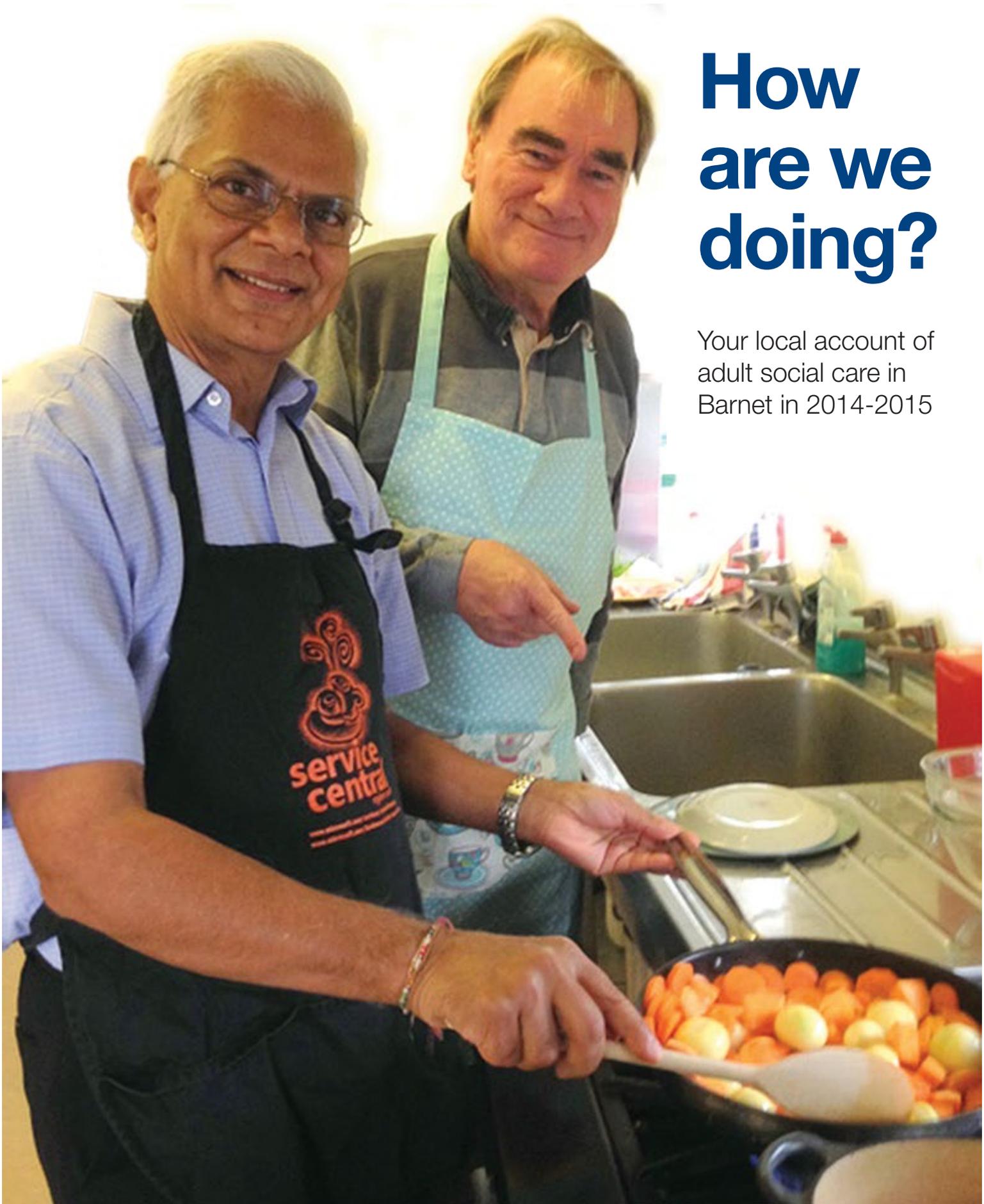


# How are we doing?

Your local account of  
adult social care in  
Barnet in 2014-2015



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Front cover image shows two participants enjoying Cookery Classes for Men, one of Age UK Barnet's wide range of Neighbourhood Services activities for older adults.

# Introduction

from Councillor Sachin Rajput, Chairman, Adults and Safeguarding Committee

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## Welcome to Barnet Council's annual Local Account - our report on adult social care services for the financial year 2014-2015.

The Local Account provides you with information on:

- our work against local and national priorities
- how we developed services during the year and areas we are working on
- the challenges we face and how we are tackling them
- what some of our customers and carers think about their experiences of adult social care services.

We are committed to providing high quality, modern and flexible services, which meet people's individual needs.

We are addressing the same challenges facing adult social care services nationally of greater demand for social and healthcare services as the population ages (The Greater London Authority predicts an 8% increase in Barnet's 65+ population by 2020) against a backdrop of public sector financial austerity.

In 2014-2015 the Adults and Communities budget was £90.7 million - a reduction of £8.4 million on the previous year. In 2015/16 we will be required to reduce the budget by a further £8.4 million.

We are responding to these challenges by redesigning our services to ensure they are cost-effective and ensuring providers offer value for money and meet the highest standards of care and safeguarding.

