

Living Better Lives in Lancashire

Local Account 2023/24

Your annual update on the achievements, improvements, challenges and vision of Adult Social Care in Lancashire



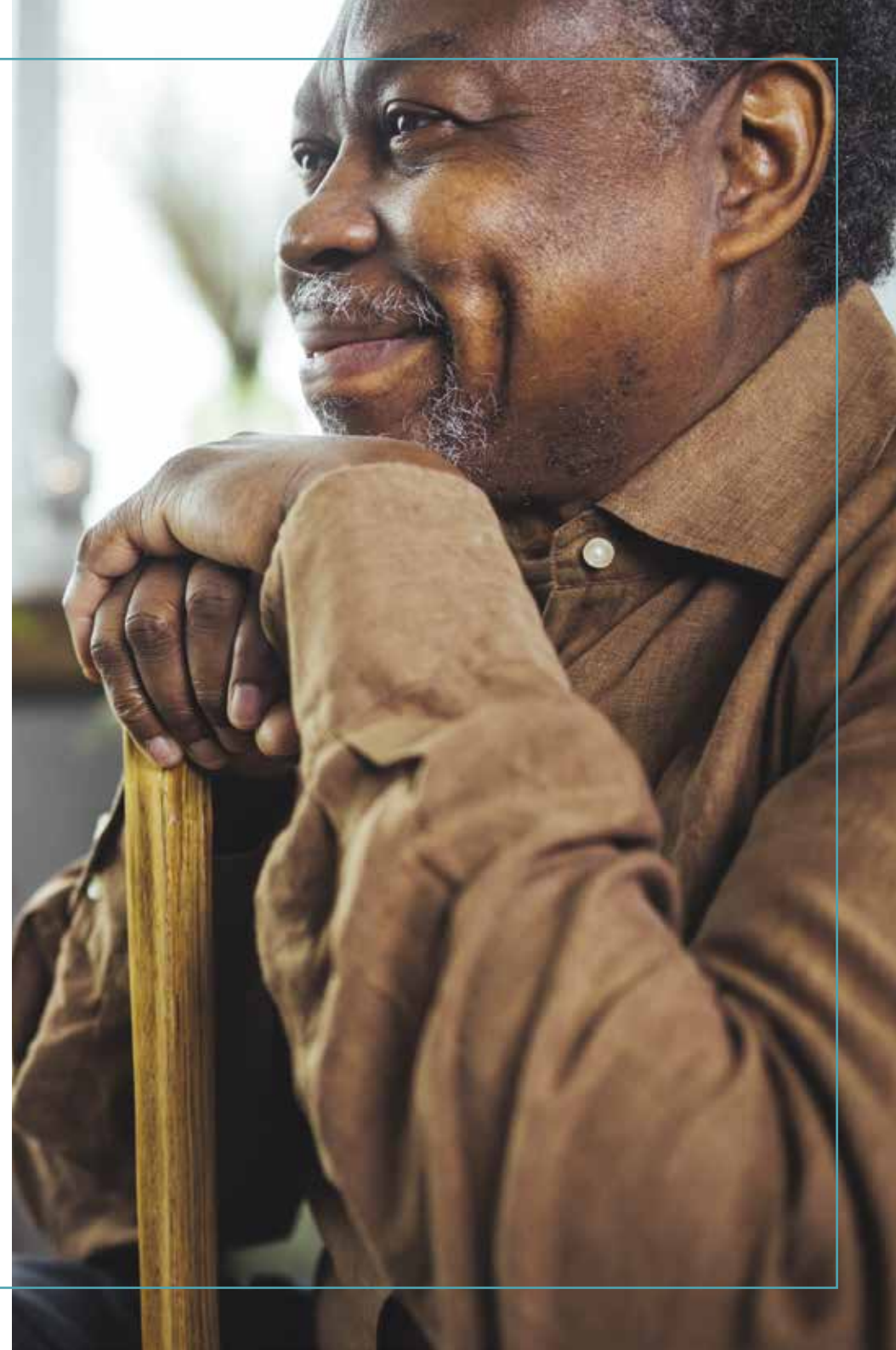
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Summary of our achievements and improvements in 2023/24

For those who don't have time to read the whole document we have summarised the main points below.

This year we have...

