Adult Social Care in South Lakes
District Plan 2012-14
Contents

Executive Summary 3
Introduction 4
Who we are, what we do 5
Our Local Area 7
Our Performance 10
Our Partners 12
Where we need to be 13
How we will get there 14
How we will know if our plan is being achieved 16

Appendices
• Links to Key Strategies/Websites/Information 17
• Glossary 18
• Who to Contact 19
Executive Summary

Welcome to the Adult Social Care in South Lakes District Plan. This is a two year document, setting out the key objectives and areas of activity for Adult Social Care in South Lakes up to 2014. We will review the plan annually and update it where necessary.

In line with Cumbria County Council and Adult Social Care Directorate objectives, we aim to achieve the Government’s vision for Adult Social Care around the seven social care principles of prevention, protection, personalisation, plurality, people, productivity and partnership.

The Adult Social Care department has the responsibility for meeting the social care needs of adults in South Lakes and is committed to providing the best possible outcomes for individuals and their carer’s. There is a range of support available to people including support in the community, support at home or accommodation based support. Limited resources mean there is a need for improved efficiency and value for money whilst providing outcomes that matter the most to individuals. In South Lakes, this challenge is coupled with an ageing population and, in turn, a projected rise in the number of people with dementia. In addition, the more rural areas in South Lakes presents a significant challenge in the availability and delivery of support.

We are clear on where we need to be and our objectives for the next two years are:

- We will prevent people from losing their independence
- We will protect adults at risk from harm
- We will personalise our services ensuring people have maximum choice and control
- We will shape our services to best meet local need
- We will manage the development and performance of all our employees
- We will work collaboratively with other organisations, individuals and their carers

Some of our key projects and activities over the next two years include:

- Developing community assets, reablement and other preventative support aimed to keep people independent and in their own homes for longer
- Continual work to safeguard adults at risk
- Support planning including contingency planning, positive risk taking, helping people into employment and support for carers
- Strong partnership working and work to support staff in their roles

Gary Wilson
District Lead – South Lakes Adult Social Care
Welcome to the 2012-14 District plan for Adult Social Care in South Lakes which aims to set the direction of travel for the department in line with the overarching Adult & Local Services Directorate Plan, the Cumbria County Council Plan and the National Vision for Adult Social Care.

National Direction and Challenges

In late 2010, the Department of Health (DoH) published ‘A Vision for Adult Social Care’ setting out a new direction for Adult Social Care in which personalised services and outcomes take centre stage for individuals and their carers’. The vision states that the government ‘want professionals to have freedom from local authority procedures and be able to work more closely with people who use services’. The vision for a modern system of social care is built on seven principles; personalisation, prevention, partnership, plurality, protection, productivity and people. This is supported by the partnership agreement ‘Think Local, Act Personal’ made up of the Association of Directors of Adult Social Services, the Local Government Association and the Department of Health. The agreement makes a commitment to real change in adult social care; “Our goal is for people to have better lives through more choice and control over the support they use: often referred to as “personalisation”. We represent a wide range of organisations - from people who use services and carers, to the providers of services and representatives from central and local government.” In South Lakes, Adult Social Care will work with local communities to maximise and develop community assets.

A real challenge for Adult Social Care in South Lakes relates to the scale of the national deficit and the resultant austerity measures. This has had a direct impact on the money available to Cumbria County Council which has led to the requirement to identify savings across the whole council, including Adult Social Care. The impact of this will influence the way we work in the foreseeable future, however it also provides opportunities to meet the needs of individuals in different ways taking account of emerging government policy, shrinking budgets and rising expectations.

Cumbria County Council Plan 2011-2014

Adult Social Care in South Lakes, as part of Cumbria County Council, is committed to the delivery of the Council’s key priorities and aspirations.

Cumbria County Council Plan 2011-2014

Our Key Priorities

• Challenge poverty in all its forms
• Ensure the most vulnerable people in our communities receive the support they need
• Improving the chances in life of the most disadvantaged in Cumbria

Adult and Local Services Directorate Plan 2011-14

Adult Social Care in South Lakes will work to deliver the Directorate’s objectives in line with the seven social care principles.