We have also led a drive to support and promote prevention and wellbeing services in the community to help people stay healthy and independent for as long as possible.

This year has also been a particularly busy year for us in preparation for the first phase of the Care Act, which came into force on 1 April 2015. It has introduced fundamental changes to how we deliver social care services (for full details see Chapter 3). We have worked hard behind the scenes to further develop our Social Care Direct call centre and our case management approach so we can respond more quickly and effectively to people's individual needs.

We are now working towards delivery of the second phase of the Care Act, which is due to go live in 2016.

Our plans for 2016 contain further challenging objectives; some of the key priorities are included in the 'work in progress' sections in this report.

I hope that you find this Local Account interesting and informative.

A handwritten signature in black ink that reads "Sachin Rajput". The signature is fluid and cursive, with a long horizontal stroke extending from the end of the name.

**Councillor Sachin Rajput**  
**Chairman, Adults and Safeguarding Committee**

# 1. What we do

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**We aim to provide social care services, which support people's independence, safety and wellbeing.**

Barnet Council's Adults and Communities Delivery Unit ('Adults and Communities') supports adults, young people with disabilities aged 18-24, people with physical or sensory disabilities, people with learning disabilities, people with mental health problems and people who care for family members or friends.

We have a statutory responsibility to:

- provide information and advice to residents with social care needs
- assess people's social care needs
- help people plan their support if they meet national eligibility criteria
- support family carers
- keep adults at risk safe from abuse.

By working in a more seamless, integrated way with our partners and colleagues in the NHS, voluntary and private sector organisations we want service users to feel increasingly that they are dealing with *one* care organisation.

In addition to legislation including the Care Act 2014, our priorities and ambitions for the year were derived from the following strategic plans:

- Barnet Council Corporate Plan
- Adults and Safeguarding Committee Business Commissioning Plan
- Joint Strategic Needs Assessment
- Barnet Health and Well-Being Strategy.

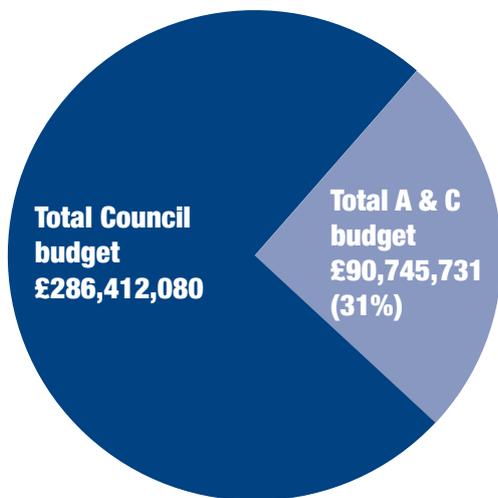
## Our commitments to you

1. Information and advice about staying independent and how to plan for future care and support needs is available for all residents.
2. We will work with you to enable you and your family to maintain your independence.
3. You have the right to control your own care and support. Adult social care will aim to join up services, whoever provides them, around your eligible needs.
4. Family carers will be recognised as partners in care and be supported to continue in their caring role.
5. To respond quickly to keep vulnerable adults safe from harm when we receive concerns.
6. Your Personal Budget is based on your eligible needs and will only change as your needs change.
7. Financial contributions towards meeting the costs of care will always be based on an individual's ability to pay with a clear breakdown of how your contribution has been calculated.
8. Our staff will be professional in their approach, appropriately trained and caring.

**For more information about all our services and publications, visit**  
[www.barnet.gov.uk/adultsocialcare](http://www.barnet.gov.uk/adultsocialcare)

## 2. Our headline performance

### Expenditure 2014-2015



**Barnet Council**  
Actual expenditure **£287,491,000**

**Adults and Communities**  
Actual expenditure **£93,218,070**

The budget for 2013/14 was £97,080,156 (actual spend was £97,462,350). This was reduced to £90,745,731 for 2014/15 due to savings required as part of the council's Medium Term Financial Strategy and business planning process. There was a £2.4m overspend in 2014/15 because of demographic growth and the resulting pressure on services.

### Population in Barnet

**367,265**

Of which:  
Aged 18-64  
**229,329**

Of which:  
Aged 65+  
**51,576**

Older adults currently make up 14% of the total Barnet population.

### New contacts to Social Care Direct



Social Care Direct is our first point of contact for most adult social care enquiries.

In 2014/15 Social Care Direct  
received **44,389** requests.

Of which:

9% were signposted to another organisation for advice and support

62.25% were provided with information and advice

12.5% were resolved by Social Care Direct and did not need a social care service

16.25% were referred to our social work teams for assessment

### Adult social care service users\*

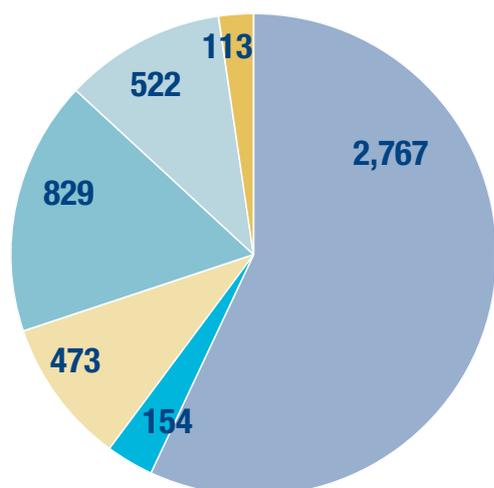
**4,858**

Of which:  
Aged 18-64  
**1,573**

Of which:  
Aged 65+  
**3,285**

\* This excludes people receiving short-term services such as respite, enablement, equipment and adaptations.