- Delivered some groundbreaking nationally recognised services. For example, our Mental Health hubs offer support for people who need help with a mental health issue and our hospital discharge Health and Housing co-ordinators support people to return home safely following a stay in hospital. Both of these services demonstrate excellent partnership working.
- Provided residents with equipment and technology to help them remain living at home as independently as possible
- Supported people to access care and support services in their community
- Helped people leave hospital sooner with our home-based assessment process
- Provided short term support services for people who have been in hospital to help them regain skills and confidence to live at home safely and independently
- Worked with young people with care and support needs so they are prepared for adulthood
- Provided advocacy services for people who experience disability, vulnerability, distress and social exclusion so they are part of the decision making regarding their care and support needs
- Provided support for carers and families
- Provided our Shared Lives service which matches people with learning disabilities, physical disabilities, older people and/or people with mental health needs to live in a place they can call home with carers and their families
- Supported people with a disability to live safely and independently and to find employment
- Supported people with a mental health condition to receive appropriate care, support and treatment
- Opened new and redeveloped apartments and supported living accommodation for working age adults across the county
- Provided good quality residential and nursing accommodation for older people
- Opened a new state of the art residential care home for older people in the north of the county



...achievements and improvements cont'd

- Provided short breaks for people who may need some respite
- Opened new short breaks centres for people with disabilities
- Provided day services for working age and older adults
- Responded quickly to safeguarding alerts to protect Lancashire residents
- Reviewed and uplifted the fees we pay to our valued care providers
- Successfully launched a major new contract for home-based care and support services
- Successfully secured government funding to support international care workers
- Worked with health colleagues to use funding more effectively to provide preventative and community services
- Secured joint funding for people with both health and social care needs
- Listened to the views of people who use and provide our services to help us shape the services we provide
- After taking income into account, spent £449.5 million on Adult Social Care
- Provided care and support to over 50,000 people

