



2018/19

LOCAL ACCOUNT

How we delivered adult social care to you in the past year



**London Borough
of Hounslow**

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Welcome to Adult Social Care's Local Account

Welcome to this edition of Hounslow's 8th Local Account and my second as Lead Member for Adult Social Care and Health Services which sets out our performance over the year and our aspirations for the future. Despite the ongoing financial and demographic challenges along with a rising demand and the stretched resources that exist for us within a climate of unprecedented budget pressures, we continue and remain committed, along with our partners, including the local NHS, mental health services, care providers and the voluntary sector to delivering quality joined-up services to those in need of support.

This Local Account is an important part of the Department's plan to let people know about their local adult care and support services and how well they are performing. It also gives us the opportunity to make more information available to you, our residents, on our successes, challenges and priorities over the next 12 months.

We continue to remain ambitious and passionate about improving the health and wellbeing for all our residents and will use your views from current and upcoming consultations to help shape services for the future ahead.

With best wishes

Candice Atterton

Councillor Candice Atterton

Lead Member for Adult Social Care and Health Services



Candice Atterton

Lead Member
Adults, Social Care
and Health



**Mun Thong
Phung**

Director
Adult Safeguarding,
Social Care & Health

To achieve this, our key principles are:

- A department that is ambitious for the needs of its residents
- A directorate that is fit for purpose
- A directorate that is operationally and strategically strong
- A directorate that communicates well with our residents and has the right culture

What is Adult Social Care?

Adult Social Care provides services to adults living in Hounslow who need help to keep independent, safe and well.

The people we support include:

- people with physical disabilities
- people with learning disabilities
- people with long term health needs
- people with dementia
- people with sight or hearing loss
- people who have mental health needs
- people with drug and alcohol difficulties
- people with HIV
- family and friends (carers) who look after their loved ones



This account aims to help local residents, carers, care providers and commissioners understand more about the social care services that the Council and its partners provide to adults in Hounslow. The account sets out how we have been performing in the provision of these services and the difference these services have made to the lives of the people that we support.

The Council continues its aim of transforming adult social care services, ensuring it supports as many people as possible to remain living in their own homes and communities for longer, with improved independence, dignity and choice. We want our residents to have access to high quality information, advice and support. This empowers them to live healthy, long and fulfilling lives, and have access to high quality formal health and social care services when they are assessed as needing it.

We are committed to improving the efficiency of our services and we continue to focus on delivering high quality care for our residents in need of support.

We are keen to get your views on how we can improve the report in future and include the information that you want to read. If you have any comments or ideas for next year's Local Account, please let us know by completing the feedback form at the end of this document.

Data Protection & Information Sharing

- To work effectively across Council services with our health partners and other organisations, we sometimes need to exchange relevant information about you. We only do this where it is in your and your family's best interest
- We work within a legal framework with strict confidentiality guidelines. In most cases we will ask for your or your family's consent before sharing any information
- The exception to this would be where a vulnerable adult would be at risk because of a delay, refusal or difficulty in getting consent. In these cases, information would be shared and the reason written and recorded



If you have any questions about this process, please contact the Council's Data Protection Office via informationgovernance@hounslow.gov.uk or discuss with the relevant organisation.

Adults Privacy Notice

The privacy notice tells you what to expect when the Council collects your personal information, it covers your contact with the Council and its officers via face to face conversations, telephone, email and written communication. This privacy notice applies to Adult Care Management and Prevention Services and includes Older People, Adults with a Learning Disability and People with Mental Health Issues.

The London Borough of Hounslow as Data Controller will be responsible for collecting and processing the majority of the Health and Social care information that you provide us under Lawful Processing [Article 6\(1\)\(e\)](#) '... necessary for the performance of a task carried out in the public interest or in the exercise of official authority ...' and Consent [Article 9\(2\)\(h\)](#) '...medical diagnosis, the provision of health or social care treatment or the management of health and social care systems...' of the General Data Protection Regulations. Processing in this context means the organisation, retrieval, consultation, use and deletion or destruction of information and its disclosure to other agencies necessary for tasks to be carried out in the public interest or for the provision of health or social care services.

You can find a copy of the Adults Privacy Notice here [Adults Privacy Notice](#).

If you do not have access to a computer and would like to view a copy of the privacy notice, please contact us by calling the First Contact Team on **020 8583 3100** and asking them to mail you a copy of the notice.

How are we improving information and advice?



It is important to provide residents with up-to-date information on the care and support services available to them from the council and other local organisations. It is also important to provide that information via a variety of channels. While we continue to encourage residents to access information online with the expansion and development of [CarePlace](#) the council's online adult social care directory, we understand that not everyone is able to access the internet.

This year we have updated and added to our range of printed leaflets and booklets, including

a general [Guide to Adult Social Care in Hounslow](#). Copies may be posted on request or [downloaded as PDFs](#)


The [Carers Information Sheet](#) offers contact information for over 60 services that can be accessed directly by carers. It is updated quarterly and distributed via a [Get Connected mailing list](#) with nearly 800 subscribers.

The [Gazebo Adult Social Care Pop-up Shop](#) project is well established with regular appearances across the borough at community events and venues. The pop-up has attended Super Saturday of Sport, Joint Services Day, the Gurdwara and attends West Middlesex Hospital every month. It has proved an effective channel for reaching residents who would not usually contact Adult Social Care directly. If you would like The Gazebo to attend an event or venue, please email careplace@hounslow.gov.uk

Needs Assessments and Carers Needs Assessments can also be submitted using [Autonomy](#), our online portal. Work is ongoing to make the portal more accessible and user friendly.



Care Place Hounslow (hounslow.careplace.org.uk)

 CarePlace is the council's online information and advice directory and is accessible via computer, tablet and mobile phone. It can be used to find information on council services, local providers, voluntary organisations and peer support groups. It covers many areas including care and support options, benefits and debt advice, housing, health and wellbeing and the support available if you look after someone.

[CarePlace](#) is free, available 24 hours a day and pages can be instantly translated into any one of 95 languages.

If you would like assistance using [CarePlace](#), a dedicated hub is located at AGE UK Hounslow, who are located at the Southville Community Centre. If you would like to use computers more confidently, [AGE UK Hounslow](#) offer a variety of IT classes for people of all ages and all levels of experience.

[CarePlace](#) is at hounslow.careplace.org.uk or at hounslow.gov.uk

Autonomy

Completing and submitting care and support assessments is easier using [Autonomy](#), an online assessment portal. A **Needs Assessment** or **Carer's Needs Assessment** is the essential first step for establishing eligibility for care and support services. Online assessment can take as little as ten minutes. Autonomy signposts sources of support within the borough and gives you the option of submitting the assessment safely and confidentially directly to the council.

Autonomy also hosts a **Financial Calculator** which can work out how much you may have to contribute towards care and support services – results can be submitted to the Financial Assessment Team or kept for your own information.

Autonomy is available at hounslow.careplace.org.uk or at hounslow.gov.uk

First Contact Service

The First Contact Team (FCT) is the main entry point for Adult Social Care and consists of social workers, social worker assistant and social care advisors. Our key function is to complete assessments for residents with adult social care needs, which is the statutory duty of the Local Authority as outlined within the Care Act 2014.

Within the assessment process, we aim to ensure that people's needs can be addressed holistically. We also aim to improve the experience of the resident through adult social care and we work closely with our partners in health, housing and the voluntary sector.

We have continued over recent years to embed the team and our continual focus is on improving the service we offer for Hounslow residents. The First Contact Team supports residents that are not previously known to Adult Social Care and as such this means we are able to support the resident from the beginning of their journey into Adult Services, ensuring residents receive support from the appropriate professional or team when required. We have seen increasing numbers of people approaching the team for support and we continue to improve our call handling times, ensuring that vulnerable people and their carers are responded to as quickly as possible at often challenging times in their lives.