Adult and Local Services Objectives for 2011-14

To help our service users and their carers enjoy an independent, healthy and safe life with maximum choice and control:

• We will prevent people from losing their independence
• We will protect adults at risk from harm
• We will personalise our services ensuring people have maximum choice and control

To deliver services in the most effective and efficient way:

• We will shape our services to best meet local need
• We will manage the development and performance of all our employees
• We will work collaboratively with other organisations, individuals and their carers
Who We Are, What We Do

Adult Social Care services have the responsibility for meeting the social care needs of adults in South Lakes and are committed to providing the best possible outcomes for individuals and their carers. The Adult Social Care boundary for South Lakes differs from the South Lakeland District Council boundaries and does not include Ulverston, Swarthmoor and Low Furness, Coniston or Crake Valley.

Our Staff

South Lakes Adult Social Care Office is at Bridge Mills in Kendal. There are three locality teams split geographically to cover East and West South Lakes and Kendal Town. Work is distributed via GP practice that the customer is linked to. We also have Social Workers who are based in hospitals within the District.

<table>
<thead>
<tr>
<th>Kendal</th>
<th>South Lakes Rural</th>
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<tbody>
<tr>
<td>3fte Locality Leads</td>
<td>3fte Locality Leads</td>
</tr>
<tr>
<td>1fte Enhanced Practitioner</td>
<td>2fte Enhanced Practitioners</td>
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<tr>
<td>6.5fte Social Workers</td>
<td>8.8fte Social Workers</td>
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<tr>
<td>3.4fte Social Care Workers</td>
<td>7.4fte Social Care Workers</td>
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<tr>
<td>2fte Occupational Therapist</td>
<td>1.5fte Occupational Therapist</td>
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<tr>
<td>2.7fte Locality Support Administrator</td>
<td>3fte Locality Support Administrator</td>
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</table>

*see glossary for role definitions (appendix C)*

What We Do

We provide a range of support to adults aged 18+ who may, for example, have a physical disability, sensory impairment, learning disability, mental health needs or substance misuse problems as well as carers of individuals. We also support the transition of young people transferring from Children’s Services to Adult Social Care.

Adult Social Care staff have a statutory duty, as detailed in the NHS & Community Care Act, to safeguard adults at risk and assess the needs of individuals whose circumstances mean they may need support. Due to the finite availability of public funding for social care, an individual is assessed in line with the national Fair Access to Care Services (FACS) framework. Practitioners from Adult Social Care will work with the individual and their carer(s) offering professional support to produce an outcome based support plan (which may require multi professional input) aimed at retaining or regaining an individual’s independence. To ensure customers have choice and control, a support plan may be managed via a direct payment, an individual service fund, care managed support or a combination of these. Adult Social Care can also provide advice and information or contact with relevant preventative support. Customers of Adult Social Care are financially assessed and may need to contribute towards the cost of support.
Support Available

Support available for individuals can be both informal and formal, much of which is aimed at retaining or regaining peoples’ independence, such as support in the community, support at home and accommodation based support.

Community support includes all local assets such as activities, groups, community centres, day opportunities, links to supported employment and venue based day care. Support at home includes reablement, direct payments, assistive technology, equipment, extra care housing and domiciliary care provision. Accommodation based support includes residential and nursing care which offers full board accommodation and carer/nursing assistance throughout a 24 hour period.

*definitions of support are detailed in glossary (appendix C)

Our Budget

The 2012/13 budget for Adult Social Care support in South Lakes was approximately £24.8 million. In Cumbria, the total budget for adult social care support in districts for 2012/13 was £169 million. Details on how the South Lakes and Cumbria budget is split are shown below.

South Lakes Budget

- Community Services: 42%
- Joint Services: 5%
- Equipment: 1%
- Long Term Care: 45%

Cumbria’s Budget

- Staff: 7%
- Joint Services: 4%
- Equipment: 1%
- Community Services: 38%
- Long Term Care: 47%
Our Local Area

Population Forecasts for South Lakes District (source: Office for National Statistics)

- In 2011 the population of the South Lakes District was 82,302 (2011 Census)
- As is the case across Cumbria as a whole, South Lakes has an ageing population with 24.5% of the current population aged 65+ compared to a national average of 16.4%.
- Since 2001 Census South Lakes has seen an increase of 2% across all age groups, with the biggest increase of 24.4% for ages 60-74 and the second largest increase of 20.7% in ages 85+
- South Lakes has the lowest proportions of residents in the 0-14, 15-29 and 30-44 age groups in the county.
- It is anticipated that the number of individuals aged 65+ will have increased by almost 24% by 2021
- The overall population of South Lakes is projected to grow by just 1.1% by 2021.
- An estimated 3.5% of Cumbria's population are from black and minority ethnic groups which is significantly lower than the national average of 19.5%.
- In South Lakes 4.7% of the population are from black and minority ethnic groups, which is the second highest population of the six Districts.