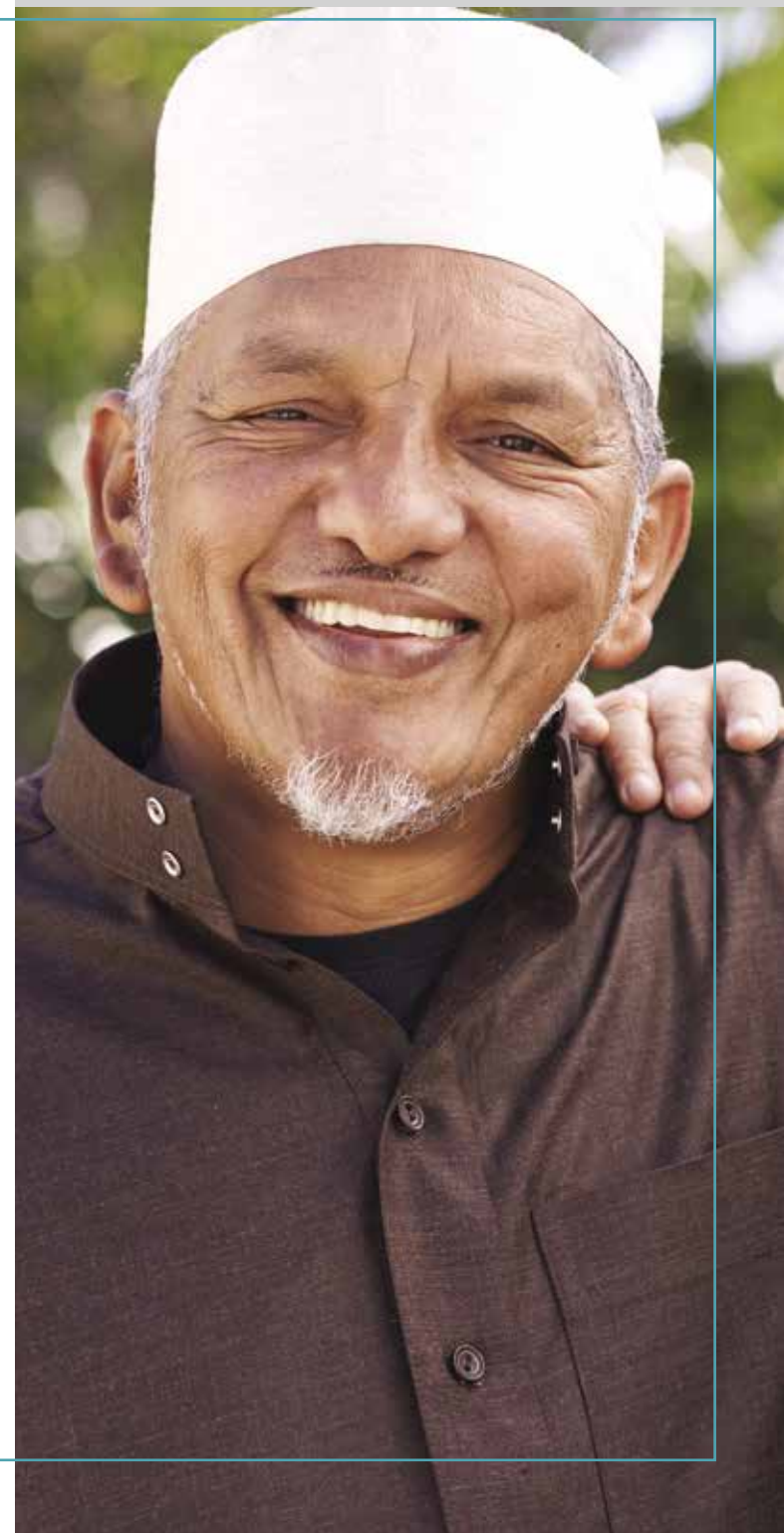


Introduction

Welcome to our update on how we have supported adults in Lancashire to live safely and independently in 2023/24.

Our ambition is to make sure the right level of care is available at the right time, in the right place and only for as long as it is needed. This is an opportunity for us to let you know what we have achieved and what improvements we have made over the past year and what we are working hard to improve this year which includes:

- Ensuring the services we provide maximise independence and safety, are the least restrictive, in the right place and offer choice and value for money
- Supporting our voluntary, faith and community, and other community-based services to provide care and support services which can best meet peoples' needs close to where they live
- Ensuring people who use our services, their families and carers, and providers use their voices to express their views and are actively involved in shaping what services we deliver, where they are delivered and how they are delivered
- Working to develop a sustainable and high-quality care market, providing services and accommodation that best meet the needs of older and working age adults across Lancashire
- Ensuring that when people need care and support their wishes and needs are taken into account and their care is sourced in a timely and responsible way
- Ensuring our pooled and joint resources with health partners are spent on the right services in the most efficient and effective way



Lancashire - Facts and Figures 2023/24

There are approximately 1.2 million people living in Lancashire.

In 2023/24 we supported:

22,972

people with long term services

4,060

people with a learning disability

12,353

people with a physical disability

3,771

people with a memory or cognition need

8,170

residents we supported were aged 18 to 64

14,802

residents we supported were aged 65 or over

43,333

assessments were undertaken

13,976

carers were provided with advice and support

327,738

daytime support sessions were made available of which

311,328

were attended

11,453

safeguarding concerns were raised with 6,838 leading to enquiries

5,496

Deprivation of Liberty applications were raised, with

3,452

applications authorised



Lancashire – Future Needs

- The population of older people in Lancashire is projected to increase significantly in the next 15 years.
- The number of older people who are likely to have care and support needs is projected to increase. The number of older people living with limiting long term illness, whose day-to-day activities are limited a lot, is also projected to increase.
- The populations of working age adults with learning disabilities/autistic people, adults with serious mental health needs and adults with physical disabilities/long term conditions are increasing.
- The number of young people who need care and support as they become adults is also increasing.

It is great news that people are living longer, however people living longer with health and social care needs will have an impact on the demand for our services in the future.



Living Better Lives in Lancashire

Living Better Lives in Lancashire is our vision for Adult Social Care. We will use a 3 step approach when people contact us with care and support needs, providing advice and information and short term services before any formal assessment for a longer term service is undertaken.

It means:

- we offer **care and support** to Lancashire residents to live as safely and independently as possible
- we provide **timely and proportionate** assessments of need, offering choice, value for money and the least restrictive type of care and support
- we provide care and support **at home** or as close to home as possible
- **long term**, formal, accommodation-based care and support will only be provided to people who need it, it will not be our default

“Many thanks for the recent excellent input from Ms ‘B’, Social Worker. She was very efficient, organised and competent in all aspects of the work. Most of all though I was impressed with how she involved Mum as much as possible in the process and made Mum feel respected and understood at each stage. Thank you so much for such high-quality input, much appreciated at this difficult time”



Maximising independence

People living longer is a cause for celebration, however, healthy life expectancy is not keeping pace with longevity and demand for support is changing. We have shifted to a more flexible approach that puts prevention, early intervention and independence at the heart of our services.