We also work closely with the Community Recovery Service (CRS) who are a team that provide preventative input and support to residents. The First Contact Team complete around 90 referrals per month to CRS enabling residents to receive support from the Occupational Therapists and Physios within the team and empowering people to regain skills in order to meet their own needs. This approach is based on a strengths-based focus that all in the team promote.

The First Contact Team also work together with our Mental Health Social Work Teams that now sit within the Local Authority service. The First Contact Team often work with our colleagues in these teams to ensure that a joint approach is adopted when required and that the whole needs of residents are considered when we are completing assessments.

Prevention (working to prevent long term care needs)

A key principle of the Care Act is to provide care and support services and promote wellbeing and independence. Preventative services work with vulnerable people to provide help, advice and support to prevent their needs and situation from worsening and requiring higher levels of care, such as residential care or hospitalisation. Historically preventative services in Hounslow were difficult to find and access, there was a lack of awareness by professionals and residents about services and some gaps in provision and duplication. Under a project called LIFE (Living Independently for Everyone) the Council has redesigned preventative services to make them more joined up and have the right services to support the right people at the right time.

The aim of the LIFE programme is to provide services to better support a range of vulnerable people in Hounslow to live independently and progress over the last few years includes:

17 preventative contracts for support, advocacy and carers services have been rationalised into a single Integrated Support Service which started in January 2017. This service supports over 900 vulnerable people and 160 carers to maintain their independence.

Young People and Young Parent Supported Accommodation contracts have been reconfigured amalgamating 6 contracts into single one designed to better meet the higher needs of children leaving care and the service went live in 2017. Three additional units have been built providing accommodation for 76 young people at any time.

The Council's Homelessness, Independence, Prevention Service (HIPS) went live in April 2018. The service includes support for Carers and Hospital Link workers to work with vulnerable patients who have housing needs and to link them into other support services.

April 2019 saw the launch of the Social Inclusion Supported Accommodation service which integrated 8 contracts into a single service for people who are homeless, have mental health needs or mild learning disabilities. Working closely with the mental health and learning disability teams and the Public Health's substance misuse and other services, the new service is better able to support people address their substance misuse issues, improve their skills and gain employment and to move on to independent living in a timely way. The service provides accommodation for up to 95 vulnerable homeless people at any time.

Expansion of Extra Care Housing

The Council is expanding the extra care housing available in the borough with the 2019 opening of Bristol Court, a new 94-flat scheme in Feltham. In extra care housing, residents have the security and privacy of their own home with access to care and support on-site to enable them to live independently. It is an increasingly popular choice for people whose abilities/disabilities or frailty make their current housing and care provision unsuitable but who do not need or want to move to a residential or nursing home. Extra care can also reduce social isolation and increase health and wellbeing by providing opportunities for residents to socialise together and take part in activities.

The new scheme will be the first in the borough to deliver specialised care for adults with learning disabilities and adults living with dementia, alongside general needs care. This is also Hounslow borough's first extra care scheme that is available to adults under the age of 50, opening up the benefits of extra care to a much wider community.

Working more closely with Partners to Improve the Lives of our Residents



We continue to work closely with Health Partners and Care and Support Providers to provide residents with a better service experience. Together with Hounslow Clinical Commissioning Group (CCG) we continue to build on our integrated services, providing additional funding from the Council to increase the capacity of our Extended Hospital Social Work Service and our Community Recovery Service run by Hounslow and Richmond Community Health Service. This means that residents are being discharged from hospital more quickly when they are medically ready to go home and that there is reablement available for them to help regain lost daily living skills.

The Council is working closely with the Hounslow Clinical Commissioning Group (CCG) to develop Social Prescribing in Hounslow. Link Workers from the voluntary sector are being employed by GP networks in each of the 5 localities of the borough, to link patients to relevant non-medical services in order to enable them to better manage their health conditions and improve their health and well-being.

Locality Working

Hounslow adult social care teams are aligned with GP surgeries so that the most vulnerable residents with care and support needs get the service they need promptly. In addition, we have set up drop-ins for residents who are struggling at home to manage their day to day activities.

Sometimes all that is needed is information on where to go for help and support. [CarePlace](#) is an online directory and is an excellent source of information for all adults who are experiencing difficulties due to age or disability.

As we approach another financially challenging year in Adult Social Care staff are busy embedding the Asset Based Community (ABC) Model of working throughout the service to ensure that prevention continues to be high on the agenda. Staff are embracing the changes this brings and you will see below some excellent examples of how the teams are keeping the agenda live:

- Great West Road Locality Team are working with our deaf community identifying in Hounslow. The team took part in a Community Deaf Club Event in September 2018 and this proved highly successful. Before Christmas members of the team took part in supporting the Homelessness Project and spent the night out with other volunteers head counting the number of people sleeping outside due to homelessness. The team are currently in the process of identifying a space that can be used as a Social Work 'drop in' Service.
- Feltham Locality Team is also working with Carers and Sandbanks Care Home on a joint project to support carers. There is currently a fortnightly coffee morning. This is currently attended by a member of the Feltham Team while the project is developing with the aim being for carers to eventually run this themselves. The feedback from carers is that they value the peer support and are enjoying extending their networks and spending time together - a recent example being a Christmas lunch.

- Chiswick Together Project has been set up to create a Community Network to reach those isolated community members. The vision is for residents to meet and interact with one another. The team are considering setting up a stall in designated locations as a means of trying to encourage discussions about isolation and the requirements of the local community. Other suggestions have been looking at local businesses to see what can be offered on their premises (e.g. gyms, book shops).
- Brentford/Isleworth Social Activities Project is encouraging community members to attend activities at Danehurst Sheltered Housing Scheme. The team are trying to promote the use of this community resource through the Community Care Assessment process. When visiting other schemes that may not have robust activities programmes in place again the Danehurst provision is promoted. This reduces the need for residents to feel that they need to be considered for a higher level of support because of feeling of isolated.
- The Review Team is also focusing on the Carers Project. They are looking at what carers are saying they need, in order to help them continue in their caring roles in addition to the Statutory Services that are already available. After consultation with carers there was one response that stood out which is the need for an 'Electronic Community Hub for Carers'. Often carers are unable to go out to support groups, however they would still like to be able to discuss their caring roles with other carers so they can share experiences and support one another. The team are in the process of looking at how to take this project forward. The 'Electronic Community Hub' will be a borough wide project for all carers. The team will be looking at the CarePlace platform, Whatsapp and other electronic platforms in the process.

Hospital Social Work Service

Our hospital social work team is based at West Middlesex University Hospital (WMUH), carry out assessments and support planning and support the timely discharge of residents following a hospital admission. While the team is based at WMUH, it covers all discharges for Hounslow residents for any hospital in the UK and is focused on limiting the number of Delayed Transfers of Care for Hounslow residents due to a social care reason. The team also work with Accident and Emergency to avoid unnecessary hospital admissions, providing advice and information or care packages so that residents do not need to be admitted to hospital.

Previously, the service operated a traditional Monday to Friday, 9am–5pm model which meant people were often unable to be discharged as promptly as they should. Following our work with the hospital, the service runs seven days a week with operating hours extended to 9am to 8pm, Monday to Friday and 9am to 4pm weekends and bank holidays. The team provides a 365-day social work, hospital prevention and discharge service at WMUH for borough residents. In the past year we have seen a dramatic improvement in our delayed transfers of care and our data shows that we have improved radically and are performing better than the London average with regards to Delayed Transfers of Care.

