

Council Improvement Profiles

LOCAL AUTHORITY : LIVERPOOL

- The Liverpool City Region is paving the way for devolution of powers to the Merseyside area.
- Demand for services increased by 10% increase on the previous year.
- Overall satisfaction and quality of life levels for service users have improved in 6 of the 7 key measures since 2014/15, with the remaining measure changing less than 1%.
- Personalisation of care has improved with a 12% increase in service users benefitting from self-directed support over the last two years.
- 80% of older clients (aged 65 and over), who received reablement following hospital discharge were still at home 91 days later. This is a 5% improvement on the previous year.
- Investment in carers has seen the number of carer assessments conducted increase by 15% over the last 2 years. The volume of carers in receipt of direct support increased by 24% compared to the previous year.

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The overall performance in the last 12 months for Liverpool reflects current pressures faced by Adult Social Care. As with many urban areas we face increasing demands on health resources, decreasing budgets and an aging population create greater demand on services. As a Local Authority we must find ways to improve efficiency whilst ensuring quality does not suffer.

Better Together

It is anticipated that the Liverpool City Region will pave the way for almost £1 billion of additional funding for the Liverpool City Region over the next 30 years. One of the ways we are co-ordinating our services is the iLinks programme which is aimed at enabling better integration using IT solutions and innovations. At the heart of this vision is the development of an 'information exchange', a joint health and social care record for a person (including the ability for them to contribute to their own record and person centred plan).

A Joint Approach

Liverpool has continued to build upon integrated care. Most significantly Liverpool, in a partnership with Bridgewater Community Healthcare NHS Foundation Trust and Liverpool GP Provider Organisation, successfully bid for community health services in the city. The new partnership will become responsible for a range of community health and some social care services (including community and district nursing, health visiting and therapy service) from April next year.

Securing the Future of Services

Liverpool has continued developments with partners including the Care Quality Commission, Local Clinical Commissioning Group, Community Health and Health Watch in how we jointly monitor and manage quality in the care market. This had led to the development of a joint intelligence framework that brings together service users, commissioners and providers views to how the various services are functioning.

We have also moved away from a traditional approach to contractual structures with a new commissioning outcomes framework.

The key takeaway for service users is that this takes into account performance information, service user and provider/care staff feedback, which will then be used to rate providers allowing any areas of pressure to be quickly alleviated by the market as a whole bringing quality up across the city.

A Positive Experience

Overall service user feedback continues to be positive about their experiences. Although service satisfaction is at a high amongst service users we are committed to rectifying areas that need improvement such as carers. Liverpool, in conjunction with Healthwatch, is looking at how to improve the personal experiences for service users and in particular carers. One approach taken by Liverpool to enhance service user and carers' experiences is the use of personalised assessments and budget allocations. Our development of this area has already enabled greater involvement of service users and carers in the identification and design of their care, giving greater independence, choice and control over their lives.

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