout the year we consulted widely with people who used services and their families and friends, organisations and agencies and members of the public. The first of the new contracts for **Advocacy Casework Services** will be up and running on 1st April 2015.

The second service, the **Targeted Prevention Alliance (TPA)**, is a partnership of six organisations who will provide short term services and support for people with complex needs. This might include carers, people with disabilities, adults with housing needs, adults with autism and older people. The TPA builds on what we have learned from people helping people initiatives in mental health services. The TPA will start to deliver services in June 2015.

Two further contracts are being developed and will be launched later in 2015. The first is the **Alliance for Positive Relationships (APR)** which will be delivered by four organisations. Their aim will be to prevent domestic abuse and will look at different methods to support families. This includes working with men, women and families who are involved in domestic abuse incidents. The second is the **Wellbeing and Independence Network (WIN)** which is due to be launched on 1st October next year. There are three elements to the WIN - Wellbeing and Independence 'at home'; Independent Living and Wellbeing 'in the community' and Wellbeing and Independence through 'community transport'.

Taken together, these new services are part of the plan to make sure the Council meets the new duties introduced by the Care Act which comes into force in April 2015. For more information, please have a look at the Council website [www.stockport.gov.uk](http://www.stockport.gov.uk)

## Supported Employment

There has been a successful, independent supported employment service for many years in Stockport, provided by Pure Innovations [www.pureinnovations.co.uk/](http://www.pureinnovations.co.uk/) The service provides support for adults with a learning disability, a mental health problem, a physical disability or autism who want to find a job that suits their skills and aspirations. Having a job can make a huge difference to people who want to live independently, and who want to feel that they are making a positive contribution to their communities. In 2014-15, 10.6% of people with a learning disability were supported into employment.

We will be commissioning a new service in 2015 when the current contract comes to an end. We want to encourage more people with additional needs to believe that they can get a job, with the right support.

## Equipment to help at home

Our Complex Equipment Service is an important, integrated service that delivers high quality care at home. Over 97% of the equipment was delivered on time, and up to a third helped a person to come home from hospital.

Complex equipment includes hospital beds, pressure reducing equipment and moving and handling equipment, and around 5,000 items were delivered. In 2014-15, we spent £525,000 on nursing equipment, and one quarter of this helped to care for people at the end of life.

## Mental Health and Wellbeing – Making Personalisation Personal

Mental health services have been changing in Stockport over the last three years. The Prevention and Personalisation Service (PPS) is for people who have been in secondary mental health services and who have a discharge plan, or people who are receiving outpatient services. The delivery and design of the service has been developed in ways that shape the service around individuals, and which puts them in control of what help they use, when and how.

By working closely with everyone involved, and listening to users and carers, staff were able to change some of the systems and processes that were not very flexible and didn't meet peoples needs. By using the values and principles of co-production, staff worked alongside people who use services in ways that recognised their strengths and resources; that built confidence and self esteem; and which encouraged people to offer support to others in similar situations.

People are now invited to 'opt in' to the service and to decide where they want to meet members of the PPS team and how often. This might be at home or a local

pop-in facility that also offers support and friendship groups. Staff offer help in all areas of life – finance, leisure, employment, physical health as well as mental wellbeing, and the person using the service can chose what they want to work on and decide how they will measure progress. They are also supported to develop plans to manage any risks that they have identified for themselves.

The PPS service has been able to both increase the number of people it supports throughout the year, from 206 in April 2014 to 271 in March 2015; and to move more people on from secondary care than in the previous year. They have reduced the number of attendances at GP surgeries and at the Emergency Department, and have prevented people from returning back to secondary care. The service has helped people to get well and to stay well.

## Health and Wellbeing Checks

A number of GP practices in Stockport have been helping to identify people on their lists who might benefit from some extra help. By actively searching for people who are likely to need services, we have been successful in preventing them from needing more costly health and social care services.