Percentage of the population over the age of 65 years.

- In 2009-2010 South Lakes had an increase of nearly 6% in the 85+ age group.
- South Lakes has a higher proportion of adults over the age of 50 years compared to other districts in Cumbria.
Health Deprivation (source: Indices of Multiple Deprivation 2010)

- South Lakes is the least deprived district in the county and is in the top 30% nationwide.
- The health of people in South Lakes is generally better than the England average, all cause mortality rates have fallen over the last 10 years.
- Early death rates from cancer, heart disease and stroke have fallen and are better than the England average.
- In South Lakes it is estimated that 13.4% of adults smoke and 20.5% are obese.

Life Expectancy (Source: Office for National Statistics)

- Life expectancy is 80 years old compared to 78.4 in Cumbria.
- Life expectancy for men in South Lakes is higher than the England average.
- When comparing life expectancy across South Lakes life expectancy for men is 4.1 years lower and 6.6 years lower for women in the most deprived areas than in the least deprived areas.

Geography – Accessing Services (Sources: Indices of Multiple Deprivation 2010)

- The more rural areas in South Lakes presents a significant challenge in availability and delivery of support.
- There is no acute hospital in South Lakes which means that people requiring a hospital admission have to go to Lancaster or Barrow in Furness.
Mean house price affordability ratio

- The mean average house price in South Lakeland is £238,205 over £70,000 more than the county average of £167,455
- The mean housing affordability ratio for South Lakes is 7 compared to Cumbria which is 5.2.
- 24.6% of households in South Lakeland are fuel poor compared to 24.1% in Cumbria

Dementia

Nationally it is projected that 1 in 20 people over the age of 65 and 1 in 5 people over the age of 80 will develop dementia. For Cumbria with a growing older age population dementia is projected to rise by 81% over the period until 2029. Using these projections for South Lakes this would be an expected increase of 83% over the next 20 years.

Darker colour = more deprivation
Lighter colour = less deprivation
Our Performance

The information below provides a summary of performance in South Lakes in relation to our key objectives.

We will prevent people from losing their independence

1. Proportion of Service Users in Receipt of Telecare (higher number is better)

Telecare usage in South Lakes is lower than the Cumbria average, however there has been a steady increase in recent months. We will continue to promote this service to support people to remain in their homes for longer.

2. Number of Local Authority Supported Admissions to Residential Care (including Nursing) per 1000 population (lower number is better)

South Lakes generally has a lower rate of residential care admissions than the Cumbrian trend. It is a priority for the team to support people to live at home for as long as possible.
We will personalise our services ensuring people have maximum choice and control

3. Proportion of people receiving a personal budget (higher number is better)

In line with the Cumbrian trend in South Lakes there has been a steady increase in the number of people who are receiving a personal budget.

We will protect adults at risk from harm

4. Number of Safeguarding Alerts per 1000 service users (higher number is better)

Adult Social Care has a statutory duty to safeguard adults at risk. April 2011 saw the introduction of a new electronic recording system in the department for recording safeguarding. We will continue to work with our partners and the community to raise awareness and support adults in South Lakes to report incidents of abuse and neglect.
In order to provide the support that the people of South Lakes require, we need to work together with:

CUSTOMERS
and our partners some of whom include:

- **Community Assets**
- **Care Quality Commission**
- **Accredited retailers: prescriptions for aids to daily living**
- **Inpatient Health Care**
- **South Lakes Borough Council: benefits, environment, disabled facilities**
- **Cumbria Fire & Rescue Service: home fire safety checks**
- **Health Care in the Community**
- **Local service providers: support at home, residential support, day opportunities**
- **South Lakes Public Protection Unit: safeguarding adults**
- **South Lakes Locality Children's Services: transition services, residential and further education**
- **Department for Work and Pensions (DWP): appointeeships, financial advice and support**
- **Social and private housing landlords: housing adaptations, extra care housing, supporting people**
Where we need to be

Rationale for Change and Challenges for Adult Social Care in South Lakes

As detailed throughout this plan, there are specific challenges facing the department. Restricted resources mean there is a need for improved efficiency and value for money whilst providing outcomes that matter the most to individuals. In South Lakes, this challenge is coupled with an ageing population and, in turn, a projected rise in the number of people with dementia. In addition, the predominantly rural geography of South Lakes and sparse population present a significant challenge in delivering support.

