

Council Improvement Profiles

LOCAL AUTHORITY : KNOWSLEY

- Adult Social Care Outcomes Framework Performance 2015/16
- Satisfaction with local Adult Social Care in Knowsley continues to be high in comparison to other areas; with 67% of service users stating they were very or extremely satisfied during 2015/16.
- More adults with learning disabilities in the community are rating their quality of life as 'great', results of 46% 2015/16 is a significant improvement in comparison to 24% in the previous year.
- From the 2015/16 results, Knowsley has recognised areas for improvement, particularly with regards to residential care, safeguarding and support for sensory needs. There have since been many developments which have had a positive impact, for example admissions to residential and nursing care for both 18-64 and 65+ have reduced between 15% and 20% (as at Dec-16), this improvement is set to continue and should be reflected within 2016/17 ASCOF results.
- Knowsley Council has just concluded its second year of a three year plan aimed at transforming and modernising adult social care by ensuring all activity is underpinned by prevention and is working to an asset based methodology. Good progress has continued despite the challenges that we face as an authority. Some of the key activity which has taken place includes:
 - Knowsley had a successful Safeguarding Peer Review in December 2016 receiving positive feedback in a number of areas including:
 - Commissioning arrangements had good engagement with providers and involvement of people using services
 - Close working relationships with key partners including the co-production of service specifications with a move towards integrated commissioning
 - The Adult Multi-Agency Safeguarding Hub (MASH), had a dedicated team committed to supporting and safeguarding adults at risk of neglect or abuse with improved responses to safeguarding incidents.
 - Merseyside Police's Borough Command Unit (BCU) has also recognised the excellent work of Adult Social Care within the MASH and has awarded a Certificate of Merit for their partnership working.

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Early Discharge & Integration – In April 2016, Knowsley established its own Hospital Discharge team which has now embedded practice within the NHS; it has made significant improvements to the hospital discharge pathways and received lots of positive feedback. Knowsley residents are now less likely to experience Delayed Transfers of Care (DTOC) than if they were a resident at other statistical and North West neighbours (top percentile performance).

In addition, the Council has invested in initiatives to support discharge across the whole system; this has required new staffing structures to support the timely discharge of patients back to the community while further re/enablement takes place. This has also allowed Social Care to monitor the activity of these cases to ensure they do not default to permanent care with a continued focus on maximisation of independence at home and avoid re-admissions.

To cope with additional winter pressures, the CCG and Council have introduced an integrated Service Manager role to oversee and develop lean systems and practice, including leverage of resources at short notice to facilitate discharges across the locality. To date this has been a success with recommendations for longer terms plans to inform the likelihood of a more integrated approach at the appropriate parts of the system.

The Shared Lives Scheme has been rated as 'Good' - Knowsley's scheme recruits carers to provide long term care, as well as respite and short breaks for disabled adults and older people. The scheme has received 'good' ratings across the board from the Care Quality Commission (CQC) and will be a key component of the strategy to reduce the dependency on residential and nursing care.

Additional investment to the service has been made with a view to recruiting additional carers over the next 2 years.

Knowsley Assessment & Reablement Service received a "Good" rating in all areas following a recent CQC Inspection (Sept 2016). The service is community based supporting service users across Knowsley to maximise their independence and remain within their own home. Closer ties with the Hospital Discharge, Intermediate Care and Urgent Response Teams has placed greater emphasis on prevention, reducing hospital admissions and facilitating increased numbers of safe, timely discharges. The combination of Assistive Technology and the introduction of an Asset Based Approach have been integral to this, widening the scope of technology across all settings and sign posting patients and carers to a range of community organisations, including church groups, befriending schemes, therapy groups and social clubs.

Five Star Rating for CIL - In 2016, Knowsley Councils Centre for Independent Living (CIL) received a five star rating based on resident feedback through Healthwatch Knowsley. A recent redesign of the management structure for the CIL has seen a significant improvement in waiting times for major adaptations. A whole system redesign is currently underway with the CCG to address wider system issues and enable integrated commissioning arrangements to deliver improved patient/user outcomes.

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Autism Accreditation - Following an external inspection, The Adult Disability Service has been re-awarded with the National Autistic Societies 'Autism Accreditation Award'. The inspection team said *"Knowsley Disability Service is a solution focussed service with a strong emphasis on person centred approaches, inclusion, participation and partnership. During the review, it was evident that the quality of support offered to people with autism was of a high standard and that opportunities available to them were varied, stimulating and appropriate. Those using the service appeared confident, engaged and motivated"*.

An Extra Care Sufficiency Strategy for Knowsley has been developed which includes a full assessment of the future requirements for extra care housing in Knowsley. Our 'Extra Care housing' model focuses on providing housing which offers high quality, safe accommodation with on-site support and care. The success of this model is already apparent, with it supporting our strategy to reduce admissions to residential and nursing homes.

LD & Autism Employment

A supported internship commenced in September 2016 and 11 people have been offered a placement; it is expected that 70% of the interns will go on to employment. Knowsley is in the process of recruiting an Employer Support Officer and a Supported Employment officer for disabled people. These two roles will support the development of a 'pathway' to employment, engaging with partners in education, social care, commissioning, community based services and local businesses. This in turn will lead to a further increase in paid employment opportunities for people with LD in 2017/18 and beyond.

Carers

The Refocused Carers' Strategy 2017-2019 has been launched for adult and children's services. The strategy will deliver against 6 priorities identified by both Young and Adult Carers, ensuring that those who provide care have access to the support they need to undertake their caring role, live 'normal' family lives and are not disadvantaged as a consequence.

Partnership Working

Knowsley continues to work across the City Region and with neighbouring authorities to seek greater efficiencies and improved outcomes for their residents. The introduction of a Combined Safeguarding Adults Board which understands and addresses the challenges for Knowsley, Liverpool, Sefton, and Wirral will have its inaugural meeting in April 2017. In addition to this Knowsley, Sefton and Liverpool have agreed to collaborate on a number of areas relating to system and service change, including the commissioning of domiciliary care, nursing and residential care, IT, and health and social care integration.

JULIE MOSS

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