### Case study – Checks pay off



Mrs T was sent a Health and Wellbeing Check questionnaire by her GP. She says 'I got a letter from my GP asking me to fill in a form so I thought I might as well fill it in. It was easy to complete, I just ticked the boxes and sent it off. About a week later I got a phone call from Age UK Stockport and they arranged to come and see me. The lady was smashing, really friendly and she asked me some more questions all in confidence. The cupboard door in the kitchen which was hanging off has now been

fixed. She's arranged for a visit from the fire service to do a fire safety check and she is organising for grab rails to be fitted in the bathroom and at the back step. I'm also going to get another bannister rail on the stairs. Not only that, the welfare rights service is going to visit me to check if I should be getting any more money. It has been amazing. I just didn't know all that was out there. I'd advise everyone to just fill it in and send it off, you've nothing to lose!'

## Theme 4:

# Flexible integrated care and support

People who need care and support want to be able to 'tell their story once'. This works best if they:

- Are in control of planning their own care and support
- Direct their own care and support so that it is responsive to their needs
- Have support that is co-ordinated, co-operative and works well together
- Know who to contact to get things changed

## What we know

The 2014/15 Adult Social Care Survey tells us that 26.8% of people who use services had as much control over their lives as they want; 50.6% have adequate control and 17.6% have some control. 84.6% of people who use services said that care and support services help them to have control over their lives.

We also know that 91.3% of people using services received self-directed support and 72.1% of carers. The proportion of people using services who chose to take a direct payment was 39.7% and the proportion of carers receiving a direct payment was 38.7%

## Payments and Personal Budgets

We have been working hard to increase the number of people who have a personal budget. This is part of our preparation for the Care Act which will make it a legal requirement for people who use services to know how much money is available to spend on their care and support. We have developed an eligibility checker and a personal budget calculator which is on My Care My Choice, and which will give you an idea of how much it might cost to meet your care and support needs. [www.mycaremychoice.org.uk](http://www.mycaremychoice.org.uk)

We are also working hard to increase the number of people who chose to take their personal budget as a direct payment. Direct payments mean that people can choose to take their personal budget in cash and to buy the services to meet their assessed needs themselves. We know that we do this better than many other Councils, and nationally.

In preparation for the introduction of the Care Act, we are also reviewing many of our systems and processes to make sure people get the help they need as quickly as possible and that they can 'tell their story once'.

## Stockport Together

We are changing the way we provide health and social care services. The Stockport Together partnership <http://www.stockport-together.co.uk/> brings together Stockport NHS Foundation Trust, NHS Stockport Clinical Commissioning Group, Pennine Care NHS Foundation Trust, Stockport Council and Stockport's GP federation, Viaduct Health. In January 2015, the partner organisations signed a commitment to deliver 'A safe, affordable and integrated Health and Social Care system to meet the needs of the people of Stockport'. The aim is to develop a new, single organisation that delivers high quality services and manages all the resources available in the most efficient ways.

Stockport has also become a 'Vanguard site' which means it is trying out a brand new approach and will get some extra financial help from the Government. It also means that other parts of the country are keen to learn from our experience and to see whether our approach will work for them.

People managing their own support through personal budgets and direct payments



89.2%

Stockport

59.9%

National

The plan is to move specialist care out of the hospital and into the community, close to where people live, and to put in place alternatives to expensive hospital based services. The new services will be developed around Neighbourhoods, based on GP practices, and delivered by integrated teams of staff with health, social care and voluntary sector backgrounds.

One of the Neighbourhoods will be used as an early adopter site, and the lessons we learn will help us to roll the model out to the other Neighbourhoods in Stockport by early 2016.