In line with the seven national social care principles and the directorate plan, our objectives for Adult Social Care in South Lakes over the next two years are detailed below:

We will PREVENT people from losing their independence

We need to help more people retain their independence by working more closely with local communities and facilitating prevention services. We also need to reduce dependence on longer term support through the development of short term rehabilitation programmes and assistive technology. Where there is a requirement for longer term support, we need to support people in their own homes for as long as possible before considering a change in accommodation.

We will PROTECT adults at risk from harm

We need to safeguard adults at risk from harm by ensuring the best outcomes for individuals, working effectively with our customers and partners and aiming for the highest standards of safeguarding recording.

We will PERSONALISE our services ensuring people have maximum choice and control

We need to empower customers to make their own choices and have full control over their support. This will include a need to work closely with customers, carers, communities and partners to provide information and arrange appropriate support and also continually review support to ensure it meets changing circumstances.

We will shape our services to best meet local need (PLURALITY)

We need to support people by promoting diverse services in South Lakes. This will include working with the local community in developing community assets to meet the outcomes of individuals with less formal care needs. In cases where there is a requirement for more formal care, we need to ensure that South Lakes has high quality service providers committed to achieving outcomes for individuals.

We will manage the development and performance of all our employees (PEOPLE & PRODUCTIVITY)

We need to continue to embed the ethos of personalisation, with employees empowering customers to exercise choice and control. Our focus also needs to be on providing training and awareness to staff that ensures continual professional development. We need to ensure that the quality of practice is high through effective management of people, workload and performance.

We will work collaboratively with other organisations, individuals and their carers (PARTNERSHIP)

We need to work closely with our partners to ensure that individuals receive the appropriate support at the right time. We also need to provide our customers and their carers with the relevant advice and information to enable them to make reasoned choices and have full control over their support.
### How we will get there

