

Council Improvement Profiles

LOCAL AUTHORITY : WARRINGTON

- 88% of CQC registered services in Warrington are rated as good or outstanding
- 15 outcome measures improved , including residential admissions, 'overall satisfaction of care and support services' and 'service users who say services have made them feel safe and secure'
- Warrington's performance has exceeded the average for the region in 15 measures, and the England average for 14 measures in the last year
- Warrington has the second lowest rate of adults permanent admissions in the region, and this measure has consistently reduced since 2011/12
- Self-directed support has increased consistently for the last 6 years.
- Warrington is third highest in the region for 'people saying that services make them feel safe and secure'; performance in this area is consistently high and in the top quartile regionally.
- During 2015/16 Warrington was consistently in the top quartile for the number of carers receiving carer specific services.
- Warrington is in the top quartile regionally for 'people who use services who find it easy to find information about services'
- Warrington has the second lowest rate of non-elective readmissions within 30 days in the region
- Warrington is also the third lowest in the region for non-elective readmissions within 90 days

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Warrington continues its work under the 'Together We' programme. Our Vision is simple: we want to make people's lives better. A concentration on out of hospital services has seen a doubling of resources into reablement, a strengthening of integrated working with community healthcare around intermediate care and redesign of care pathways for frail older people.

Warrington is seeing a more challenging demand due to huge growth as a 'new town' in the 1960s and 70s, leading to a 60% growth in people aged 65+ years by 2030 with the most significant growth in those aged 70-75 and 85+. Pockets of deprivation and high economic and demographic growth challenge provision of services to older and younger populations across Warrington and levels of complexity are rising in disability and mental health services. Warrington Council and CCG continue their investment in carer and preventative mental health outreach services.

Warrington is proud of its continued focus on quality assurance and safeguarding. The sufficiency of home care and nursing care for people with dementia are challenges, but of the services inspected in Warrington by CQC, 88% were rated as 'good' and two services have been rated 'outstanding', against a national level of 72%. In Warrington Healthwatch's report *Opening the Door: Exploring the Quality & Safety of Care Delivered at Home*, 85% of participants stated that they were 'very satisfied' or 'satisfied' with their home care. 97% said "my carers treat me with dignity and respect...", 96% commented on "effective communication" and 92% said "My care plan matches my needs...".

As a result of the Care Act and the additional burdens around deprivation of liberty safeguards there has been a significant increase in the numbers of assessments being undertaken of adults and carers and continued investment and partnership in the voluntary and community sector to ensure a wider service offer. Advocacy services are well-used and have been strengthened by the commissioning of an 'Advocacy Hub' whereby all types of advocacy services are operated through a partnership, out of our Third Sector base, the Gateway.

Warrington created a social enterprise company, 'Catalyst Choices', which was launched in February 2015. Providing a range of residential, day services, supported living and shared lives services, the company is into its second successful year. Spinning out this suite of direct provision has allowed the Council to maintain services and to refocus on better commissioning.

STEVE REDDY
Director of Adult Social Care