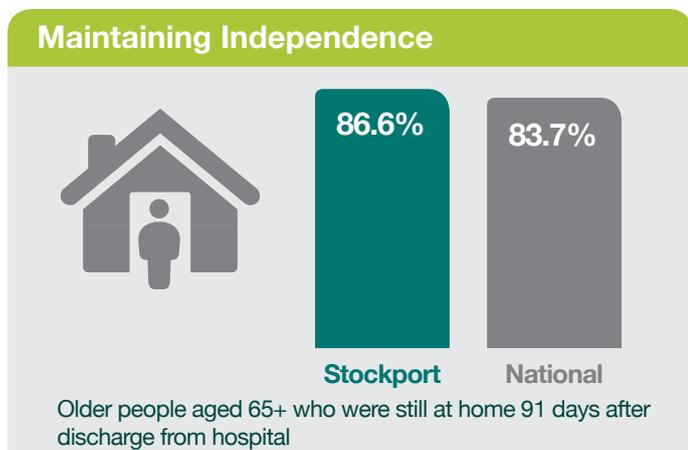
## From hospital to home

We know that Stockport already does very well compared to other Councils in terms of the low numbers of people whose transfer from hospital to home is delayed, and in terms of the number of people over 65 who were still at home 91 days after discharge from hospital.

We do this by providing a range of flexible and innovative services designed to support people at home. For example, the Reablement and Community Home Support service, or REaCH service, has four elements – Re-ablement, Intermediate Care, Enhanced Service and Overnight Support. They all provide short term help to people who are being discharged from hospital and who need re-ablement support to be able to regain their independence.

The Enhanced REaCH service was also recognised by Skills for Care for the 'Most Effective Approach to Integration and Innovation'. This service is provided by an integrated health and social care team, where staff plan together and have a unique set of skills. They are able to support people at the end of life and enable them to spend their last days at home, which is what people tell us they want. This also helps to avoid an unnecessary admission to hospital.

We are constantly looking for ways to improve these important services and they will play an important role in Stockport Together as it gathers pace.



## Case study – Stability Planning in Action



A young adult with a learning disability had not ventured out of her bedroom for 2 years mainly due to anxiety but also because there wasn't any carpet on the stairs. She had gained weight and her muscles had wasted. She was receiving 3 visits per day to support her with meal preparation and personal care.

We worked with the young woman and her family to explore her hopes and aspirations for the future. We wanted to see if there were ways for her to become less dependent on support services, and more importantly to have a better quality of life. The Stability Planning approach is to work with people holistically through motivational conversations and by supporting them to set goals. Using this approach

the young woman agreed that she would come out of her room on a set date. She would do this if there was new carpet on the stairs and if she could take a dog for a walk.

Her mother agreed to pay for carpeting and the worker arranged for a dog to be waiting for her when she came down the stairs. The worker also arranged for some intensive physiotherapy to build up her leg strength. Once she was comfortable with this, the Stability Plan was revised to include supporting her to look for voluntary work with animals and taking a dog for a walk independently. The support package was reduced and the young woman and her family are continuing to build on her independence.

## Stability Planning

The Stability Planning Project aims to change the way we think about health and social care services by putting the focus on self-care. It is another element of our preparation for the Care Act which puts the spotlight on promoting the overall health and wellbeing of people in their communities. The Stability Planning approach is to 'prevent, reduce, delay' the need for long term services by working in a way that focusses positively on what people can do. By working with people intensively, and by supporting them to use community and voluntary sector resources, the need for ongoing long term statutory services is reduced. Stability Planning will become part of the way in which services are delivered through the Neighbourhoods.



# Theme 5:

## Keeping people safe

We want people who live in Stockport to feel safe in their homes and their communities, and to live lives that are free from fear or harm. We provide services and support to help people:

- Plan ahead and keep control in a crisis
- Feel safe and to know that their community is a safe place to live and that local people look out for each other
- Feel safe, live the life they want and get support to manage any risks
- Have systems in place to get help at an early stage

### What we know

The 2014 Adult Social Care Survey tells us that 66.6% of people who use services feel as safe as they want. However, that means that over 30% of people would like to feel safer and improving this will be one of our priorities next year. More than 77% of people who use services have as much control as they want over their daily lives and 84.6% feel that care and support services help them to have control. Nearly 90% of carers have no worries about their personal safety.

