

# Council Improvement Profiles

## LOCAL AUTHORITY : OLDHAM

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Oldham has a growing population which is set to increase by 31,000 adults by 2037. There will be a large increase in people who are aged over 65 and those who have long term health problems.

There have been significant reductions to the funding for Adult Social Care between 2010/11 and 2015/16, despite there being an increased demand for services. This has meant that the way services are delivered has needed to change. Supported by the increased freedoms which the Greater Manchester devolution of health and social care funding brings, Oldham is developing a model of integrated care, working with NHS colleagues to deliver more holistic, person centred, and integrated care and support.

The result of this is that there will be;

- Integrated teams working in clusters with NHS colleagues, building stronger community links and developing coordinated responses.
- There is also a personalisation and enablement approach which allows people to remain independent and living within the community wherever possible.
- The development of an Integrated Discharge team at the Royal Oldham Hospital led by OMBC under a single line management approach. The aim is to continue to ensure Oldham's good DTOC record is maintained in the context of an increasing number of presentations across the north east sector acute facilities
- A reduction in the number of long term residential placements and plans in place to address the quality issues in care homes
- A refreshed approach to adult safeguarding with the development of new team and reconfigured safeguarding adults Board

### Performance Data

- Compared to North West (NW) colleagues, Oldham was in the top quartile for eight of the ASCOF indicators during 15/16
- Oldham is the best performing authority across the region and one of the best nationally in respect of the following four indicators:
- service users who receive self-directed support (100% against NW average of 84.9%)
- carers who receive self-directed support (100% against NW average of 78.7%).
- carers who receive direct payments (100% against NW average of 67%)
- people who receive direct payments (37.9 % against NW average of 23.5%)

There is a real need to improve the public opinion and understanding of how adult social care is now delivered, as our Adult Social Care Survey results are below the North West average.

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A key aim of the increased partnership working is to reduce unplanned hospital admissions and to reduce delayed transfers of care for those who are able to leave hospital. For 2015/16, Oldham hit its Better Fund Target to reduce hospital admissions by 3.5%, with a 5.9% reduction achieved. This included having an approach which includes prevention and early intervention, has a single front door for referrals, provides support for people to stay at home, support for carers and transforms support to people with learning disabilities.

Oldham has one of the lowest levels of delayed transfers from care per 100,000 of the population at 4.0 compared to a North West average of 12.2 and a national average of 12.1. This has been achieved by having hospital social work teams who work closely with hospital staff to monitor patients throughout their stay and ensure that services are put in place to ensure that they can leave in a timely manner. Further work is however required to ensure that sufficient community based provision such as extra care housing is available which reduces the burden on residential care.

Services are now more person focused, examples of which are the support to people with mental health problems and those with learning disabilities where Oldham Council employees work closely with Pennine Care staff to provide support that service users need to live an independent life in the community. Indeed 93% of adults with a learning disability live in their own home or with their family, compared to a national average of 75.4%. The people who are worked with who have learning disabilities tend to have multiple and complex health problems.

Performance in terms of getting people with learning disabilities into employment is low (1% compared to a North West average of 4.1%), but a lot of support is given to this group of people including supporting them to take up volunteering activities, attend college and work experience opportunities to prepare them for them for paid employment.

The reduced adult social care budgets has meant that services have needed to be reviewed to ensure that they meet the needs of residents, but also to ensure that they do not provide an unrealistic expectation of what adult social care can offer. A new resource allocation system ensures that the needs of local people are understood, but also takes into consideration other help and support that is available from family members and within the wider community.

This along with self-directed support for service users (100%) ensures that people are involved in the support that they receive and it has a positive impact on their lives. For the future Oldham is committed to further integrated working to support people to feel safe, well and living within the community where possible. A review of adult safeguarding procedures is being undertaken to ensure that we can more effectively report on the whether the personal outcomes have been achieved following adult safeguarding concerns. There will also be a review of commissioned services including how some community based services are delivered and the amount and type of residential care that is procured.

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