Review Team

The Review Team carry out annual reviews for Locality Teams, the Community Learning Disability Team and the Mental Health Team. The aim is to ensure reviews are processed within our statutory timeframes. The team also focus on targeted reviews for Adult Social Care where concerns are raised about care providers. When the concerns are warranted, appropriate steps are taken, to ensure our vulnerable residents are safeguarded and provided with the right level of care packages. The team

work in collaboration with other agencies such as the NHS, LBH Housing, other Local Authorities or Volunteering Organisations, enabling our residents to continue to remain in the community for as long as possible. The Review Team also carry out project work to improve the standards and quality of the service.

Adult Social Care has seen a significant reduction to the costs of placements and support services at home since the inception of the Review Team 5 years ago.

Community Recovery Service

Adult Social Care continue to work in close partnership with the Hounslow Clinical Commissioning Group and Hounslow & Richmond Community Health to successfully develop the Community Recovery Service.

The Community Recovery Service is an integrated health and social care service for adults identified with singular and multi-disciplinary recovery needs - including acquired and long-term neurological conditions.

The service supports independence by providing rehabilitation and reablement after an acute illness, injury or change in life circumstances.

It aims to restore, maximise or prevent deterioration in physical, psychological and social functioning through episodes of rehabilitation and reablement and to improve the independence and functioning of the resident. The service also specifically provides a 'timely response' service to facilitate discharge from hospital and prevent admission for people following a new event linked to their neurological condition - where intensive rehabilitation is offered to maximise people's functional independence. This is a truly integrated service providing 450hrs per month of rehabilitation and reablement services to older people and people with physical disabilities living in Hounslow.



Working with 18-21 year olds in Prisons

Local councils are now responsible for offering assessments and services to adults in prisons in their area. We are also responsible for supporting, but not leading, adults safeguarding enquiries in prisons.

Feltham Young Offenders Institution has two separate services for young men between 15 and 18 years old and a second for young men aged 18 - 21. We have been working with colleagues in the prison service to develop information for prisoners and work closely with a newly established safeguarding team within the prison. We have continued to provide a service to young men coming to the end of their sentence so that information can be sent to areas in which they intend to live when they are discharged.

We attend the prison's regular safeguarding meeting to offer support and advice during safeguarding enquiries. A senior management team representative is an active member of the Hounslow Safeguarding Adults Board.

Supporting Hounslow Carers



The Joint Commissioning Team in conjunction with carers, providers and Health & Social Care representatives continue to drive the Carers Action Plan & Carers Strategy.

The overall aim of the strategy is to ensure continuous improvement and is made to support the lives of carers in Hounslow.

The Carers Action Plan will be reviewed in line with identified priorities to enable the implementation of a new Carers Strategy.

Getting support

The 2014 Care Act introduced new rights for carers. All carers are entitled to an assessment for care and support even if the person they care for does not receive services from the Council, and no matter how many hours of care they provide. In Hounslow we are currently reviewing our carer support services to ensure new commissioned services meet the needs of local carers now and in the future.

We offer practical support at home and emotional support for carers. This is usually offered as a result of a carer's assessment in which we undertake to establish the carer's needs and how to meet them. A Carer's Needs Assessment can now be accessed online using the **Autonomy** portal which may be found at www.careplace.org.uk or www.hounslow.gov.uk.

As part of our programme of work, we have made a commitment to increase the number of assessments and reviews for carers.

Carers continue to receive support through **LIFE** (Living Independently for Ever), an integrated support service which comprises of 3 elements. Through an assessment, carers can receive:



Element A known as floating support - whereby the provider offers practical support that is focused on tasks that will support and promote an individual's independence.

Element B is the Advocacy service – where providers offer independent advocacy to empower people; helping to express their personal needs and to assist them in achieving their rights and entitlements.

Element C Short Breaks service - provides carers with an opportunity to have a break from their caring role. Carers can use this time to access support for themselves or catch up with friends and family in order to maintain their own relationships and interests.

Other services offered in Hounslow include support groups, wherein the groups allow carers to share their experiences with one another and provide peer support. Key Speakers are invited from the Local Authority, Health and Voluntary Sector to provide information and advice.

Carers Adviser

An extensive restructure within Hounslow's Housing Department paved the way for a new service, Homelessness, Independence and Preventative Services (HIPS), designed to work with individuals, carers and their families to address and resolve issues and obstacles in daily life. Within HIPS, the My Independence Team is a new integrated service acting as the first point of contact for advice, guidance and information about services offered by Hounslow Council, NHS, and community based services.

Following a successful pilot in 2017, the Council commissioned a brand-new Carers Adviser role situated within HIPS to help carers access community based support to avoid isolation, as well as regain financial stability. With over 15 years' experience campaigning for carers rights and pioneering new services, our Carers Adviser has extensive knowledge to assess the needs of carers, helping them to secure the correct welfare benefits and enable carers to gain and maintain their independence.

Anyone can make a referral to My Independence including carers and professionals. Contact **My Independence** on **020 8583 3942** or email MyIndependence@hounslow.gov.uk

Involving carers

The Carers Operational Group provides an opportunity for all carers to make their voice heard. Providing a platform to work with the Council, together we further develop and progress specific areas of the Hounslow Carers' Strategy Action Plan. The group meets bi-monthly and all carers are very welcome to attend.

Key and pressing issues that impact upon people who are affected by caring responsibilities in Hounslow are raised at the Carers Partnership Board. The board brings together the Local Authority, Health, Voluntary Sector and Carers Representatives who are elected through a self-nomination process. Carers Representatives are actively involved in shaping new services and have the opportunity to influence standards of practice in the development and delivery of services for carers in Hounslow.

In line with priorities set out in the Hounslow Carers' Strategy Action Plan, we aim to develop our training offer by consulting with carers at The Carers Operational Group, the Carers Partnership Board and support groups in the borough. Views gathered from carers will form the cornerstone of the programme to reflect the needs of carers in Hounslow.

Carers Operational Group meeting

Carers week started with a full room at the Carers Operational Group meeting.

There was a discussion on falls, a falls demonstration and information on the Linkline Service.

Carers had asked for some clarification around sheltered and supported housing. Guest speakers assisted with some of the differences and also how to access either type of accommodation.

A walk in Kew Gardens

The [Carers Community Get-together Group](#) with the support of the Adult Social Care Department held a group walk in Kew Gardens with free entry organised through Kew's community membership scheme.

Carers were welcome to walk around as group or set off with their own friends and families. One group discovered that they walked nearly 6 miles on the day and climbed over 250 stairs, which was great exercise!



The Gazebo

A Carers Week-themed Gazebo Pop-up Info Shop was set up in the Treaty Centre and conversations were had with over 40 people, many of whom were carers



Information and literature was given out including copies of the Carers Information Sheet and details on the Carers Emergency Card.

The Gazebo team were out again, with an information table at the Gurdwara on Alice Way.

Literature and information on the support available for carers in Hounslow was handed out to Hounslow residents.

For more information, carers can call **020 8583 4531** or email carers@hounslow.gov.uk We send emails to carers to request their views on new and existing services, share information on upcoming events and we let carers know about support available in Hounslow.

Planning for crisis



When caring for someone who is dependent on that care, making plans for emergencies can be highly important.

Hounslow's Emergency Card Scheme takes some of the pressure away from carers by making sure that if an emergency happened which stops them from providing care, arrangements for alternative, planned care can be put in place for at least 48 hours. Longer term arrangements can then be made if necessary. An emergency could be something that happens to the carer, the person being cared for, or it could be something that affects the area in which they live.

