

Local Account

Adult Social Care report 2011/12



www.southampton.gov.uk/living/adult-care/



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Welcome

Welcome to the second Adult Social Care Local Account for Southampton which covers the period between April 2011 and March 2012.

The report covers a period of economic challenge for all local authorities as reductions in government spending are impacting on our services. However it is more important than ever that we perform well and provide good quality, safe services.

Adult Social Care made significant reductions in spending in the three years up to April 2012 of £8.9 million, whilst protecting and supporting the most vulnerable people in the city. This will be an ongoing challenge for us, but we will transform and improve our services for the users of our services within a reduced budget.

We are transforming the way that support is provided. The majority of our service users are living in their own homes and receive a Personal Budget and choose how they want to spend it. We now aim to improve the range of choices by providing people with more advice and support and to develop the range of available local services.

We are developing an effective reablement service that will also help people to achieve their own goals and to feel in control. This is

central to our plans to enable people to live independently.

The Local Account has been informed by the key priorities and action plan of the Southampton City Council Plan [here](#) which highlights our commitment to improve safeguarding of vulnerable children, young people and adults.

We will continue to work with local people and organisations to make a difference to the lives of our customers through improved access to social care support, which will maximise wellbeing and independence in the local community.

We recognise the crucial role played by carers in providing unpaid care, preventing greater demand on our services and invaluable support.

We have used the feedback built on from the first Local Account to make changes to the report and make it more accessible to local people. We want it to become a report that enables local people to understand what we are doing, how we are doing it, and how well we are doing it. We want to hear your views on the report so that we can continue to develop it in a way that is meaningful and useful to you.



Introduction from Dave Shields, Cabinet Member for Health & Adult Social Care from May 2013 to present

These are difficult financial times for public services in England. The impact of the government's public spending programme is being felt particularly hard by more vulnerable members in society.

People with long term care needs or disability, people with learning disability, mental health service users, care leavers and the homeless have all been affected by reductions in Council social care budgets, wider welfare reforms and the general economic downturn. Here in Southampton the council is doing its level best to ensure that the people in the greatest need are afforded some protection from the reductions in public spending.

This Local Account provides some highlights of what we as a council have managed to achieve within a very tight budget which is a testament to the hard work and dedication of both our own in-house care staff and those employed externally on contracts with the council.

Looking forward it is hard to envisage that the current pattern of social care provision in England will remain unchanged over the next few years if current spending plans remain as they are. Councils like Southampton will be increasingly forced to prioritise their social care spending to ensure high quality outcomes and safety standards for people with the greatest care needs. Without additional funding – either from central government or from local taxes – the council will have to balance these priorities with the ability to maintain existing directly provided services.

I very much welcome the commitment of all main political parties to far greater integration of NHS and social care services. I am keen that we build on the excellent work locally on the joint 'commissioning' of care and public health so that we can create genuinely integrated services centred on the needs of our clients.

To get this right will require all service providers (public and independent sector), commissioners (buyers of outcomes) and, most importantly, service users and their carers to work better together to make sure that the increasingly limited resources available to us are used to their best effect.

What is the Local Account?

We want to be open and transparent about what we have achieved, what we can do better and what has influenced the development of our services during 2011/2012.

The Local Account is a report for local people setting out what money has been spent on Adult Social Care and what has been achieved with that money. One of the main measures of our performance is from the results from eight of the questions from the Adult Social Care Survey 2011/2012 and is called “social care related quality of life.”



What is included?

The report is based on the Adult Social Care Outcomes Framework [here](#) which is split into four areas and was developed by the Government:

- ✓ Improving quality of life for people with care and support needs
- ✓ Promoting independent, healthy living
- ✓ Providing positive customer experience
- ✓ Ensuring safe care for vulnerable adults



In each of the sections listed on the left you will find information on:

- ✓ What we did over the last year
- ✓ What you have told us
- ✓ Our plans to improve in 2013

We have included a Glossary of Terms at the back of this document.

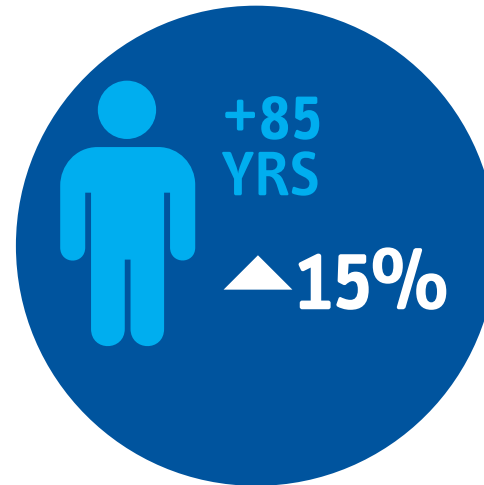


What do we know about the people of Southampton?

Southampton's Joint Strategic Needs Assessment (JSNA) provides in-depth analysis of the social care needs of local people. Some of this information is key to understanding what services we need to develop. For instance:



The 2011 census shows a residential population in Southampton of 236,900.



