

Council Improvement Profiles

LOCAL AUTHORITY : CUMBRIA

- Second best performer in the CIPFA Comparators Group in 2015/16 for the proportion of people who use services who feel safe (73.9%)
- Third best performer in the CIPFA Comparator Group in 2015/16 for social care-related quality of life score (19.4)
- Cumbria provides high levels of performance in the proportion of people who use services who have control over their daily life (79.4%)
- Cumbria is considerably above the national average and consistently improving percentage of people receiving Self-Directed Support (2014/15 – 89.1%, 2015/16 – 92.6%)
- Cumbria is above our comparators for the average proportion of older people (aged 65 and over) who received rehabilitation/ reablement services after discharge from hospital
- In October 2016 Cumbria County Council recruited 30 Health and Wellbeing coaches to work with NHS and with local people to reduce the need for social care and health care by delivering new prevention and public health services

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Adult Social Care services and teams in Cumbria are on a journey of significant change. We have a newly established senior management team who are identifying opportunities to work differently and collaboratively to achieve better outcomes for the residents of Cumbria.

We are working towards developing integrated health and care services with community health partners and embarking on step changes towards more integrated commissioning activity with our CCG colleagues.

We are midway through our transformation programme to deliver better outcomes for those living in the community, in the shape of –

- Redesigning our frontline services to allow greater efficiency and communication across health and social care
- Review of domiciliary care to determine future opportunities to improve resilience of the service and identify efficiencies
- Co-design of day services with customers
- Implementation of new reablement service to support customers and carers to regain their independence
- Launch of Health & Wellbeing Coaches who will work with individuals (over the age of 16) and families in their local communities to improve their health and wellbeing and reduce or delay the need for statutory services
- Implementation of Extra Care Housing Strategy
- Launch of Shared Lives
- Modernisation programme within our council run residential homes, consisting of a series of refurbishments and the building 3 new homes, including 1 newly opened establishment, Park View Gardens in Barrow

BRENDA SMITH
Director of Adult Social Care