Help and support for carers

For further information, including carers' benefits, financial issues and direct payments, please visit our carers' web page or speak with our First Contact Team on **020 8583 3100** or email the team at adultsocialcare@hounslow.gov.uk

Information and advice for carers is also available at www.careplace.org.uk

Some of our Facts and Figures



1,676 people received domiciliary care services during 2018-2019

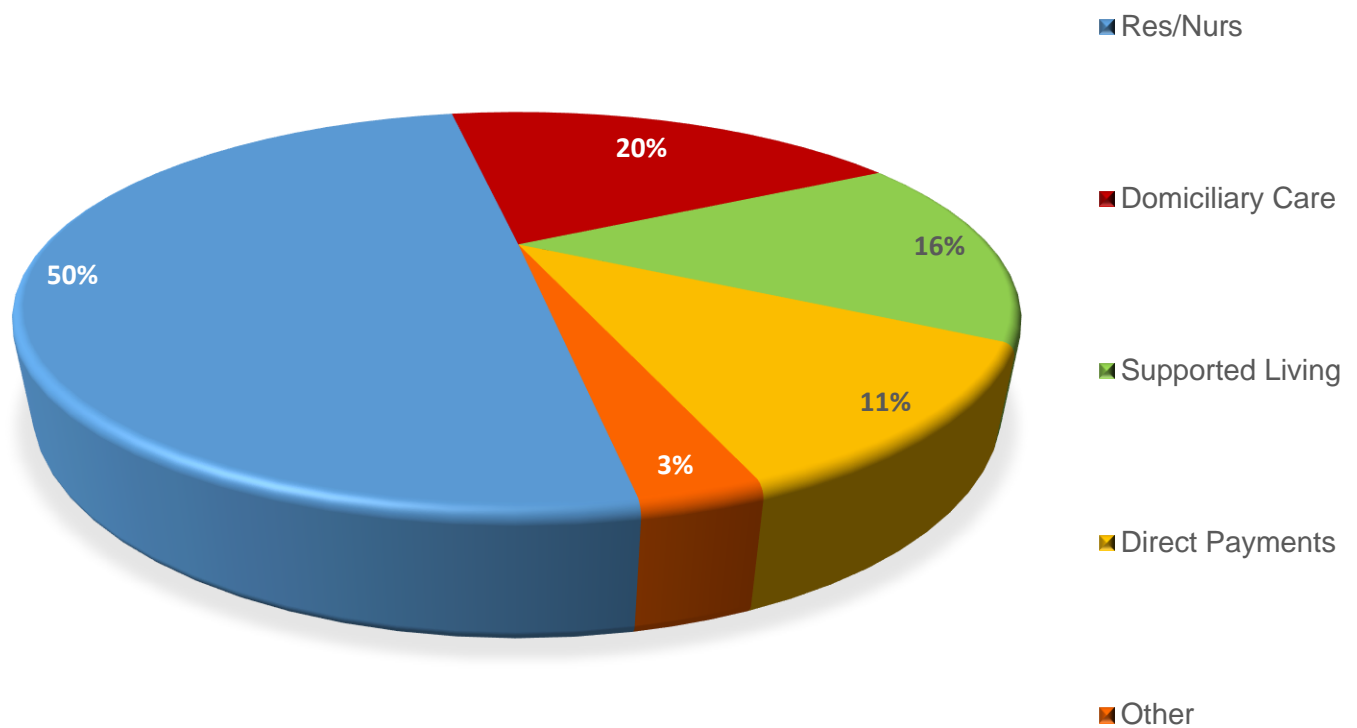
- We worked with 41 domiciliary care providers to deliver 545,032 hours of care
- We supported 224 residents in nursing homes and 386 residents in residential care homes during 2018-2019
- 4,423 residents received rehabilitation and reablement services via the Community Recovery Services during 2018-2019. This is an increase of 3.7% on last year
- Of the 905 safeguarding concerns received in 2018-2019, 584 progressed to further enquiries

As of 31st March 2019:

- 61 carers were in receipt of direct payments at an average cost of £43.32 per week
- 428 residents were in receipt of direct payments at an average cost of £210.59 per week
- 928 residents were receiving domiciliary care at an average cost of £17.52 per hour
- 97 residents were receiving extra care at an average cost of £253.09 per week
- We currently have 464 residents who receive care in Residential and Nursing Care Homes. As the care needs for both Younger and Older Adults can vary in their complexity across the services, the weekly costs can differ widely to accommodate an individual resident's need.

	Number of Residents	Average cost of Residential or Nursing Care (per week)
Residents with a Learning Disability	120	£1,473
Residents with a Physical Disability	258	£801
Residents with Mental Health needs	58	£747
Residents with Sensory Impairment, Memory & Cognition needs or Substance Misuse needs	28	£843
Total	464	£971

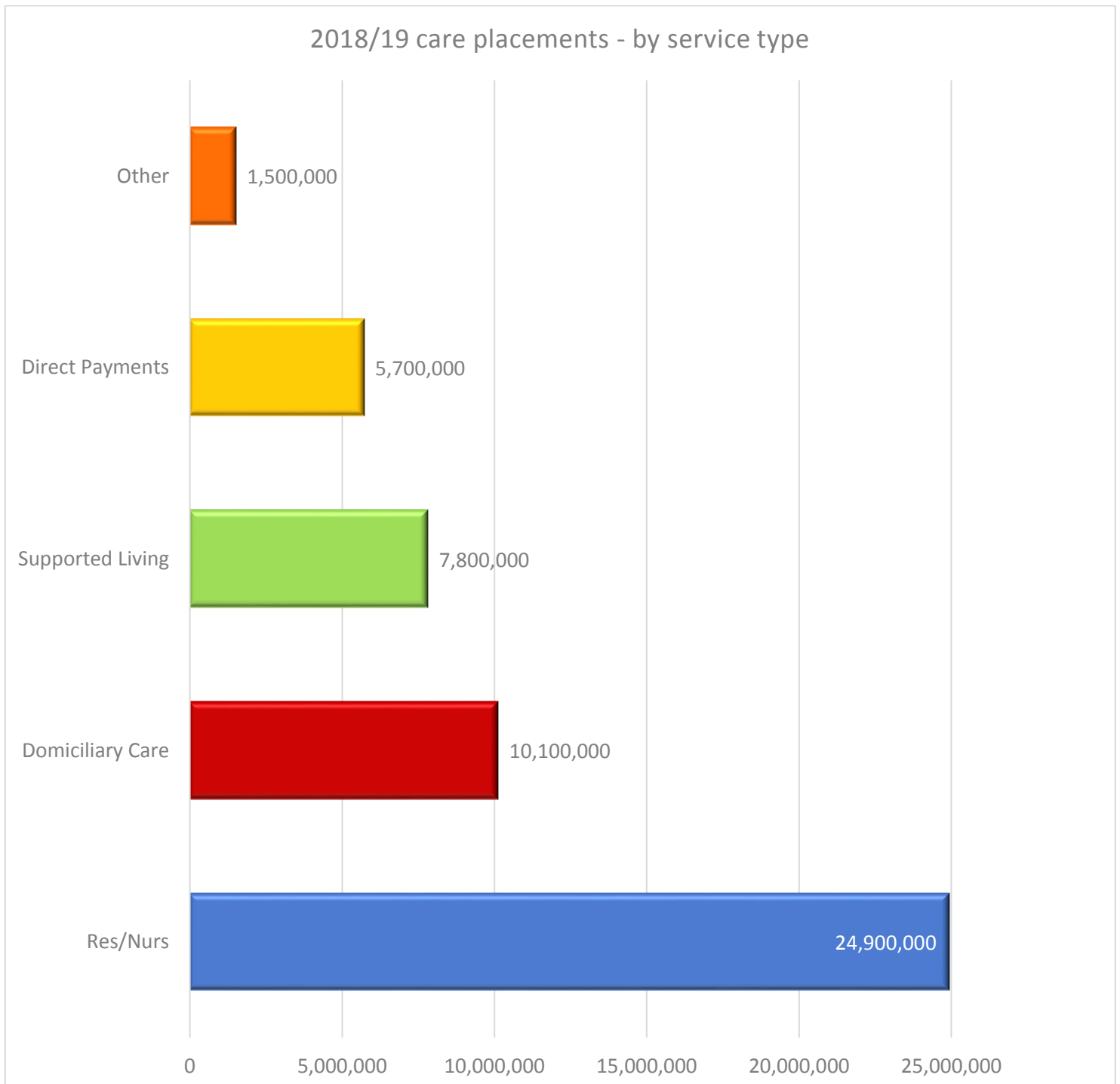
Percentage of cost per care group supported (approx.)