### Stockport Safeguarding Adults Board

The multi-agency Stockport Safeguarding Adults Board publishes its annual report on the Council website. [www.stockport.gov.uk](http://www.stockport.gov.uk) The Board's vision is to make sure all adults living in Stockport are able to live in safety, free from abuse or neglect. Abuse can take many forms, such as physical, sexual or financial. Neglect includes poor care in a care home, hospital or in one's own home. The Board, which has an independent chairman, works to make sure that organisations work together to prevent neglect and abuse happening or stop it when it has taken place.

During 2014-15, there were no Serious Case Reviews in Stockport. On the other hand, there were over 700 Deprivation of Liberty Safeguards or DoLS. DoLS help to ensure that people in care homes, hospitals and supported living do not have their freedom unnecessarily or inappropriately restricted. However a recent Supreme Court judgement dramatically increased the number of people that DoLS applied to. In 2014-15 there were 20 times more applications to the Council - over 700 DoLS.

The number of safeguarding referrals has also gone up over the last 3 years from 427 in 2012-13; 557 in 2013-14 to over 600 in 2014-15 – an increase of 42%.

### The Board also reported that:

- Nearly 1300 people including staff in care homes and care agencies were provided with training
- 1809 safeguarding alerts were received
- In 2014-15 there were 617 concluded referrals, 270 were fully upheld. This compares to 555 in 2013-14 when 244 were fully substantiated
- Most referrals were about people aged 75 or more; most were about women
- The majority of referrals were made by care home staff and friends and family
- 52% of referrals concerned people living in care homes

In 2014-15, the Board focussed on setting up the restructured Safeguarding and Quality Service. A key aim of the service is to work closely and positively with care homes to drive up standards. The Board has also been working towards making sure the new requirements of the Care Act will be met when they come into being in April 2015. The Care Act requires the Board to publish an annual plan and puts the Board on a statutory footing.

### Multi Agency Adults at Risk System (MAARS)

MAARS has been trying out a new approach where agencies can work together to support adults who are at risk and vulnerable, including young people leaving the care system, and people with learning disabilities. These young people are often known to many agencies in Stockport, including the police and fire services, homelessness projects and Adult Social Care. MAARS works with around 56 people each year and by sharing information, it is possible to help people live independent lives and get better access to the services they need. The results of the work with MAARS will be used to plan future services.

## Carecall

Many people are supported to live safely at home. We have a contract with Carecall, [www.carecall24.co.uk/](http://www.carecall24.co.uk/) a service provided by Stockport Homes, for a 24 hour telemonitoring service for older or vulnerable people who may have a medical condition, such as epilepsy or diabetes. Carecall provides sensors and detectors that will alert staff when there is a problem. When the alarm button on the unit or the pendant is pressed, Carecall will respond within minutes by arranging help from a nominated friend, your doctor, emergency services or from fully trained mobile wardens. Staff are on hand 24 hours a day, 365 days a year to provide help and support to live independently and with peace of mind.

In 2014-15, Carecall dealt with 44,045 calls. In addition they:

- Answered 98.3% within 60 seconds
- Installed 459 alarms
- Attended 775 emergency calls for fallen clients
- Received 170 fire alarm calls and called the fire service on 7 occasions
- Received 3610 telecare sensor related calls, such as door contacts, bed sensors and flood detectors



### Case study – Calling Carecall

Carecall responded to an emergency where a woman had fallen out of her wheelchair in the bathroom because her commode had been put in the wrong position. She had pressed her pendant alarm when she fell and was holding onto a radiator trying to stay off the floor. The Carecall responders brought with them a compact, battery powered, emergency lifting cushion, which is specifically designed to help people get back to their feet after a fall. The cushion was gently inflated until the woman was high enough

to let go of the radiator and get to her feet. Once the Carecall team were satisfied that the lady was uninjured and comfortable, they returned to the office.