- We provide **information, advice and guidance** through our county council website, over the phone and through our Wellbeing and Early Support service
- Our social care staff are **empowered** to help people find help, advice and guidance, and locally based care and support wherever possible.
- We have rolled out a number of **innovative technology products** including a pendant with a location tracker and fall detection alert. Portable speakers that make it easier to hear throughout the home, an App that provides prompts, automated medication dispensing, and other useful kit to help people with their daily lives
- We help people to source **equipment and aids and adaptations** for their homes to support safe and independent living.
- We are working with **young people with care and support needs** to help them be prepared for adulthood
- We share our information about the existing **care market** and our forecasts of future trends. This informs current and future providers about the type, range and volume of services required in Lancashire now and in the future



Priorities for 2024/25

- Making sure that we ask people what they **can do**, not what they can't
- Promoting independence and offering **least restrictive** care and support services
- Offering people and families **choice** and value for money
- Providing opportunities for those who want it to **'self-serve'**
- **Listening** to the views of people who use our services, providers and staff
- Improving the quality of **information** we offer Lancashire residents and how we provide it
- Developing a **digital directory** of services to help people find services that are local to them
- Making best use of **equipment and new technology**
- Supporting voluntary sector organisations and **community-based** providers to offer good quality local services
- Encouraging providers and housing developers to **invest** in innovative solutions
- Planning and integrating our services with health partners to provide **'joined up'** services for people
- Continuing to provide **opportunities** for our workforce to develop their skills and progress in their careers



Helping people to regain independence and stay safe

Home First Approach

We work with our health partners to ensure that as soon as people are medically fit to be discharged from hospital, they are able to **go home** with the appropriate support in place. Assessments take place wherever possible in a familiar home setting.

Short Term Services

Following a stay in hospital our short-term services help residents to **quickly regain** skills and confidence such as cooking, bathing and dressing.

"I just wanted to send in my deepfelt thanks for your support over the last few weeks. It was an enormously stressful time for my family to have to deal with and for the first time in my life I had a situation I simply couldn't cope with. Your help just made me see a way through. Thank you so, so much."

Adaptations and equipment for people's homes

Working with our health and district council partners, we support people to **return home promptly and safely** from hospital. We provide items of equipment, aids and adaptations such as walking frames, grab rails and stair lifts that help people to undertake daily living tasks and move safely around their own homes.

Enablement

The council's enablement service provides intensive support for people for up to 12 weeks to help them to **learn new skills** around the home, to travel safely, manage their finances, keep fit, and keep safe. This is of particular value to adults who have a learning disability.



Priorities for 2024/25

- Improving how we share information across services and organisations so that people do not have to keep repeating their story
- Implementing an on-line system for people who want to access equipment, aids and adaptations quickly and easily without the need to wait for an assessment
- Implementing an online system for people who want to carry out their own assessment of need and find out how much they may have to pay



Helping people live with care and support

We are committed to delivering the right level of support, at the right time and in the right place by:

- **Offering advice, information and guidance** to prevent, reduce or delay the need for formal social care
- **Offering short-term support**, for up to 6 weeks, to enable people to regain skills, confidence and independence so that they can live at home safely where it is possible for them to do so
- Ensuring that when we do assess people against Care Act (2014) eligibility that we do so in a timely way and offer care and support which enables them to **live their best lives**



Helping people live with care and support

We provide:

Housing with Care and Support

We currently have 15 extra care and sheltered housing sites across Lancashire where people can live with care and support. Extra care and sheltered housing enables people over 55 to live in a community setting with on-site care and support and services such as cafes and hairdressers. We want to provide more of these schemes across the county in the coming years.

Supported Living Accommodation

These schemes aim to give people with a learning, physical disability and/or a mental health condition the opportunity to **live safely and independently** with access to community-based care and support services. This includes having their own front door, choice of furniture and access to social and work opportunities.

We opened 6 new supported living schemes across Lancashire in 2023/24 providing 38 new apartments and opened 1 new extra care scheme with 61 new apartments. We decommissioned 13 older and out of date supported living properties during the year.