Social Care Expenditure 2018-19

For the financial year 2018-19, Adult Social Care had a total budget of approximately £49.9m. This budget was broken down into the different areas of Adult Social Care, with by far the largest expenditure (£24.9m) or 50% of the overall budget, spent on Residential & Nursing Care.

Domiciliary Care expenditure for 2018-19 was approximately £10.1m, Supported Living £7.8m and Direct Payments £5.7m. The remaining £1.5m was spent on Day Care, Reablement and Community Recover, Extra Care and other associated costs.



Adult Social Care Survey

Each year, on behalf of NHSDigital, we send out over 2,000 surveys asking a sample of residents in receipt of care services to tell us how they feel the service is working for them – what works well and what needs improving. Here are a few questions we asked and the responses we received.

Overall, how satisfied or dissatisfied are you with the care and support services you receive?

I am extremely satisfied



I am very satisfied



I am quite satisfied



I am neither satisfied nor dissatisfied



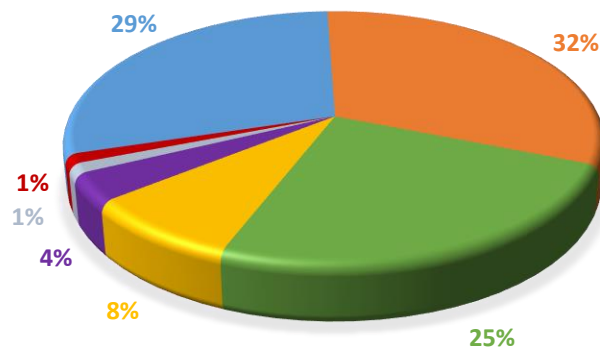
I am quite dissatisfied



I am very dissatisfied



I am extremely dissatisfied



Which of the following statements best describes how clean and comfortable your home is?

My home is as clean and comfortable as I want



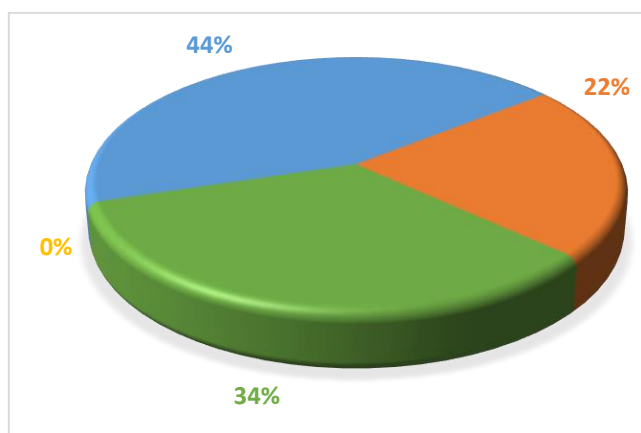
My home is adequately clean and comfortable



My home is not quite clean or comfortable enough



My home is not at all clean or comfortable



Which of the following statements best describes how safe you feel?

I feel as safe as I want



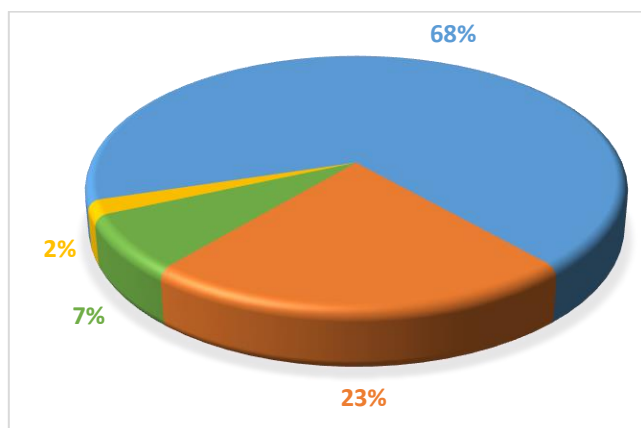
Generally I feel adequately safe, but not as safe as I would like



I feel less than adequately safe

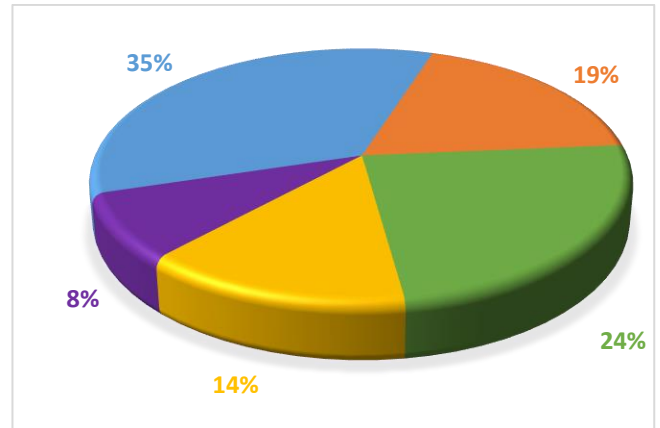


I don't feel at all safe



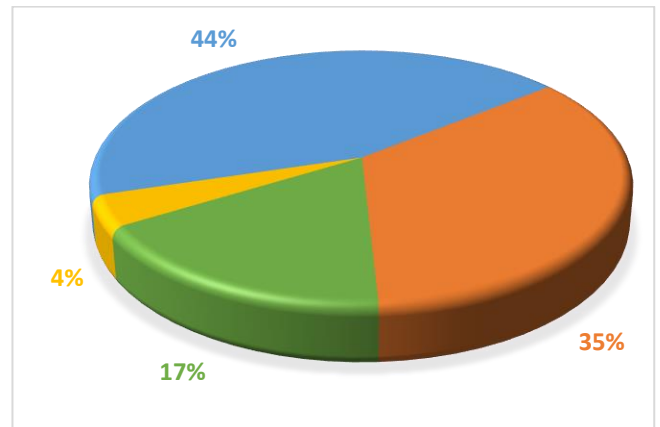
In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits?

- Very easy to find
- Fairly easy to find
- Fairly difficult to find
- Very difficult to find
- I've never tried to find information or advice



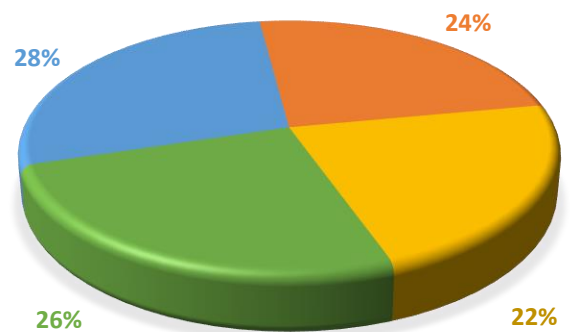
How well do you think your home is designed to meet your needs?

