

Council Improvement Profiles

LOCAL AUTHORITY : ROCHDALE

- In the 2015/16 survey, Rochdale improved 6 out of the 7 annual survey scores also achieving above England and peer group average for all survey measures
- Intermediate tier service successful launch joint with health colleagues
- 84% of older people discharged from hospital to reablement services were still at home 91 days after discharge from hospital which is a 5% increase on the previous year
- Service User satisfaction through internal surveys has an average of 96%. The number of formal complaints has dropped by 55% from the previous year.
- Number of permanent admissions to residential care has remained stable despite an annual 3% increase in the number of people over 65 in the borough
- The number of Deprivation of Liberty applications increased by 42% against 2014/15
- We recognise we have work to do on our cash budget take-up and have plans in place to improve this performance in 2016/17 which are already showing success
- Locality Plan developed jointly with health to meet the objectives of Greater Manchester Devolution
- Carers assessments and personal budgets in place with over 10% increase in carers supported through the year
- Delayed transfer of care attributable to Adult social Care was low at 1.69 per 100,000 population in 15/16 and is 0.6 in the first 6 months of 16/17

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Prevention

- We have had a number of consultation events with Carers which have included both survey questionnaires and face to face events. They informed the new service specification which will be commissioned later this year
- Rochdale Adult Care's Stay Well website is now up and running and provides advice and guidance to members of the public and allows people to self-refer to Adult Care. On every tab, there is a link to "keeping People Safe" and link to the RBSAB website. Consultation with the public has been positive. Public response to an annual national survey has identified that Rochdale Adult Care is "good" at providing information, evidencing that people in Rochdale know where to get information and advice from and feel better informed.

Assessment and support planning

- A closer working relationship now exists to support young people transitioning, for whatever reason, between Child Care and Adult Care. An agreed and jointly owned Transition Policy is now in place. There is better liaison between Heads of Services from Children and Adults services.
- Specialist Services (LD) have introduced a Care Coordinator role whereby all service users will have a named worker to contact should they wish to discuss their care arrangements, a change in their circumstances or clarity on any care and support issue.
- Most new assessment and reassessments have been completed within target timescales
- A new asset based assessment and support planning approach was developed and is being fully rolled out in 2016/17

Safeguarding and quality

- The Rochdale Young Adults Team has a unique focus on supporting victims/survivors of child sexual exploitation once they reach adulthood. We have developed a specific and targeted response enabling survivors to cope with the ordeals of giving evidence in

court against their abusers, supporting them in a range of skills including parenting skills, relationship development, encouraging peer support networks and crucially developing positive aspirations. An operational practice framework has been developed to build on the positive outcomes and feedback we've received.

- Quality monitoring framework in place for commissioned services with the quality assurance tool reviewed. Joint meetings take place along with CQC, CCG and other partners to ensure joint approach to quality of care

Market developments

- Hare Hill is Rochdale Borough wide Housing's (RBH) first extra care scheme and opened in 2015. A panel of RBH residents, Adult Care and the local community contributed to the design of the £4.9million scheme, which provides 41 two-bedroom apartments and 2 one-bedroom apartments for adults aged 55 and over who have health and care needs.
- Our new Intermediate Tier Service provides intensive support, at home and in community beds, to people who are at risk of an emergency hospital admission, or who need extra support to avoid hospital admission. It has been successful in reducing the number of emergency hospital admissions and achieving independence outcomes. It is a truly integrated health and care service, offering support across the range of needs a person has, including consultant level medical support –essential to achieving the outcomes for people. It is delivered by a partnership, NHS, Rochdale Council, Third Sector and Carers. It supports around 2000 people per year, and is achieving demonstrable results. The change has brought demonstrable benefits for individuals, a change in culture to more personalised health and care.

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