The number of people over 85 in the city is forecast to grow from 5,200 to 6,000 between 2010 and 2017 – an increase of over 15%.



77.7% of residents recorded themselves in the census as white British (compared to 88.7 in 2001). This suggests that Southampton is becoming a more diverse city.



The city is ranked the fifth most deprived local authority in the South East and 81st out of the 326 local authorities in England. (Based on index of multiple deprivation, 2008 census)

Who were our customers in 2011/12?



Activity

9,814

Number of times we were contacted by members of the public

4,637

Number of times we were contacted by health care professionals on behalf of members of the public

3,631

Number of new assessments

1,443

New customers aged 18-64

2,188

New customers aged 65+



About our customers

65%

Have a physical disability, frailty or life-limiting illness

25%

Have mental health issues (including those with dementia)

7%

Have learning disabilities

3%

People seeking asylum or transition to adult life



What support do our customers receive?

9,415

Receive Adult Social Care support in their own home

809

Receive permanent residential care

445

Receive permanent nursing care

2,915

People offered a Personal Budget

510

In receipt of Direct Payments

1,374

People provided with respite support/carer specific services

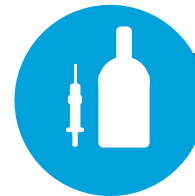
Adult Social Care Services in Southampton

Adult Social Care's key overriding objective is to make a real and positive difference to people's lives, and to improve the outcomes for people in need of services.

The Council directly provides many services and activities for the people of Southampton:



Advice and information



Alcohol and substance misuse services



Reviewing personalised social care support



Mental health service – Including for older people



Learning disability service – Including day care



Safeguarding vulnerable people



Domiciliary (home) care

Adult Social Care Services provided directly by the council in 2011/12 include:

Residential care – three homes for people with dementia (Holcroft House, Woodside Lodge and Glen Lee), one home for people needing residential rehabilitation (Brownhill House) and one residential respite home for people with a learning disability (Kentish Road). Directly provided residential provision makes up approximately 20% of our total residential provision. The refurbishment of all five homes is almost complete which has improved the living environment for residents. Closer working relationships have been formed between Day Services and our residential homes. This means that residents have more opportunities to take part in community activities, such as gardening and working in local allotments.

City Care First Support is our reablement team which aims to provide rehabilitation and reablement to the majority of individuals referred to our services. Recruitment is continuing to expand the team so that all those with eligible needs can benefit from this service. The 'Care at Home' team within the service provides short-term 24 hour care to support people to stay at home following a crisis.

Shared Lives is a scheme where individuals and families provide care in their home for up to three people with disabilities, aged over 18. The Shared Lives scheme has historically supported people with learning disabilities but has expanded in the last year to support those with mental health needs. The campaign continues to recruit more carers to expand further and increase opportunities for people with dementia.

Day Services for people with learning disabilities are provided at Freemantle Centre, St Denys, Woolston, Prospect Resource Centre. We also provide services to people with physical disabilities at Sembal House which has currently been re-opened following a significant refurbishment, including a new café, activities rooms and IT suite. Sembal House is also used for mental health drop in groups and for health and well-being activities.

We provide the Nutfield day service which has staff trained in both care support and gardening skills. Wooden Reflections is a woodwork project for both people with learning difficulties and mental health problems. Stella Maris is a youth/drop in service for people with learning difficulties. Other agencies provide a variety of day opportunities.

In common with many other local authorities, Southampton is finding it increasingly challenging to recruit the necessary numbers of staff to meet the increasing need for Adult Social Care Services locally. We are developing a workforce strategy which will address this. Actions will include considering how we can attract people to consider a career in social care and how we can support individuals to gain qualifications.

Residential care, City Care First Support and Shared Lives are all subject to regulation and inspection by the Care Quality Commission (CQC). Currently all of these services that we provide are meeting the required standards.



“The support planning team was excellent, not only compassionate, efficient but nothing was too much trouble. Thank you so much”

Service user



Bobby's Story*

Bobby was living in shared housing with other alcohol and drug users. He had mental health problems and occasional other drug use. He chose to go to a residential detox unit for 11 nights. Whilst there he worked on some of his anxieties about his living accommodation and relationship breakdowns which he found very helpful.

After detox he attended the day programme provided by the New Road Centre, changed his accommodation and was successfully discharged from treatment.

*Name has been changed to protect the privacy of customer

The external market

Most of the social care support that our customers receive is provided externally by both private and voluntary sector agencies.

Adult Social Care works with a range of partners across the council, including Housing, Leisure, Economic Development and Children's Services. Our external partners include the NHS, Clinical Commissioning Group, voluntary sector providers, private and not for profit organisations, to ensure that services that we provide to local people are of a high quality.

Issues of quality across the sector are identified by our contract management arrangements, by CQC, the Care Quality Commission or where we have individual cases of concern. We are committed to ensuring that all organisations are able to deliver safe and good quality care. We have been working with residential care providers to assess and improve quality locally. We have developed a quality audit process that will see all residential providers assessed and reviewed, with a view to supporting these organisations to improve service quality, where necessary. This programme will be rolled-out across all future care service contracts, and we will work with health colleagues to ensure consistency of approach.