- My home meets my needs very well
- My home meets most of my needs
- My home meets some of my needs
- My home is totally inappropriate for my needs



Thinking about getting around outside of your home, which of the following statements best describes your present situation?

- I can get to all the places in my local area that I want
- At times I find it difficult to get to all the places in my local area that I want
- I am unable to get to all the places in my local area that I want
- I do not leave my home



Safeguarding Adults



Safeguarding adults at risk from abuse and neglect is everyone's business, and it is important that as an organisation, we work together with our partners to protect people who need our help and support. One of the biggest challenges up until now, has been how we bring together all of the organisations involved in keeping people safe in a truly joined up way. With the introduction of the Care Act 2014 we have a legal framework to work with key organisations and individuals, clear in their roles and responsibilities.

In Hounslow, although we have been responsible for safeguarding for many years we now have, on a statutory basis a Safeguarding Adults Board (SAB) which ensures that we:

- Meet regularly with the NHS, Police and other partners to discuss and act upon local safeguarding issues
- Develop shared plans for safeguarding, working with local people to decide how best to protect adults at risk of abuse and neglect
- Publish our safeguarding plan and report to the public annually on its progress, so that different organisations can make sure they are working together in the best way

Protecting adults at risk in Hounslow

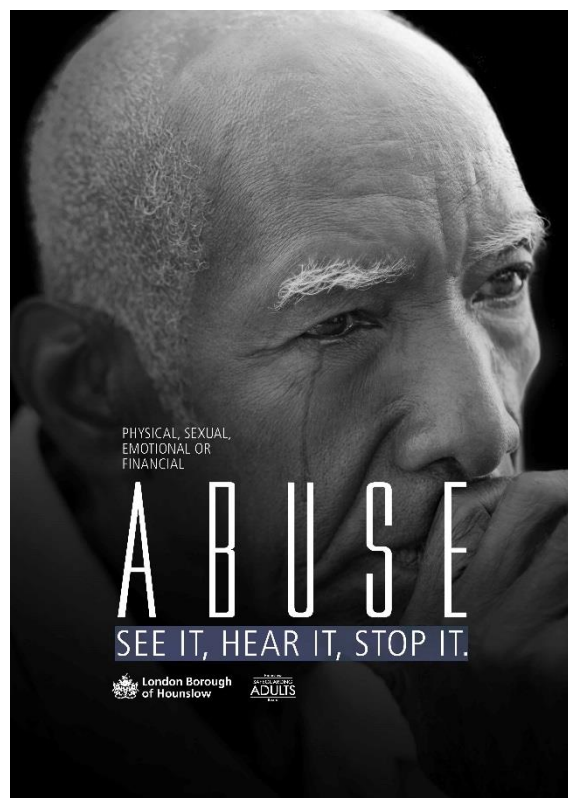
The board continue to work to raise awareness. A series of seminars were arranged to look at subjects including:

- How to support people living chaotic lives
- Human trafficking
- Domestic abuse from an adult perspective

These were followed by actions taken to ensure that the principles and procedures learnt are reflected in practice. A training session with partners in the voluntary sector took place and a publicity campaign intended to engage all parts of the local community was successfully launched.

The main trends continue to be

- More people of working age have been referred
- The biggest single support reason reported is physical disability



- The majority of people affected continue to be white
- The most common abuse types are physical, neglect and omissions
- Action was taken in most cases
- Risk was reduced in most cases
- The majority of the adults at risk had capacity to consent to enquiries

An action plan was published and can be found on our [Safeguarding Adults](#) webpage describing how we will continue to improve the service's support to adults at risk of abuse.

Who to talk to



Abuse should not happen to anyone. Every resident has the right to report this to someone and for this to stop.

If you are worried about abuse, or feel you may be being abused in some way, it is important you tell someone you trust, not the person who is abusing or hurting you. You could tell a family member, your key worker, doctor, friend, care manager or social worker. You could write a letter to a social worker or telephone, or ask someone to do it for you.

First Contact Services

Hounslow House, 7 Bath Road, Hounslow, TW3 3EB

Tel: 020 8583 3100

Email: adultsocialcare@hounslow.gov.uk

Safeguarding Adults Team

Hounslow House, 7 Bath Road, Hounslow, TW3 3EB

Tel: 020 8583 4515

Email: safeguardingadults@hounslow.gov.uk

Web: www.hounslow.gov.uk/info/20130/safeguarding_adults_at_risk

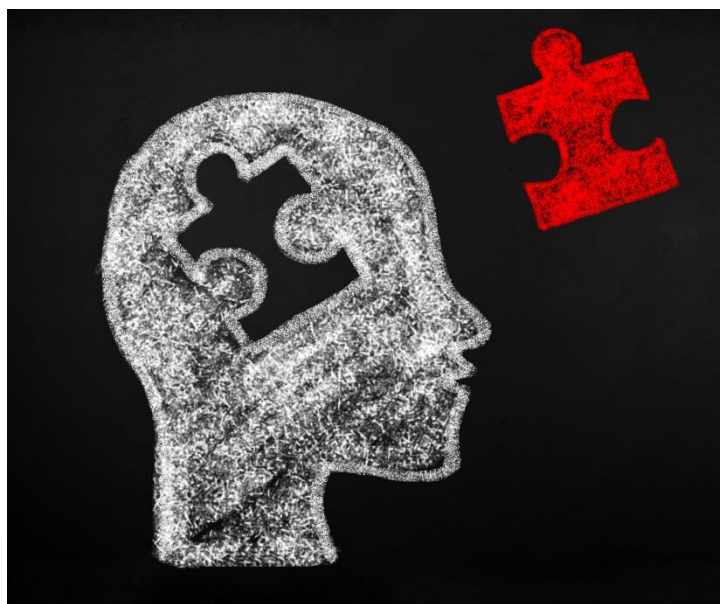
Emergency Out of Hours Service

Tel: 020 8583 2222

Mental Health

Residents who may have mental health needs are engaged with teams providing a service to older people, people living with physical disabilities and people living with learning disabilities. These teams engage with a range of colleagues in several partner agencies.

The London Borough of Hounslow has two Mental Health Social Work Teams: The Mental Health Support, Wellbeing & Prevention (SWAP) Team and the Mental Health Wellbeing, Recovery & Placements (WRAP) Team.

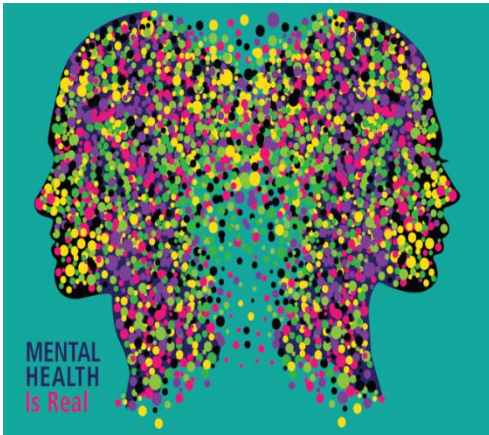


[Mental Health Support, Wellbeing and Prevention \(SWAP\) Team](#)

The aim of the Mental Health SWAP Team is to prevent deterioration in the mental health of Hounslow residents and increase the wellbeing of communities. Choice, control and promoting independence are at the centre of the Mental Health SWAP Team ethos, along with a strong emphasis on prevention and early intervention.