<table>
<thead>
<tr>
<th>Social Care Principle</th>
<th>Prevention</th>
<th>Protection</th>
<th>Personalisation</th>
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<tbody>
<tr>
<td><strong>Prevention</strong></td>
<td>Signposting activity to preventative services in South Lakes needs to be further developed and how we deal with initial enquiries in order to provide quick and responsive outcomes for people.</td>
<td>We will work to build a portfolio, raise awareness of and develop community assets which can be used to support people in the community for longer.</td>
<td>We know that support planning with individuals could be more tailored to individual needs and outcomes and less focussed on traditional services. We will work with individuals to plan and document their personal budget in innovative and imaginative ways including developing individual service funds.</td>
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<tr>
<td><strong>Reablement</strong></td>
<td>Reablement was initially rolled out in South Lakes. We will continue to implement and embed this service over the coming months.</td>
<td>South Lakes has well embedded multi agency safeguarding procedures and, as a statutory responsibility, this is core to our work. However, we know there is always room for improvement and we will aim for continual improvement in ensuring quick and effective safeguarding arrangements.</td>
<td>The Directorate knows it needs to further develop the support available to people with dementia and is working to implement the National Dementia Strategy in conjunction with Health and 3rd sector partners. In South Lakes, we will support the delivery of this strategy.</td>
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<tr>
<td><strong>South Lakes</strong></td>
<td>South Lakes currently has three extra care housing schemes: Jenkins Cragg, Braithwaite and Rowan Court. We will work to offer people support in their own homes and in extra care housing rather than residential care enabling them to stay at home for longer.</td>
<td>We will continually review the quality of our safeguarding recording ensuring it reflects that individuals are well protected from abuse or neglect whilst still maintaining control over their life.</td>
<td>People who have a learning disability are recognised as being at high risk of social exclusion. We will work with the South Lakes community and service providers to support people who have a learning disability opportunities to access paid employment.</td>
</tr>
<tr>
<td><strong>South Lakes</strong></td>
<td>The use of “Just Checking” technology and Telecare in South Lakes is helping to maintain peoples’ independence. We will continue to build the use of assistive technology and equipment to support people in the community.</td>
<td>In South Lakes, Adult Social Care has good links with local carers associations. We will continually improve how we support carers through offering them support in their caring role if required.</td>
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<tr>
<td>Social Care Principle</td>
<td>Plurality</td>
<td>People Productivity</td>
<td>Partnership</td>
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<td>There is a county wide plan to implement a new directory of services ('open objects') in Cumbria. We will work to publicise this and encourage participation from community groups and providers within South Lakes.</td>
<td>We will work to ensure the high quality of support available including working closely with commissioning teams and the Care Quality Commission. We will advocate for customers and their families and challenge poor service delivery.</td>
<td>Partnership work underpins all that we do to help people live independent, healthy and safe lives.</td>
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<td></td>
<td>We will support people in rural areas. This will include working with partners when support planning such as local area co-ordinators, village agents and the local community.</td>
<td>The competence and capability of staff will be managed through annual appraisals and regular supervision meetings.</td>
<td>We are committed to working closely with our partners and will continue to maintain strong partnership links at both strategic and operational levels. There will also be a partnership focus to team meetings with regular attendance from partner organisations.</td>
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<td>We aim towards being seen as an asset to the community acting as a resource, enhancing the ability of individuals, communities and populations to maintain and sustain health and well-being.</td>
<td>In South Lakes, we know that our arrangements for the timely review of the support customers receive is important. A key priority for us over the coming months is to improve the quality of reviews.</td>
<td>We will represent Adult Social Care on the South Lakes Joint Management Team. This will involve identifying local issues for commissioning including challenging poverty and health inequalities.</td>
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<tr>
<td>People Productivity</td>
<td>Staff sickness is an area for improvement and will continue to be closely managed to ensure the wellbeing of staff.</td>
<td>There is a range of training available to staff including mandatory training courses and e learning. All staff have a personal responsibility to ensure their continuous professional development.</td>
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</table>
How we will know if our plan is being achieved

Outcome Measures

We will prevent people from losing their independence

- High level of signposting to preventative support and information and advice provided to customers
- Reduction in long term residential care admissions
- More people accessing preventative and short term services i.e. assistive technology, prescriptions, reablement
- Proportion of spend on residential/nursing to community based services lessens

We will protect adults at risk from harm

- Improved safeguarding recording
- Appropriate safeguarding alerts and referrals which result in positive outcomes for individuals
- Less safeguarding re referrals demonstrating effective safeguarding arrangements
- Improved evidence of positive risk taking which supports an individual’s independence
- Improved evidence of contingency planning for when an individual’s circumstances change

We will personalise our services ensuring people have maximum choice and control

- More people receiving personal budgets
- More people using their personal budgets in imaginative/innovative ways
- Peoples’ individual outcomes are improving
- The quality of life of individuals and their carers is good
- More people with a learning disability in paid employment

We will shape our services to best meet local need (plurality)

- Examples of effective community working
- Successful implementation of Open Objects
- Peoples’ individual outcomes are met
- Customer satisfaction remains high

We will manage the development and performance of all our employees (people and productivity)

- Reduction in sickness
- Improved appraisal rates
- Improved review rates
- Individuals receive timely support

We will work collaboratively with other organisations, individuals and their carers (partnership)

- Delayed transfers of care are low
- Effective collaborative working as evidenced in the achievement of this plan
- Peoples’ individual outcomes are met

Kendal
Appendix A: Electronic Links to Key Strategies / Websites / Information

- Department of Health: A Vision for Adult Social Care
- A Partnership Agreement: Think Local, Act Personal
- Fair Access to Care Services Framework
- Care Quality Commission
- Department for Work and Pensions
- South Lakeland District Council
- Cumbria Constabulary
- Cumbria Fire and Rescue Service
- Cumbria Intelligence Observatory
- NHS Cumbria – Primary Care Trust
- North Cumbria Universities Hospitals Trust
- Cumbria Joint Strategic Needs Assessment
- Cumbria County Council Website
- Council Plan 2011-2014
- Adult & Local Services Directorate Plan 2011-2012
- Active Living in Cumbria – A Prevention Strategy
- Commissioning Strategy – Learning Disability
- Commissioning Strategy – Older People
- Commissioning Strategy – Physical Disability and Mental Health
- Joint Commissioning Strategy for End of Life Care in Cumbria
- Cumbria Telecare Strategy
- Cumbria Dementia Strategy
- Further information on Safeguarding Adults
- How to make a compliment, complaint or comment to Cumbria County Council
- South Lakes Directory of Services
- List of accredited retailers for aids to daily living
- ‘How much will I pay’? Information
Appendix B: Glossary