Southampton is improving staff training. We continue to work with service providers to make the training we offer relevant and accessible. We have also provided resources for care homes to update equipment to enable them to be ready to work with individuals with more complex needs in the future.

We will be undertaking a review of way the council contracts with providers to ensure we are doing this the best way possible. We will also be developing a programme to work with the sector formally to both continue to improve quality and outcomes for service users, and to ensure the sector is able to respond to future demands and expectations.

Adult Social Care priorities in Southampton

We have worked with the local NHS to produce our **Joint Strategic Needs Assessment (JSNA)** [view here](#) which identifies the current and future health and wellbeing needs of the local population. It helps to identify the key issues that the local health service and the council need to work together on to improve the wellbeing of people in Southampton and will inform commissioning decisions.

The JSNA has helped to inform the Joint Health and Wellbeing Strategy [view here](#). This is a joint strategy produced by the council and Southampton City Clinical Commissioning Group. It is designed to address some of the key health needs which will improve the health of people living in the city and reduce health inequalities.

The strategy sets out approximately 60 actions around the following 3 themes:

1. Building resilience and prevention to achieve better health and wellbeing
2. Best start in life
3. Ageing and living well

Measures from the national outcomes frameworks for Adult Social Care, Public Health and the NHS will be used to measure progress against the actions contained in the strategy.



The cost of Adult Social Care

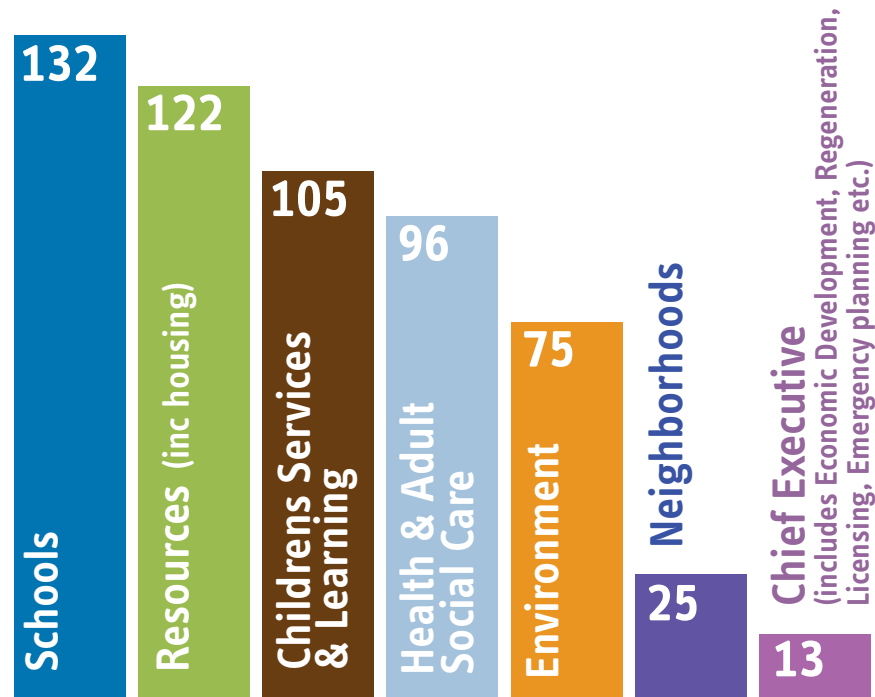
It is estimated that Southampton City Council needs to save £78m between 2013 and 2017 as a result of reductions in government funding and increasing costs. Although having achieved savings totalling £8.9m, Adult Social Care will need to continue to find savings over the next three years if the council is to achieve its £78M target.

In 2011/12 the council spent £567m. Adult Social Care makes up a significant proportion of this budget. In 2011/12 £96m was spent on Adult Social Care Services.

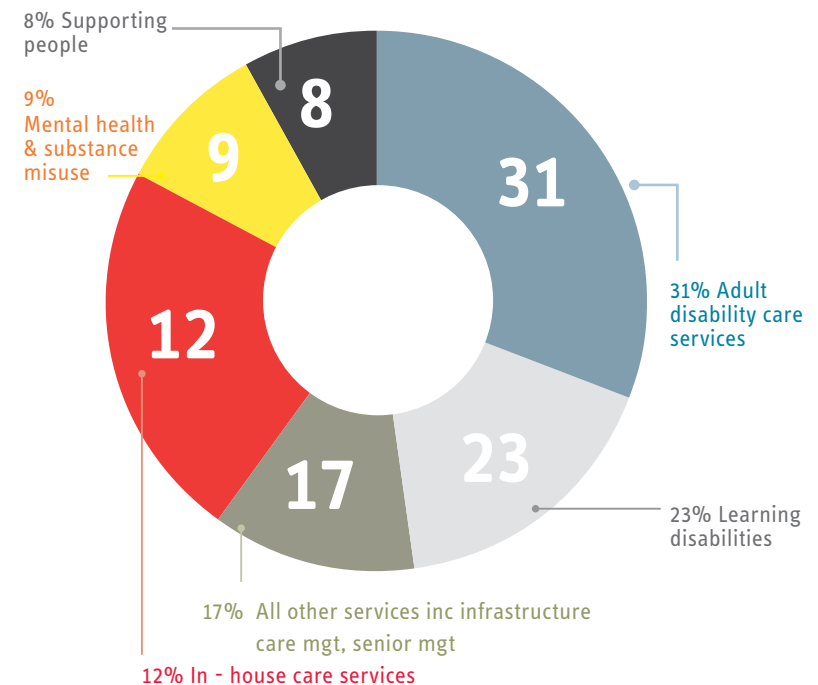
The chart shows that the services we spent the most on were adult disability care services. These are services or support that is either purchased on behalf of older or physically disabled people or is given as a Direct Payment. Within this section the majority of spend was targeted towards older people.