Back in the office, the team contacted the woman's carers to ensure that the commode was correctly set up and safe to use. The team also contacted Adult Social Care to arrange delivery of a toilet raiser, which would avoid the need for a commode, and would be safer to use.

# Looking ahead – priorities for 2015-16

## Challenges for 2015-16

Stockport Council, like other local authorities, across the country, is facing increasing demand for social care at the same time as funding from central government is reducing. The Council is responding to these challenges by supporting people to live as independently as possible in the community. This is what people tell us they want. By encouraging families, friends and communities to help, we can target resources where they are most needed.

We know that we need to improve our performance in a number of areas including:

- Increasing the number of people who are extremely satisfied with the services they receive
- Making it easier for people to find the information they need, when they need it
- Helping people who use services and their carers to do the things they like to do, to feel more connected to their communities and less isolated
- Improving the amount of control people feel they have over their lives by increasing the number of people who use direct payments to purchase their own services
- Increasing the number of people who use services who feel as safe as they want

There will also be some new challenges to tackle in 2015-16. The first part of the Care Act comes into force on 1st April 2015. It will change how we provide and fund care; and will promote wellbeing for individuals, carers and communities. See the Care Act pages on the Council website.

## Greater Manchester Combined Authority – taking charge of Health and Social Care

[www.gmhealthandsocialcaredevo.org.uk](http://www.gmhealthandsocialcaredevo.org.uk)

In February 2015, the Councils of Greater Manchester and NHS England signed a memorandum agreeing to bring together health and social care budgets. From now, Greater Manchester Combined Authority [www.gmhealthandsocialcaredevo.org.uk](http://www.gmhealthandsocialcaredevo.org.uk) will start making its own decisions and a transitional plan will come into effect from April 1.

The aim is to give the region direct, local control over a health and social care budget of around £6 billion each year from April 2016. The agreement covers acute care, primary care, community services, mental health services, social care and public health. It will effect the health, wealth and wellbeing of 2.8million people. In future years, we will be working more closely with all the Councils across Greater Manchester to integrate and co-ordinate services in new ways to tackle some of the major health, housing, work and other challenges we face in our region.

## The Stockport Council Plan

Each year Stockport produces a Council Plan that sets out the key outcomes it hopes to achieve and how it plans to go about delivering them. The five Stockport Council Plan [www.stockport.gov.uk/services/councildemocracy](http://www.stockport.gov.uk/services/councildemocracy) outcomes for 2015-16 are:

- People are able to make informed choices and look after themselves
- People who need support get it
- Stockport benefits from a thriving economy
- Stockport is a place where people want to live
- Communities in Stockport are safe and resilient.

Adult Social Care will be working hard to make sure we help to deliver the priorities identified in the Council Plan. In particular we will make sure people continue to use their own skills, knowledge and resources confidently in order to live healthy, independent and fulfilling lives. To help them do this, we will provide high quality services, and information and advice, that promote and improve public health.

We will make sure the services we commission from partners are based on what we know works well. Stockport is home to many local communities. The difference in life chances for those living in the most deprived communities, compared to those living in the most affluent, is significant particularly when compared to other places in the North-West and nationally. We will invest in services in local communities to prevent, reduce and delay the need for support. And we will provide targeted services and resources that have a real impact and protect the most vulnerable people, particularly those who live in the most deprived communities. We want people to live well at all ages.

But when people do need more support to live well, we will work with all our partners to make sure the support they receive helps them to continue to live as independently as possible. By providing high quality targeted care services, we will make sure that older people, people with disabilities and people who need support with their mental wellbeing, have choice and control over how their needs are met.