**Staff**

**District Lead** - holds responsibility for their district and is required to work in close partnership with organisations including health.

**District Support Administrators** - undertakes district level functions including payments to providers, invoicing for contributions towards care and maintenance and insurance of equipment.

**District Support Manager** - oversees and manages district level functions.

**Community Finance Officer** - undertakes financial assessments and offer advice and guidance to individuals relating to support costs and other financial matters such as direct payments, benefits etc.

**Locality Lead** - have responsibility for leading day to day practice, co-ordinating responses to individuals and offering professional support to practitioners in teams. The Locality Lead will also carry a case load.

**Locality Support Administrators** - undertake locality level functions including support arrangements that occur at or near the referral and assessment functions.

**Locality Support Manager** - manage the customer focused support arrangements that occur at or near the referral and assessment functions.

**Rehabilitation Officer for the Visually Impaired** - have responsibility to assess and support individuals with a visual impairment to access equipment, provide training and support individuals in the community.

**Occupational Therapists** - Registered professionals who have responsibility for assessing for and arranging disability equipment and housing adaptations for people with a range of disabilities. Where necessary our occupational therapists will work together with NHS therapists to provide seamless care. Work with other agencies to safeguard adults at risk.

**Social Care Worker** - Have responsibility to assess or assist with the assessment of an individual’s social care needs. They then work with individuals, and other organisations as required, to develop an outcome focussed support plan which will be reviewed annually or as changes in circumstances occur.

**Social Worker** - Registered professionals who have responsibility to assess an individual’s social care needs. They then work with individuals, and other organisations as required, to develop an outcome focussed support plan which will be reviewed annually or as changes in circumstances occur. Work with other agencies to safeguard adults at risk.

**Teams Manager** - have responsibility for supporting Locality Leads and managing the business of the directorate such as budget monitoring, leading performance improvement etc. Teams Managers will coordinate movement across teams within their district in order to meet fluctuating demands within any one team and utilise specialist skills.

**Transition Worker** - responsible for managing and helping individuals to plan and prepare for their transition from Children's Services to Adult Social Care as necessary.

*all staff are required to work within the relevant legislative guidelines.*

**Electronic Links to Definitions of Support Available**

- Assistive technology
- Day Care/Day Opportunities
- Direct Payments
- Domiciliary Care
- Extra Care Housing
- Individual Service Funds - this initiative is currently in development and is where a personal budget is passed directly to a provider giving customers more choice and control over their care package as they negotiate the service delivery, not the care manager.
- Occupational Therapy
- Open objects
- Personal Budgets
- Reablement
- Residential Care / Nursing Care
- Safeguarding
- Supported Employment - providing support to people with disabilities or other disadvantaged groups to secure and maintain paid employment in the open labour market.
Appendix C: Contacting Adult Social Care in South Lakes

By Post:
South Lakes District Lead
Adult & Local Services
Cumbria County Council
County Offices
Kendal
LA9 4RQ

By Email:
Marked for the attention of South Lakes District Lead
kendalssd@cumbria.gov.uk

By Phone:
General Enquiries:
Kendal - 01539 713378 or 713343
Kendal Rural - 01539 713111 or 713334
District Lead: 01539 713323

Ulverston
Appendix D:
Adult Social Care in South Lakes District Plan 2012-2014
Progress Achieved and Key Activities for 2013/14

Key: This document sets out the delivery commitments set out in the Adult Social Care in South Lakes Service Plan 2012 – 2014, achievements to March 2013, and additional, new proposed focus for activity for the remainder of the life of the plan in 2013/14.