“I found the Steps to Wellbeing services very helpful, and developed a good working relationship with my therapist”
Steps to Wellbeing service user

Council budgets for 2011/2012



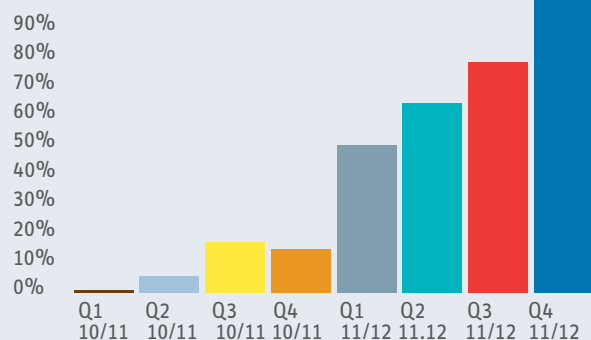
How Adult Social Care spent the money



Improving quality of life for people with care and support needs

What did we do over the last year?

- Since July 2010 all eligible new customers have been offered Personal Budgets and by the end of 2013 our aim is that nine out of ten people will have been offered a Personal Budget. The number of people opting to receive this as a Direct Payment continues to increase.



% of people eligible for support offered a Personal Budget

Personal Budgets

- The system used to decide the level of funding eligible customers receive from the council has been improved. The system now takes into account the views of carers and any short term increased support someone might need to improve their independence.
- We are developing a quality audit process that will see all local residential providers assessed and reviewed, with a view to supporting these organisations to improve service quality, where necessary.

- One of our aims for 2011/2012 was to help our customers make better use of their leisure time. In our survey the percentage of customers able to spend their time doing things they enjoy or value increased from 57% to 66%.
- A 'pilot' support planning team has gathered evidence to inform what support our customers will need in future so that resources can be developed in the community. This will enable people to manage independently as much as possible.

What did you tell us?

- When we asked our service users 'overall, how satisfied or dissatisfied are you with the care and support services you receive?' 92% responded by saying that they were satisfied. Of which, 40% said they were 'very satisfied' and 27% said they were 'extremely satisfied.'

In the Adult Social Care Survey you told us that:

- 77% of our customers felt they had at least adequate control over their daily life.
- 66% of our customers are able to spend their time doing things they value or enjoy.
- 96% of people with a learning disability felt they make all the choices they want and are happy not to make the ones they don't make.

Plans to improve in 2013

- To develop new innovative ways to meet the social care needs in the community.
- To build upon the success of the quality audit process developed with local residential providers and roll this out to all Adult Social Care Services in the city.
- We are exploring ways to provide improved assessment and support to carers.
- Our processes are being redesigned so that customers no longer need to continually repeat the same information to a number of professionals.

One of our priorities 2011/2012 is to make better use of web-based services so that customers can find the information they need and access the support they need without coming to us in person.



Promoting independence and healthy living

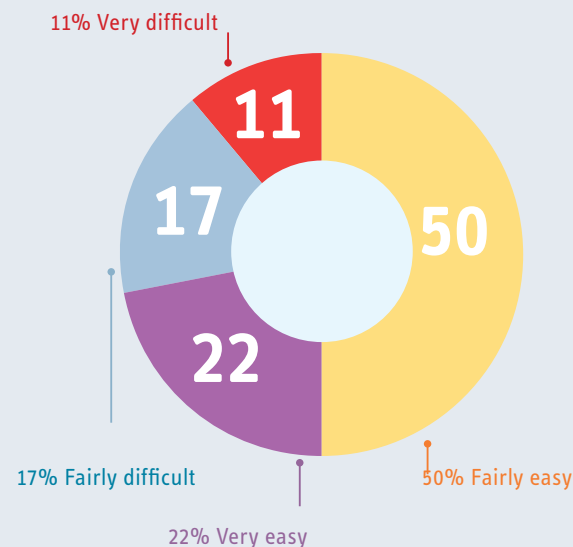
What did we do over the last year?