Through Stockport Together, new services will be developed around 8 neighbourhoods, based on GP practices, and delivered by integrated teams of staff with health, social care and voluntary sector backgrounds. The plan is to move specialist care out

of the hospital and into the community, close to where people live, and to put in place alternatives to expensive hospital based services. And we will be working towards people being able to 'tell their story once' by having a key worker and a single care record and assessment.

In 2015-16, Adult Social Care will work with all its partners to make sure that we make the best use of all our resources; that we support people to live as independently and well as they can and that we provide the highest quality services possible for everyone who needs care and support in our Borough.





# Feedback form: tell us what you think

Thank you for reading our Local Account. We are very keen to know what you think. This will help us to improve next year's Local Account. Please complete the attached form and return it to:

**FREEPOST, Local Account, Stockport Council, Piccadilly, SK1 3XE**

**1. Are you a...**

Resident       Provider       Service user       Carer       Other

If other, please explain \_\_\_\_\_

**2. How easy did you find the Local Account to read?**

Very easy       Fairly easy       Neither easy or difficult       Difficult       Very difficult

**3. What do you think about the level of detail included in the Local Account?**

Not enough detail       Just the right amount of detail       Too much detail

**4. What information you would like to see taken out, or included next year.**

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**5. Do you have any further suggestions on how we can improve the Local Account next year?**

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If you would like this leaflet in large print, Braille or audio format, please contact email: [asc.comms@stockport.gov.uk](mailto:asc.comms@stockport.gov.uk)

An interpreting service is available, if you need help with this information.

Please telephone Stockport Interpreting Unit on 0161 477 9000. Email: [eds.admin@stockport.gov.uk](mailto:eds.admin@stockport.gov.uk)

تتوافر لدينا خدمة مشيرة للاهتمام فاذا كنت في حاجة لفهم هذه المعلومات باللغة العربية يرجى الاتصال بوحدة الترجمة في ستوكبورت [Eds.admin@stockport.gov.uk](mailto:Eds.admin@stockport.gov.uk) على الرقم التالي: 01614779000 أو على البريد الإلكتروني:

এই তথ্য বাংলা ভাষায় বুঝতে সাহায্যের দরকার হলে ইন্টারপ্রিটারের (দোভাষীর) ব্যবস্থা আছে। দয়া করে স্টকপোর্ট ইন্টারপ্রিটিং ইউনিটে ফোন করুন: 0161 477 9000 বা ইমেইল করুন: [eds.admin@stockport.gov.uk](mailto:eds.admin@stockport.gov.uk)

如果你需要他人為你解釋這份資料的內容，我們可提供傳譯服務，

請致電 0161 477 9000 史托波特傳譯部。電郵 [eds.admin@stockport.gov.uk](mailto:eds.admin@stockport.gov.uk)

اگر در مورد این اطلاعات احتیاج به کمک داشتید خدمات مترجمی رایگان موجود است لطفاً با سازمان مترجمی استاکپورت با شماره تلفن و یا [eds.admin@stockport.gov.uk](mailto:eds.admin@stockport.gov.uk) ایمیل آدرس زیر تماس بگیرید. 01614779000

Jeśli potrzebujesz pomocy z tą informacją dostępne są darmowe usługi tłumaczeniowe. Prosimy dzwonić do Wydziału Tłumaczeń w Stockport pod numer 0161 477 9000. Email: [eds.admin@stockport.gov.uk](mailto:eds.admin@stockport.gov.uk)

اگر آپ کو ان معلومات کے ساتھ مدد درکار ہے تو انٹرپرائٹنگ سروس (ترجمانی کی خدمات) دستیاب ہے۔ براہ مہربانی سٹاکپورٹ انٹرپرائٹنگ یونٹ کو 0161 477 9000 پر ٹیلیفون کریں۔ ای میل: [eds.admin@stockport.gov.uk](mailto:eds.admin@stockport.gov.uk)

**LOCAL ACCOUNT  
ADULT SOCIAL CARE**

2014/15



**STOCKPORT**  
METROPOLITAN BOROUGH COUNCIL

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