

# Council Improvement Profiles

LOCAL AUTHORITY : BLACKBURN WITH DARWEN

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- 13 Ascof measures - out of 19 - have improved compared with 2014/15.
- 2015/16 user survey results are the best in the NW region in all seven user-focused Ascof measures.
- Outcomes following reablement continue to be extremely positive, with almost 90% of people still at home and independent 91 days after leaving hospital
- Delayed transfers of care attributable to adult social care are low at 1.6 per 100,000 population, compared with 4.7 NW and England average.
- 22 local care homes are rated 'good' by CQC, two 'require improvement', and there are no 'non-compliant' homes.
- Staff turnover in the local care sector is low, at 11.3% compared with 24.2% NW average.

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The safeguarding of vulnerable adults remains a key priority, reflected in the launch of our new Adult Safeguarding Continuum in July 2016 to promote appropriate and proportionate responses to safeguarding concerns. The level of safeguarding contacts remains high, linked to awareness raising across partner agencies; however, the numbers dealt with as section 42 enquiries are now reducing, reflecting appropriate social work risk judgment re risk levels. Building on the positive findings of our 2015 peer review, the specialist safeguarding team is driving forward the work on Making Safeguarding Personal, to further strengthen the user voice and achieve 'silver' status in MSP by 2018. As recorded in the 2015/16 national User Survey, user satisfaction across services remains high, with all seven user satisfaction scores the highest in the Northwest.

Wherever possible we seek to divert people away from long-term residential and nursing care. The use of telecare is now widespread, providing support and confidence in local people's own homes, and a telehealth project has been launched using Skype across eight local residential care homes. Reablement and/or intermediate care are now the default option for the vast majority of frail older people at risk of admission to residential care, both from community settings and on leaving hospital, and 'reablement in-reach' into short-term residential care is well established. Our level of residential care admissions as measured by Ascof 2a reduced significantly in 2015/16, reflecting this shift towards preventative support.

We work closely with local care providers to improve service quality, and the vast majority of our local care homes (22) are rated 'good' by CQC, with only two 'requiring improvement' and no homes 'CQC non-compliant'. Blackburn with Darwen has the lowest proportion in the Northwest of regulated care services requiring improvement. Each Step, a high quality new home opened during 2016, has been named the national 'Dementia Care Home of the Year'.

Staff turnover in the care sector is low, 11.3% compared with 24.2% across the NW, although high occupancy levels are now becoming a concern, 97.6% in the care home sector at the last count.

With a focus on locality teams and asset-based approaches, we are looking to further strengthen the offer available to people whose needs can be met through universal services. The 'Your Support Your Choice' scheme links local people to a wide range of available non-statutory support, and support for carers has recently been strengthened through the commissioning of a single carers service across adults and children's services.

Working closely with NHS partners to develop and strengthen local partnerships we are engaged with partners across East Lancashire on options for the redesign of health and social care across the whole of Pennine Lancashire. Delayed transfers of care (DTC) from hospital attributable to adult social care (Ascof 2d2) remain low, at 1.6 per 100,000 population. However, resource pressures are building across the whole health and social care system, and while Better Care Fund (BCF) resources are welcome, they do not meet growing shortfalls.

Resource pressures continue to impact on adult social care and the whole Council, with budget cuts reducing available funding at a time of growing demographic pressures of £1.5 to £2 million per year and the impact of the new National Living Wage. While frontline social work staffing has been protected wherever possible, reductions in back-office staffing are impacting on overall capacity, and we face increasing pressures in meeting current and emerging needs.

**STEVE TINGLE**  
**Director of Adult Social Services**