We have ambitions to open 531 new units of supported accommodation in the next 18 months, including 157 for people with a learning disability and autism, 28 for adults with mental health needs, 26 for older people with a physical or sensory impairment and 320 extra care accommodation.

Shared Lives

Lancashire's Shared Lives service is the largest in the country and the only such service to be recognised as **'Outstanding'** by the Care Quality Commission. This service matches people with learning disabilities, physical disabilities, older people and/or people with mental health needs with carers and their families, to live within their home.

Slyne Road, Lancaster

13 new apartments handed over in June 2023 that provide 24-hour support for adults with a learning disability or autism. The developments benefit from state-of-the-art assistive technology and rise and fall kitchens which allow people with a physical disability to live independently in the ground floor apartments.



Mornington Road, Preston

13 new apartments were handed over in February 2024 and provide 24-hour support for adults with a learning disability or autism. There is state of the art assistive technology that allows people with complex needs to live independently.

Here are some quotes from people who live here:

"I like this flat – it's quite big and there's lots of space to put your things. It's also really quiet as well and the staff are really nice.

"There is a touch screen that you can use if you need help."



Priorities for 2024/25

We will continue to:

- increase the range and number of housing options for people with learning disabilities, including apartment settings and accessible bungalows
- make best use of new technology to support people who live in supported accommodation
- maintain our efforts to support developers to build more extra care schemes for older people, and supported accommodation for working age adults across Lancashire
- work with health partners to increase the range and number of short-and long-term accommodation options for people with mental health conditions
- find and support people who are willing and able to become our valued Shared Lives carers



Compliments and complaints

Our statistics show some **great news**, we receive more compliments than complaints each year. Our compliments have **increased by 37%** from 691 in 2022/23 to 947 in 2023/24.

Complaints are used by the council as an opportunity to learn and improve. As a direct result of complaints we have made **improvements** to our processes and procedures. We have improved communication with customers and their families, made changes to policy and guidance, and staff and managers have attended specific training sessions.

In 2023/24 we closed a total of 539 adult social care complaints including 17 joint complaints with the NHS which represented just over 1% of all active adult social care cases throughout Lancashire. Over the next year we will continue to encourage staff to deal with dissatisfaction immediately and to seek a resolution to concerns where possible. We are improving how we **learn** from complaints including the few cases which are referred to the Local Government and Social Care Ombudsman and the Parliamentary and Health Services Ombudsman.

The annual Adult Social Care survey for 2022/23 showed that there was no significant difference from our performance compared to 2021/22. The survey asks questions about people's **quality of life and** showed no significant difference with our regional or national comparators, with the exception of one similar size council in the south of England. We are contacting that council to learn how we can improve going forward.

Compliments about our services

"Thanks to your professionalism, communication skills and determination we achieved the best outcome for my brother. Your hard work is very much appreciated."

"I would like to take this opportunity to thank you for all your kind support and help during a difficult time for me coming to terms with restrictions my accident has placed upon me. You have done an amazing job pulling together all the support that is needed and keeping me in touch with everything. There have been times, and continue to be, a struggle for me and I am extremely grateful for all the encouragement and help you have given me."

"Ms A has been the best worker we have come across. She is very thorough, informative, proactive and supportive in every way imaginable. She is a good representative of Lancashire County Council. Mr B found her very easy to work with and he took on board the advice given. Thank you LCC, managers and workers for all your input."

"I just wanted to sincerely thank you. When I was contacted by you I never anticipated how much you were going to help not only my Dad but by association me and my whole family. When you first visited we were all drowning didn't know how to help Dad. You came and were absolutely brilliant. You were amazing with my Dad. The fact that you cared showed straight away. That meant everything. Dad wasn't just a diagnosis he was a person. You couldn't cure him but you helped us believe we could keep him safe and at home for as long as possible. Somebody was in his corner. There for all of us. When you left the house we all felt that maybe we could keep swimming and help Dad. Again thank you. You've helped us so much with practical things. You're checking in is the most amazing thing. I want you to know you go out every single day and change people's lives. You are amazing."

LANCASHIRE

How to share your views

Do you...

Receive support from adult social care in Lancashire or provide care for someone who does?

Do you want to help shape our adult social care services?

Do you have any ideas on what you would you like to see in next year's Local Account?

If so we want to hear your views to help improve our services

To share your thoughts or feedback please contact us at...

ASCContact@lancashire.gov.uk