<table>
<thead>
<tr>
<th>What we will do to prevent people from losing their independence (Adult Social Care in South Lakes Plan 2012-2014)</th>
<th>Achievements to March 2013</th>
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</table>
| • Signposting activity to preventative services in South Lakes needs to be further developed and how we deal with initial enquiries in order to provide quick and responsive outcomes for people.  
• We will work to build a portfolio, raise awareness of and develop community assets which can be used to support people in the community for longer  
• Reablement was initially rolled out in South Lakes. We will continue to implement and embed this service over the coming months.  
• South Lakes currently has three extra care housing schemes: Jenkins Cragg, Braithwaite and Rowan Court. We will work to offer people support in their own homes and in extra care housing rather than residential care enabling them to stay at home for longer.  
• The use of “Just Checking” technology and Telecare in South Lakes is helping to maintain peoples’ independence. We will continue to build the use of assistive technology and equipment to support people in the community. | • During this time our prevention partner was Age UK who achieved good outcomes for customers.  
• We have encouraged local providers to go on to ‘Open Objects’.  
• Our GP linked Social Workers routinely share local knowledge with people in the practices.  
• We are developing links, alongside third sector partners, with the Kendal Gateway initiative  
• We have delivered significant increases in our reablement service; we have doubled the hours delivered in the past year.  
• Extra care housing in Kendal is at full occupancy and has a small waiting list.  
• We have significantly increased the use of Telecare in the past year.  
• Closer links with Local Area Coordinators |
New proposed focus for activity in 2013/14

- We will look at Extra Care housing with regard to our service user profile/projections.
- Neighbourhood Care Independence programme will be provided in the District by C3C. This will be the single point of access for prevention services. We continue to work with other local partners in prevention activity.
- C3C will also be providing a home from hospital service; preparing the home, making sure it is warm, light household chores etc. We will be promoting this service in partnership with C3C and health colleagues in order that individuals can be signposted where appropriate.
- Flexible spend funding (joint health/social care money) is being used for ‘Social Prescribing’. This is about preventing social exclusion.
- We will be recruiting two part time staff to work in Lancaster Infirmary out of hours to prevent avoidable admissions and promote early discharge (this is a one year pilot project.)
- A STINT pilot is due to commence which will provide 37 hours additional care assistant posts to promote rehabilitation in partnership with health staff.
- The Cumbria Care homes in the District are due to be refurbished this year.
- We have given £60k (from our flexible spend budget) to St Mary’s Hospice to support palliative and end of life care.
- We will continue to work closely and develop our partnerships with the village agents.
- We plan to use our flexible spend to part fund a geriatrician in Morecambe Bay.
- Possible increase in the number of Local Area Coordinators.

What we will do to protect adults at risk from harm (Adult Social Care in South Lakes Plan 2012-2014)

- We will continue to develop how we work with and support people to plan for any problems which may arise in their circumstances known as contingency planning.
- We will continue to develop how we work with and support people to enable them to take positive risks in order to maximise their choice and control. These will be underpinned by robust risk assessments. This may include helping someone get a job or take part in a community activity.
- South Lakes has well embedded multi agency safeguarding procedures and, as a statutory responsibility, this is core to our work. However, we know there is always room for improvement and we will aim for continual improvement in ensuring quick and effective safeguarding arrangements.
- We will continually review the quality of our safeguarding recording ensuring it reflects that individuals are well protected from abuse or neglect whilst still maintaining control over their life.

Achievements to March 2013

- We routinely audit safeguarding practice to assure quality
- We work closely with the Safeguarding team to ensure that our customers are safe.
- Staff have had appropriate training.
- All Locality Leads have had appropriate training for Chairing Safeguarding meetings.

New proposed focus for activity in 2013/14

- Gain a better understanding of safeguarding alerts in terms of volume and conversion to referrals.
**What we will do to personalise our services ensuring people have maximum choice and control (Adult Social Care in South Lakes Plan 2012-2014)**

<table>
<thead>
<tr>
<th><strong>Achievements to March 2013</strong></th>
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<tbody>
<tr>
<td>• We have had training and now use the more personalised/outcome based version of IAS.</td>
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<tr>
<td>• We are actively promoting and monitoring uptake of direct payments to ensure that services are tailored to the customer’s needs.</td>
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<tr>
<td>• Right to Work has been progressed in the District which helps individuals with learning disabilities to learn new skills and find employment.</td>
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<tr>
<td>• We have liaised with Carers Associations over resource allocation.</td>
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<tr>
<td>• The carers RAS has been launched.</td>
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<tr>
<td>• We regularly invite guest speakers in to teams to talk about the issues affecting carers.</td>
</tr>
<tr>
<td>• Prepayment cards have been launched.</td>
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</tbody>
</table>