- We supported the development of the Southampton Service User Network (SSUN), an organisation run by and for the benefit of people who have experience of mental illness. This enables those involved to be in control of how they are supported and to offer support to others. SSUN's aim is to be the 'one stop' place in the city to access information, practical peer support and social contact with others and this enables people to go from strength to strength.
- Southampton participated in two personal health budget pilot schemes, one for people with NHS continuing health care needs and one for people who misuse alcohol. The majority of people who took part in a personal health budget pilot benefited through both improved outcomes and increased satisfaction levels. Among the reported benefits were increased self-confidence, a better social life, reduced use of GP services and prescriptions and better relationships with health professionals.
- Continued development of the telecare service within the city to enhance opportunities for individuals to live at home independently.
- A review of the Joint Equipment Store was completed in 2012, and a tender process commenced for equipment provision across Southampton City Council and the Clinical Commissioning Group. The provision of equipment and

technician service has been redesigned to improve the service and provide improved value for money.

What did you tell us?

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



Plans to improve in 2013

- Continue to build upon the review of the Joint Equipment Store ensuring that services provide value for money and are customer focussed.
- The majority of people contacting Adult Social Care for the first time want advice or information and we need to improve how we provide this. A central contact point is being developed where staff will be able to listen, advise, take information, signpost to other organisations if appropriate, supply or inform about equipment purchase or refer on if ongoing support is needed.
- We need to focus much more on getting people well, healthy and independent. In future the reablement service will be the starting point for the majority of people in need of adult social care services. This service will encompass personal care services, day service, OT and specialist recovery provision. Assessments and support will be much more based upon customer goals and on enabling customers to manage and control care themselves in the way that they want.

“Many thanks for your help in setting up the support plan for our mother. Without you and your team's efforts we would not have know what was possible”

Mr Lawrence

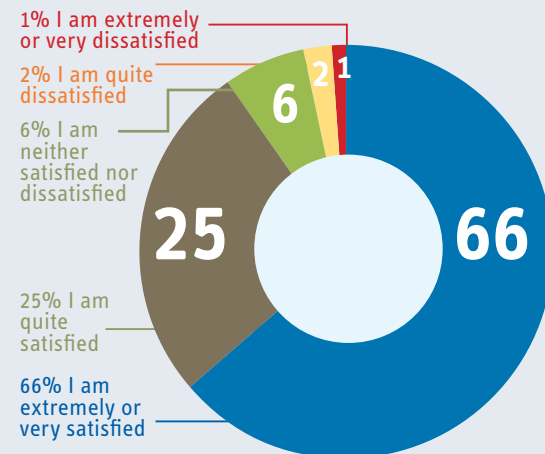
Providing a positive customer experience

What did we do over the last year?

- 330 carers received separate assessments. This is a significant increase from the previous year.
- Southampton 'Improving Access to Psychological Therapies' service (IAPT) has been extremely successful. At the end of treatment 98% of patients felt that at the assessment, they would get the care that mattered to them either most or all of the time. Patients described the service as 'first class', 'brilliant', 'excellent', 'positive', 'thought provoking', 'challenging'.
- Technology has been made available to City Care First Support and occupational therapists to enable them to record assessments and plans within people's homes. This has quickened the process and enhanced the customer experience.
- A process has been developed to enable the linking of records within the Social Care IT system and the Health IT system.
- We are working in partnership with the Clinical Commissioning Group (CCG) to help shape services in Southampton.
- We have developed a new 'Contributions Policy' which will ensure that there is a fair, transparent and consistent approach to charging all people who receive support from Adult Social Care.

What did you tell us?

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



Plans to improve in 2013

- We are changing our service by working in partnership with Housing, Children's Services and Public Health and have formed a new directorate called People. The aim is to streamline the way we work and collect information so that customers are only assessed once.

- Although carers have reported that they feel involved in discussions, they feel that we need to improve access to information and advice about services, benefits and support. A review of internet based information is being carried out as well as a review of all fact sheets aimed at carers.
- The Consult and Challenge group [view website here](#) is a Southampton 'co-production' group and is attended by a group of service users and carers. The group aims to ensure that through working in partnership, service users and carers work alongside professionals and are involved at every level of project delivery. The Consult and Challenge group want to see disabled people involved in all decisions that affect them from ground level up to government level which is apparent from their vision Statement - **Disabled People heard loud and clear!**
- We believe that reviews are a valuable means to ensure that people are safe, and to assess and review the quality and effectiveness of the support. We are now increasing the focus of our work on outcomes and therefore we will need to review more frequently. We plan to involve customers in agreeing the frequency of their reviews and to improve timeliness by implement a reviewing team.
- Customers and staff become frustrated at delays and bureaucracy involved in making minor changes to a care plan in the event of a small change in circumstance, such as a carer being ill or a fall. In future we will plan ahead for crisis or changes in circumstances which will ensure customers can get an immediate decision to increase or decrease care provided by the council.