Under the umbrella of prevention, the Mental Health SWAP Team base themselves in local community spaces – this is to encourage individuals who would not usually seek support for their mental health needs and/or who would wait for a crisis in their emotional wellbeing before seeking help. This model is based on the belief that the residents of Hounslow deserve access to the support they require, at a time that is right for them, in a place that is convenient for them. Having a visible presence in local community spaces also serves to promote emotional wellbeing for both individuals and communities, as well as to reduce stigma, discrimination and isolation. There is strong evidence to indicate that feeling close to, and valued by, other people is a fundamental human need and one that contributes to functioning well in the world. For this reason, the Mental Health SWAP Team has shifted the focus from providing care for a relatively small number of individuals with high level complex needs, to one that is centred on improving wellbeing for all.

Mental Health's SWAP Team are looking to expand the community offer to residents by increasing the frequency of the Healthy Minds Drop-In's, engaging with local community groups and businesses. The team recognise that there is no one-size-fits-all method of designing and implementing an asset-based approach and for this reason are seeking to involve residents in the development of the team. The team are also trialling a new Preventative Episode in LAS as a means of offering a solution-focused approach to Social Care. The team, along with the First Contact and Locality Teams attend fortnightly sessions at St Pauls Church. This well-attended community resource enables staff to meet with residents and discuss any potential support and/or guidance they may need. The aim of attending this drop-in is to enable residents to receive support as early as possible to prevent the development of complex Social Care needs.



The Mental Health SWAP Team creatively delivers services outside of formal packages of care and institutions, enabling people to 'get a life, not a service'. This is achieved through individual case work, community development and an asset based approach to reducing isolation and promoting independence.

The Mental Health SWAP Team works alongside health colleagues in Primary Care and other stakeholders to link individuals with community support that prevents or delays the development of social care needs that require a formal social support intervention. The Mental Health SWAP Team is closely aligned to the Primary Care Mental Health Service (PCMHS) provided by West London

NHS Trust and is the point of referral for:

- Individuals who appear to have any level of need for care or support, arising from their mental health difficulties
- Individuals who are providing or intend to provide care for another adult (as a result of their mental health difficulties) and appear to have any level of need for support
- Individuals who are open to the Primary Care Mental Health Service
- Individuals who are not open to Secondary Care Mental Health Services
- No formal diagnosis necessary

The Mental Health SWAP Team provides:

- A limited offer to people who do not have eligible needs, to prevent or delay need
- A service to people who have an eligible social care need, but are not eligible for the secondary mental health services offered by West London Mental Health NHS Trust
- Community based resources in collaboration with the residents of Hounslow

An example of the valuable work of the Mental Health SWAP Team can be seen through the feedback from the Community Project Manager at Bridgelink Centre, one of the locations for the SWAP Teams Healthy Minds Drop-Ins:

"Just a quick update to say how successful the drop-in sessions at the Bridgelink Centre have been to date, the team have supported a number of our regular clients in quite challenging circumstances and have made such a difference to them - we are proud to be able to signpost clients to your service and delighted to have you on-board on alternate Thursdays".

An example of the work of the Mental Health SWAP Team can be seen through the following case excerpt:

A resident was referred to SWAP by a primary care mental health nurse as she could not afford her monthly medication, which at times could cost up to £70. As SWAP taps into the strengths of clients to

work proportionately, one of our social workers provided her with the link for the NHS Prescription Prepayment Certificate.

She followed the steps through the application form and set up a direct debit to pay about £12 per month for her medications. This is less than 20% of what she was paying at the time.

In order to apply for the service, a person needs to be taking more than 3 medications per day. This is a wonderful service for clients who can struggle to pay for multiple medications.

If individuals find it difficult to complete the online application, local pharmacists are happy to help.

[Wellbeing, Recovery and Placement \(WRAP\) Team offers :](#)

- A model of support based upon the social model of disability. The WRAP team seek to break down the barriers and stigma that adults with mental health needs face from wider society. In doing so staff seek to understand the resident in their environment, understand the broader issues they face and how these factors impact upon their individual mental health. The WRAP team work with residents to identify the least restrictive measures which could help a resident's journey to recovery
- A service to residents who are engaged with the Recovery Teams operated by West London Health Trust or who are receiving psychiatric hospital care. The WRAP team work with health professionals to ensure a joined-up model of health and social care is provided to residents
- An Approved Mental Health Professional (AMHP) service for residents of Hounslow and people presenting (s13 of the MHA 2007) in the borough where AMHP's from adjacent boroughs or other areas cannot or will not engage
- A placement service for Hounslow residents leaving psychiatric hospital care. This dedicated placement service seeks to support residents who cannot live independently and enable them to regain independence and mental wellbeing through the provision of supported housing. The end goal is for residents to move into their own flat with a tenancy. The WRAP team work closely with our commissioning team to improve and maintain good standards of care and relationships with providers, looking at future demand of services required. The WRAP team aim to provide supported housing to residents in their local community
- Community Work which has promoted the relationship between clients, families, providers and WRAP. For example, the WRAP team host a monthly sports day which caters for adults with mental health needs to improve their overall wellbeing
- A service which works with residents to prevent relapse, hospitalisation and contact with criminal justice system
- A service which is responsive to emergency situations within very tight timescales and managing high levels of risk
- A service which promotes residents' wellbeing and independence by supporting them in their own homes with tailored packages of support. For instance, the provision of housing related support to help to manage finances, personal care and nutritional intake
- Services for older people or people living with a learning disability are managed by the appropriate social work team
- An 'Out of Hours' service combining services for children and adults operates across Ealing and Hounslow

Learning Disabilities and Autism

People with learning disabilities and/or Autism often have the same aspirations as everyone else, they want good housing, relationships, a job, be independent and have a say in how they are supported. However, people with learning disabilities and/or Autism are often marginalised in society and excluded from participating in events that most people take for granted. Very few have jobs, live in their own homes, have a relationship or have a choice over who cares for them.

People with a learning disability tend to take longer to learn and may need support to develop new skills, understand complex information and interact with other people. Adults with profound and severe learning disabilities will rely on others for all activities of daily living. People with learning disabilities often have additional physical and mental health needs and those with Autism often have a higher rate of mental illness (anxiety) than the wider population.

In Hounslow, we provide a 0-25 team and community learning disability team which works in partnership with NHS Hounslow and Richmond Community Healthcare Trust (HRCH). This ensures that people with learning disabilities and/ or Autism can be jointly assessed and supported by both health and social care professionals, resulting in clearer outcomes for them and their families.

There are approximately 680 individuals known to local GPs in Hounslow, 45% of whom are female and 55% male; this includes 69 older people (65+) who are known to the Community Learning Disability Team (CLDT). We support 121 carers.

Over the last year we have implemented our housing plan as we want to make sure we are able to meet both existing and future housing needs for people with learning disabilities. In September 2019, Bristol Court, a new Extra Care Housing Scheme with 16 self-contained flats within the scheme specifically for people with learning disabilities, opened.

In addition to this, the Joint Commissioning Team has been working to ensure there is more supported housing provision available. Following a successfully application for capital grant funding, we are in the process of developing a bespoke supported accommodation service and a Crisis/Intervention Unit in Hounslow. We have also gained approval to develop an additional 11 unit Supported Housing Scheme in the West of the Borough which will support adults with complex needs including Autism, communication and who require positive behavioural support.