**New proposed focus for activity in 2013/14**

- We will continue to keep staff up to date on issues affecting carers.
- Continued promotion of ISS and the implementation of the Direct Payment card.
### What we will do to shape our services to best meet local need (Adult Social Care in South Lakes Plan 2012-2014)

<table>
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<tr>
<th>Achievements to March 2013</th>
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| • There is a county wide plan to implement a new directory of services ('open objects') in Cumbria. We will work to publicise this and encourage participation from community groups and providers within South Lakes.  
• We will work to ensure the high quality of support available including working closely with commissioning teams and the Care Quality Commission. We will advocate for customers and their families and challenge poor service delivery.  
• We will support people in rural areas. This will include working with partners when support planning such as local area co-ordinators, village agents and the local community.  
• We aim towards being seen as an asset to the community acting as a resource, enhancing the ability of individuals, communities and populations to maintain and sustain health and well-being. |
| • Local providers were encouraged and did take part in ‘open objects’.  
• C3C – neighbourhood care Independence Programme.  
• Social Prescribing has been successfully contracted with Age UK.  
• An out of hours Social Care role has been developed to assist in avoiding unnecessary hospital admissions and to promote timely and safe discharges from Lancaster Royal hospital. This is a one year project. |

### New proposed focus for activity in 2013/14

- We will be working with practice leads to use audit to improve practice.  
- Social Prescribing (Age UK)  
- We are increasing care staffing for the STINT beds at Riverside to promote independence and reablement/ rehabilitation.  
- The GDC have agreed to fund training.
What we will do to manage the development and performance of all our employees (Adult Social Care in South Lakes Plan 2012-2014)

- Staff sickness is an area for improvement and will continue to be closely managed to ensure the wellbeing of staff.
- The competence and capability of staff will be managed through annual appraisals and regular supervision meetings.
- In South Lakes, we know that our arrangements for the timely review of the support customers receive is important. A key priority for us over the coming months is to improve the quality of reviews.
- There is a range of training available to staff including mandatory training courses and e learning. All staff have a personal responsibility to ensure their continuous professional development.

Achievements to March 2013

- Based on customer need we are shaping our teams to be more flexible and efficient.
- We have moved into a new purpose built office building.
- We are exploring the potential of agile working.
- Staff have been issued with laptops and Blackberries to help with regard to lone working, safety and communication.
- Staff sickness is being closely managed to provide individuals with the support they need.
- We are supporting staff to work flexibly.
- We are actively succession planning
- File audits continue to be undertaken as a means of improving practice.
- Improved Information Security knowledge amongst staff through awareness sessions.

New proposed focus for activity in 2013/14

- A staff training needs analysis is being undertaken with the Professional Lead to ensure that staff are suitably equipped to carry out their roles.
- Closer working relationships with practice and support.
- All staff to undertake e-learning on information security.
**What we will do to work collaboratively with other organisation, individuals and their carers (Adult Social Care in South Lakes Plan 2012-2014)**

- Partnership work underpins all that we do to help people live independent, healthy and safe lives.
- We are committed to working closely with our partners and will continue to maintain strong partnership links at both strategic and operational levels. There will also be a partnership focus to team meetings with regular attendance from partner organisations.
- We will represent Adult Social Care on the South Lakes Joint Management Team. This will involve identifying local issues for commissioning including challenging poverty and health inequalities.

**Achievements to March 2013**

- We have moved towards GP linked practice.
- Our GP linked Social Workers routinely share local knowledge with people in the practices.
- We are developing closer links with Morecambe Bay Acute Trust.
- We financially supported St Marys Hospice to promote support at home.
- We have worked closely with Health Commissioning on care for the frail elderly to improve outcomes.
- The Joint Management Team has been set up.
- We have regular speakers at team meeting from the 3rd sector to keep us up to date on key issues.

**New proposed focus for activity in 2013/14**

- A Joint management team has been set up with Health
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