Ensuring safe care for vulnerable adults

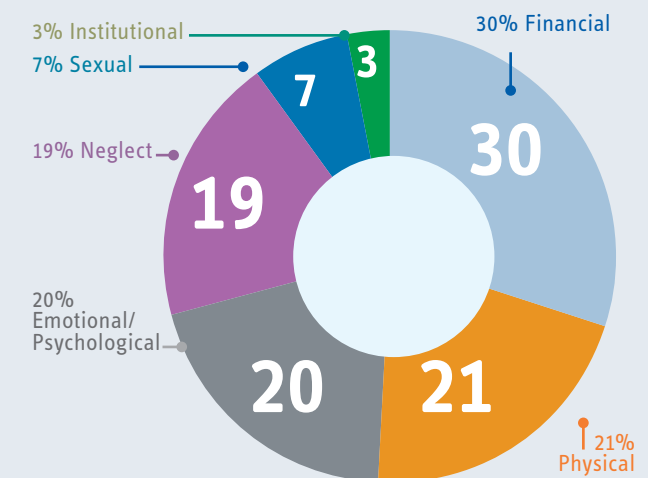
What did we do over the last year?

- Trading Standards, in conjunction with Adult Social Care, are developing a 'Trigger Tool' to enable those persons providing services such as Environmental Health or Housing to recognise areas of need and provide those people who are vulnerable with information and resources to support them.
- When an individual opts to receive a Direct Payment but there are concerns around potential financial abuse, a Multi-agency Risk Panel has been developed. The panel, in conjunction with the customer considers the level of risk and benefits and works to ensure that safeguards are in place. A formal reviewing and monitoring process has been implemented to support the identification of financial abuse for more vulnerable recipients of a Direct Payment.
- Positive Risk Policy has now been launched to support staff to facilitate positive risk taking and reduce risk in the use of Personal Budgets.

- Adult Social Care representatives now attend the Children's Safeguarding Board as many risk situations involve both services.
- The Safeguarding Board has developed the multi-agency 'Speak Out' leaflet which has been widely distributed. These efforts to increase awareness of risk to vulnerable people has resulted in higher than average number of safeguarding referrals. 63% of our referrals involved safeguarding concerns about people in their own homes (national average is 40%).
- A Community Safety Resource Pack has been developed to help Adult Social Care staff identify appropriate mainstream services and resources to support people at risk of harm to live safely in their community. The pack highlights a range of community safety issues including Domestic Violence, Hate Crime, Anti-Social Behaviour and Honour Based Violence.
- A 'Learning Log' has been launched. Staff use this to share good practice and keep their knowledge and skills around safeguarding up to date.
- Our safeguarding information pages have been developed to help people report concerns or identify who they need to contact should they have any worries about a family member, friend, neighbour etc.

- Adult Social Care is currently undertaking a pilot study with service users to explore it's experiences of being safeguarded. This project will explore with service users their experiences, where things worked well and where the service can be improved to better meet people's needs. The aim of this project is to ensure excellent customer service that respects individuals is maintained alongside effective, speedy responses where concerns are raised.

Percentage of Adult Safeguarding Referrals by Type of Abuse 2011-12



“

He's come on leaps and bounds since the Personal Assistants have been in – he's a lot happier”

Daughter of a service user with dementia



Martin's Story*

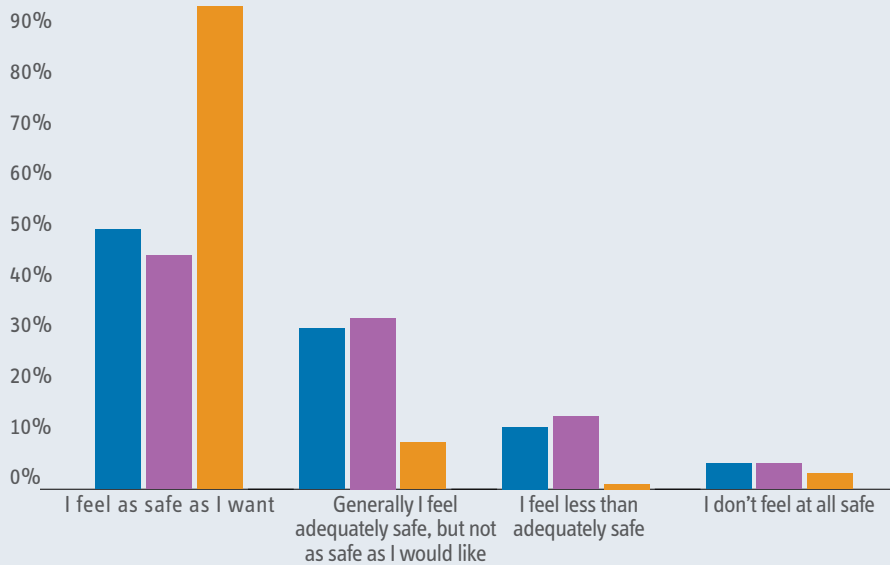
Martin is 52 and has dementia. He has specialist Personal Assistants working with him in his flat to enable him to continue living in the community. He was a keen sportsman who played rugby for Southampton Rugby Football Club for 34 years.

The Personal Assistants have helped him keep in contact with his friends from the rugby club. His friends encouraged him to walk a marathon on the Isle of Wight and he hopes to raise £2000 for Alzheimer's Society. It has given him purpose and a big lift.

*Name has been changed to protect the privacy of customer

What did you tell us?