Our services for people with learning disabilities include:

- The travel buddy service which helps people feel more confident to use public transport
- The Community access service provides meaningful opportunities for residents to make friends, increase inclusion, stay healthy, make informed choices and reduce the risk of isolation
- Triangle Resource Centre which provides a stimulating and learning environment for people with moderate to profound learning disabilities and/or complex health needs
- Direct payments and managed budgets to help people have more control over the care and support they need
- Extra Care, Supported living and Shared Lives placements to enable people to live as independently as possible in the community
- Residential and nursing care for people with highly complex needs

- Bespoke training for carer's and paid staff when caring people with learning disabilities who have complex and/or specialist conditions
- Learning Disability and Autism awareness training for G.P.'s
- Joint work with health colleagues and commissioning to deliver the Transforming Care Agenda and support people with complex mental health needs to move out of hospital and into the community
- Mortality reviews on people with learning disabilities to review good practice in health care and to identify any areas of practice which need to be developed
- Learning Disability and Autism Partnership Board which is currently being reviewed to enable people with learning disabilities to have more say over the issues which matter to them
- Working with "Speak Out" to deliver a weigh2lose programme with a dietician who provides healthy eating advice and exercise classes
- Support to find paid employment, including the offer of Project Search, which has enabled young people to find paid employment

Project Search and the Travel Buddy Scheme

Congratulations to Abid who has successfully started to travel independently to his course at Hounslow House with Project Search. Abid has been receiving a Travel Buddy service to learn to travel safely. Abid has completed work on: Problem solving, road safety and using the bus.

Like many of our residents one of the main areas for Abid to work on has been his confidence and getting used to the feeling of being by himself in the community. We have been really impressed at Abid's attitude towards overcoming these obstacles. Abid has been observed by different Travel Buddies and has shown that he knows his route well and most importantly is able to travel on it safely.

Abid told us that he is 'very happy' that he can now travel to Project Search independently and that his experience with Travel Buddy has been 'very, very good'. Abid has been using the Travel Buddy service since January and has always been very keen to get out and about by himself and become independent.

Here's what Abid's Travel Buddy, Dani had to say:

'I cannot express enough how happy and pleased I am with the progress he has made and to see the joy on his face now he is able to travel on his own. He is now so much more confident in himself.'

The Travel Buddy Service has also been supporting some of the new Project Search interns to safely Travel Independently to their course at Hounslow House. For many young people with learning difficulties/disabilities independent travel can be a huge obstacle to gaining the employment/qualifications they need. At the Travel Buddy Service we do our best to provide the best possible support for residents needing support with independent travel to gain the skills they need.



Our priorities for last year and how we did

- **Help and support when you need it**

- ▶ In quarter 1 (April to June) 98.5% of residents receiving long-term community based services were delivered via self-directed support
- ▶ Improved training, equipment and assessment processes mean that we have been able to reduce the number of residents receiving two carers at each visit to those who most need it
- ▶ In quarter 1 (April to June) 25.1% of residents receiving long-term community based services were delivered via direct payments
- ▶ In 2019, the Council is opening Bristol Court - a new 94-flat extra care scheme in Feltham. It will be the first in the borough to deliver specialised care for adults with learning disabilities and/or living with dementia, alongside general needs care, and the first to accept residents under the age of 50

- **Ensure proper support for all sections of our community**

- ▶ Ensure roll-out of the Dementia-friendly agenda in Hounslow across the localities
- ▶ To provide a specialist Dementia service to look at preventing those with Dementia from being admitted into care homes too soon, prevention into hospital, by providing, more training across the sectors, collaboration in earlier diagnosis, support for their carer's and raising awareness within the community
- ▶ 86% of active cared-for person cases have received a review in the previous 12 month period (from September 2018 to August 2019)
- ▶ 81% of active carer cases have received a review in the previous 12 month period
- ▶ CLDT carried out 378 assessments (3) and reviews (375) in the previous 12 month period (from September 2018 to August 2019)
- ▶ 63% of active cared-for people with learning disability cases have received a review in the previous 12 month period
- ▶ We worked with [AccessAble](#) to link Hounslow access guides to CarePlace and other information channels. Our [Gazebo](#), the Adult Social Care pop-up shop, has taken both information and social workers out to community spaces and was extremely effective in engaging with the carers of the borough's disabled residents. Work to improve the information for our deaf community is ongoing.

- **Strengthen safeguards that keep adults at risk in their own homes**

- ▶ Safeguarding specialists regularly work with and provide training and briefings to Social Work teams in order to improve their social work practice. A safeguarding specialist is also on hand every day for staff experiencing difficulties or for those simply seeking advice and guidance
- ▶ One Stop shop for trafficked victims now set up. Regular presentations and briefings are carried out to social work and housing teams so that they can spot the signs of trafficking and know how to refer them onto supportive services

- ▶ 950 carers assessments (219) and reviews (731) have been carried out in the previous 12 month period (from September 2018 to August 2019)
- **Provide good advice and information for people who are looking for care services**
 - ▶ CarePlace training runs regularly and the recruitment of a Community Information Apprentice will allow wider promotion. Visits to CarePlace increased by **31.3%** during 2018/19
 - ▶ Adult Social Care send regular email bulletins promoting [Carer Information](#) and [60+ Activities](#) with **811** and **977** subscribers respectively; this helped to increase usage of CarePlace to **37.5k** sessions in July alone. Printed information is now more accessible with a new [general guide to ASC](#) published. Our [Gazebo](#) pop-up information shop is well-established, more than meeting its target of two outings a month. The [Autonomy](#) portal continues to provide an online method of completing assessments and work is ongoing to make it easier to use
 - ▶ The Children's Joint Panel was launched in April 2019 and streamlined to improve communication, planning, decision making and resource allocation for children with complex needs. The Panel meets monthly with representation from key service areas and is divided into sections for Under 16s and Over 16s, with the Over 16s section playing a key role in early identification of young people who are likely to require support from adult services
- **Integrate health and social care**
 - ▶ Built on and attained excellent working relationships in the Hounslow & Richmond Community Healthcare (HRCH) and Hounslow's Clinical Commissioning Group (CCG) at every staff level
 - ▶ Actively involved in the STP (Sustainability and Transformation Plan) and integrated health and social care system groups

Our priorities for the coming year *

- **People are Safe**
 - ▶ We will safeguard vulnerable adult residents in Hounslow
- **Residents receive the right help and support**
 - ▶ People supported by Adult Social Care will have their eligible needs met
- **Residents are healthy, active and socially connected**
 - ▶ We will work together with Health, to deliver the care that is needed
 - ▶ Our Integrated Reablement Services will keep people independent and healthy for longer

How did we do?

Did you find this document helpful?

We would be happy to hear from our local residents on how we could improve this document. It will help us with next year's account. Email us at socialcaresurvey@hounslow.gov.uk or send this cut off page to Adult Social Care, Hounslow House, 7 Bath Road, Hounslow, TW3 3EB

What did you find most useful about this document?

What did you find least helpful?

Was it easy to read and understand?

Is there anything missing that you would like to see in the document?

Our contact details

First Contact
Telephone number 020 **8583 3100**

Email adultsocialcare@hounslow.gov.uk

Address:
Adult Social Care
5th Floor
Hounslow House
7 Bath Road
Hounslow, TW3 4DN

Helpful contact details

Age UK Hounslow
020 8560 6969

Integrated Neurological Services (INS) /
Hounslow Carers Support Group
020 8755 4000

Alzheimer's Society
020 8580 1057

Access for All

As a diverse borough we continue to strive and provide support appropriate to your ethnic, cultural and communication needs. On request, most information can be provided in Braille, audio tape, large print or in most other accessible formats.

BSL Signers can be provided on request. Call **020 8583 3132** or Minicom on **020 8583 3122**. Interpreters can be provided in almost any language, if asked for in advance. For Punjabi, Hindi, Urdu and Gujarati, this can be arranged most easily by phoning our language line in the language of your choice call **020 8583 2299**.

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Adult Social Care

Children's, Health and Adults' Services
London Borough of Hounslow
Hounslow House
7 Bath Road
Hounslow
TW3 3EB

https://www.hounslow.gov.uk/info/20048/adult_social_care