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



Plans to improve in 2013

Engagement

We will publish a safeguarding awareness and publicity plan to raise the profile of adult safeguarding and to engage local services and the wider community in a dialogue about the role they play in keeping local people safe. This will reinforce the message that safeguarding is everyone's business.

Family Group Conferences

We will be working to use family group conferences more frequently as part of the safeguarding process as a means of enabling families to come up with their own solutions.

Effective partnership working

We will be undertaking a range of activities designed to find out how effectively local agencies are working together to safeguard local people and to use the results to improve joint working arrangements. This will include undertaking audits and reviews of practice and using the result to improve services.

Monitoring the impact of safeguarding adults work

We will develop a multi-agency approach to performance monitoring so that we can better evidence the quality and impact of our adult safeguarding work.

Accountability

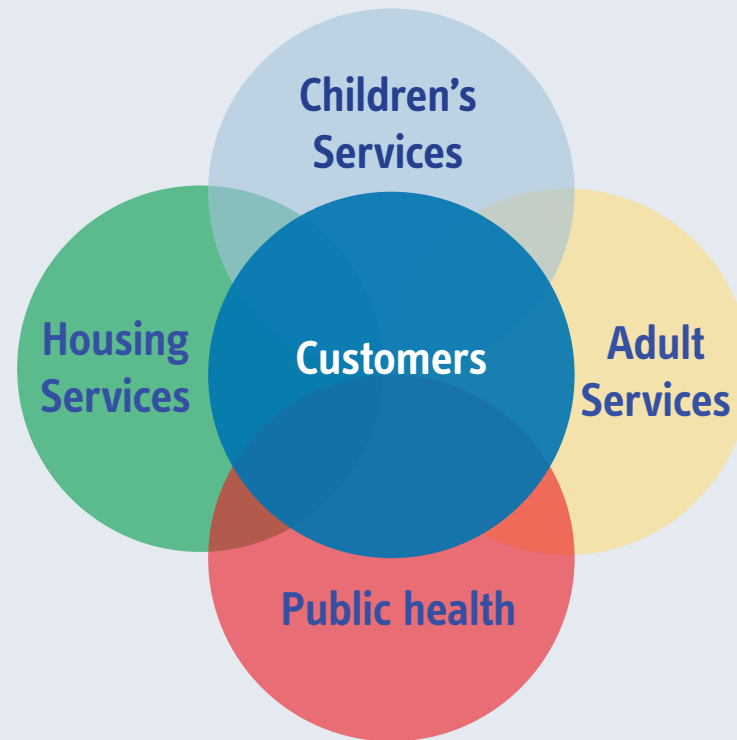
We will be making sure that our local safeguarding adults board is able to provide strong leadership for safeguarding adults at risk locally and that it has the right arrangements in place to enable it to challenge and hold local services to account.

Plans and priorities for 2013/2014

In order to become a modern, efficient organisation focused on and valued by its customers we need to:

- Change, become more streamlined and shape Southampton City Council for the future.
- Be able to respond to the enormous changes that are taking place in the public sector, the rising demand on our services and the significant financial challenges we face.
- Ensure that the council is fit for the future, so that we make the best of opportunities as well as meet the challenges we face.
- Work with communities to help them become more resilient and self reliant.

The People directorate was formed on 1 April 2013 and will provide the foundation for delivering more customer focused, better value people services in the city, by creating closer working between Adult Services, Children's Services, Housing Services and Public Health, whilst keeping our customers at the centre of everything we do.



Linda's Story*

Linda is 28 years old and has a rare degenerative condition affecting her hearing and sight. Linda had lost confidence and rarely went out on her own and was unable to take her young son to school.

Through the support of the Sensory Services Team Linda has built up the confidence to travel independently and is now able to take her son to and from school.

Linda is about to start training as a volunteer at the Eye Unit and for the first time feels able to be part of the community.

*Name has been changed to protect the privacy of customer

Transforming Adult Social Care and meeting need

The increase in demand for Adult Social Care services, both as a result of an ageing population and the economic climate, needs to be effectively managed to ensure that the most vulnerable and disadvantaged are appropriately supported to maintain their independence. This requires balancing the investment in prevention, early intervention, reablement with intensive care and support for people with high-level complex needs.

There are additional challenges and opportunities arising from the transfer of Public Health from the NHS to the council in April 2013. There are new statutory functions which the council will be responsible for. These include sexual health services, NHS Health Checks, healthy weight services and a responsibility for protecting the health of the local population. The approach to commissioning services to meet need across a wider remit will need to be effectively aligned with long-term integrated commissioning plans to ensure that outcomes are maximised, particularly for those people in Southampton who are most disadvantaged, deprived and vulnerable.

We have recognised that our systems and processes have meant that we have sometimes had difficulties collecting accurate information about how well we are performing, and without this information it is difficult to predict what we need to do for the future. A new system of collecting information and feeding this back to senior managers has been proposed and this will help us with our future decision making. The 'scorecard' is completed monthly and provides accurate information about services and customers, complaints, finance and staffing.



Glossary

Benchmarking

Local authorities regularly compare their costs and activity levels against other authorities, to identify good practice and learn from other authorities; this activity is known as benchmarking.

Block Contracts

A block contract is where the authority groups together a block of similar services for tender to an external organisation, guaranteeing a certain amount of business with the company.

Care Quality Commission (CQC)

The Care Quality Commission began operating on 1 April 2009 as the independent regulator of health and adult social care in England. They replaced three earlier commissions: the Healthcare Commission, the Commission for Social Care Inspection and the Mental Health Act Commission. Their job is to make sure that care provided by hospitals, dentists, ambulances, care homes and services in people's own homes and elsewhere meet government standards of quality and safety.

Carer

If you care for someone who is frail, ill or disabled, and you are not paid for this, you are a carer. Usually you will be caring for a relative or friend, and you can be of any age.

City Care First Support

City Care First Support is a joint Adult Social Care team specialising in rehabilitation services and preventing entry to hospital. It works in an intensive way with users to help them regain or maintain their independence. 50% of service users regain sufficient mobilisation to live independently in the community without ongoing support.

Commissioning

The term commissioning means the way that the local authority and health authority plan, organise and buy services to do with care in the community.

Community Care

Community Care means all the services and support we give to people who have problems caused by getting old, or with mental health, learning disabilities and physical or sensory disabilities. We try to help people

live independently in their own homes, or in homely surroundings in the community (including residential and nursing homes).

Continuing Health Care

This is healthcare that is provided over a long time, or for an unknown period of time. Continuing Care can be provided in hospital, or you can be supported by health services at home or in residential or nursing homes. The NHS and Adult Care and Support have to meet all the health and care needs they have identified.

Day Care

Day-time care is usually provided at a centre, and offers a wide range of services from social and educational activities to training, therapy and personal care.

Domiciliary Care

This means services provided to you at home, that help you to live independently within the community. Domiciliary care can include meals on wheels, community nursing and home care. Home care services may be arranged either from Adult Care and Support or from a voluntary or independent provider.

Joint Funding

This is where two or more organisations, for example Adult Care and Support and Health, agree to share the costs of running a project or service.

Multi-disciplinary

This is a team or group which is made up of people from several different statutory (legal) and/or non-statutory organisations, who all have different areas of expertise.

Providers

Any person, group of people or organisation supplying a community care service. Providers may be either statutory (set up by government/legislation) or non-statutory people or organisations.

Referral

We make a referral when you contact us for help. A referral is usually a set of notes taken during your first contact with Adult Services. We use the notes when we meet you to make an assessment of your needs. You don't have to phone us in person for us to make a referral for you. Someone can call us on your behalf, for example a GP, or a relative or friend.

Rehabilitation & Reablement

This involves teaching people the skills to help them remain living independently in their own homes. This can be after an operation or illness, and can involve a Physiotherapist or Occupational Therapist.

Respite Care

If you are a carer this can give you a temporary break from the care you provide. The respite care may take place in the home of the person you care for, with an approved carer, or in a day centre, or in a setting away from the home. It may be for very short periods of a few hours, more typically for one or two nights, or for longer periods of up to 2-3 weeks.

Safeguarding of vulnerable adults

In 2000, the Department of Health and the Home Office jointly published the 'No Secrets' document. This provided the framework for councils to work with partner agencies such as the police, NHS and regulators to tackle abuse and prevent its occurrence. Local authorities were given lead responsibility for setting up multi-agency committees and procedures.

Spectrum Centre for Independent Living

Spectrum CIL is an organisation of disabled people firmly rooted in the disability movement, born of the civil rights campaigns in the sixties; the guiding principle being that disability issues are human rights issues. They work to the 'social model of disability' which defines disability in terms of negative attitudes and discrimination caused by a society which fails to meet the needs of people with impairments.

Self Directed Support

Self directed support is about people being in control of the support they need to live the life they choose. It is often referred to as 'personalisation' or 'personal budgets'. There are different ways to describe it, but whatever name is given to it, it is about giving people real power and control over their lives. People are able to self-direct their care or support in a number of different ways:

- **A personal budget.** This is money that is available to someone who needs support. The money comes from their local authority services. The person controlling the budget (or their representative) must:
 - know how much money that they have for their support
 - be able to spend the money in ways and at times that make sense to them
 - know what outcomes must be achieved with the money.
- **An individual budget.** This is money for support that could come from several places - including social services, the Independent Living Fund and Supporting People.
- **A Direct Payment.** This is money that is paid directly to you so you can arrange your own support.
- **A personal health budget** is relatively new and the Department of Health is still in the process of piloting them. It is an allocation of resources made to a person with an established health need (or their immediate representative).

Spot purchasing

This is a method of buying services for individuals. Buying services this way, means we can be very flexible and make sure you get exactly what you need. This differs from the block contract way of buying services.

Voluntary sector

Organisations, often charities, which operate on a non profit-making basis, to provide help and support to the group of people they exist to serve. They may be local or national, and they may employ staff, or depend on volunteers.

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www.southampton.gov.uk/living/adult-care/info/how_doing.aspx