## Number of people given different types of support



- Personal care, access and mobility support
- Support for sensory impairments
- Support with memory and cognition
- Learning disability support
- Mental health support
- Social support, e.g. for alcohol or substance misuse

Source of categories listed above: EQ-CL Framework, Health and Social Care Information Centre, June 2014

## Service users receiving different types of support

	2012/13	2013/14	2014/15
Enablement	1,460	1,434	<b>1,530</b>
Community based care, including home care, equipment, telecare, supported living	6,310	6,278	<b>7,190</b>
Residential care	1,076	1,009	<b>1,037</b>
Nursing care	387	358	<b>386</b>

## Expenditure by type of service provided

Type of service	2013/14 £m	2014/15 £m
Social work and safeguarding	10.6	<b>9.1</b>
Direct payments	8.7	<b>10.4</b>
Preventative	3.8	<b>3.9</b>
Registered care homes	37.5	<b>38.0</b>
Support in the home	19.0	<b>23.4</b>
Day services	11.2	<b>12.3</b>
Total	90.7	<b>97.1</b>

## Assessments and reviews



2012/13  
**7,128**

2013/14  
**7,848**

2014/15  
**7,366**

We conducted assessments of new clients and reviews of clients already receiving services to ensure the right support plans are in place to meet service users' needs, which may change over time.

## Direct Payments

2012/13  
**1,204**

2013/14  
**1,396**

2014/15  
**1,460**

We have continued to encourage service users to take up Direct Payments to give them greater control and choice over how and when their services are delivered.

## Carers

32,320



The number of people in Barnet who stated that they “give help or support to family members, friends, neighbours or others because of problems related to old age or long-term physical or mental ill-health or disability.”

Source: ONS Census of England and Wales 2011.

## Carers' assessments

2012/13  
1,304

2013/14  
1,948

2014/15  
1,364



These figures are for assessments carried out by Adults and Communities. Many family carers contact the Barnet Carers Centre or other community organisations for advice or support and so may not choose to ask for a formal assessment of their needs.

## Carers' feedback



**I am quite/ very/ extremely satisfied with support or services the person I care for and I have received from social services in the last 12 months** **68%**

**I find it easy or fairly easy to find information and advice to help me in Barnet** **62%**

**I feel I am always or usually involved as much as I want to be in discussions about the support or services provided to the person I care for** **63%**

Source: Department of Health Adult Carer Survey 2014/15

## Safeguarding

### Alerts received

2012/13  
612

2013/14  
565

2014/15  
764

### Investigations completed

2012/13  
409

2013/14  
381

2014/15  
428

### Requests for DoLS authorisation

2012/13  
35

2013/14  
65

2014/15  
653

### DoLS assessments carried out

2012/13  
29

2013/14  
52

2014/15  
558

The 35% increase in alerts received in the past year may be due to work carried out with care homes, voluntary sector organisations and the public to raise awareness of how to report alleged abuse.

There was a change in the law in March 2014, which has led to the steep increase in requests for DoLS authorisation.

Further data on safeguarding is available in the Safeguarding Adults Board Annual Report, published on the Barnet Council website.

## Complaints and compliments



### Formal complaints received



### Of these, which were upheld



### Written compliments received



## Service users' feedback



### 2014-2015

I am satisfied with services **88.8%** (87.6%)

I am very or extremely satisfied with services **62.5%** (60.4%)

I find it easy to find information on social care provision in Barnet **72%** (72%)

I have adequate control over my life **71.1%** (69.8%)

Source: Annual Department of Health Adult Social Care Survey. Figures for 2013/14 shown in brackets.

For further details of the Adult Social Care accounts, please refer to the London Borough of Barnet Draft Statement of Accounts for the year ended 31 March 2015, published on the Barnet Council website [www.barnet.gov.uk](http://www.barnet.gov.uk)

# 3. Preparing for the Care Act

## The Care Act 2014 is the biggest change in adult social care for over 60 years.

In addition to our ongoing services, we were very busy working 'behind the scenes' during the last year to ensure we fully meet the new legal duties placed on us by the Care Act to:

- promote physical and mental wellbeing
- prevent or delay people needing social care services
- put people at the heart of the system
- focus more on the outcomes people want to achieve in their lives rather than just meeting practical needs.

The Care Act has introduced significant changes to the way that social care services in Barnet are delivered. Some elements came into effect in April 2015 and others will come into effect in April 2016.

### Meeting the new duties from April 2015

Not only do the changes place new legal duties on us but they are also intended to offer an improved service to anyone who needs social care in Barnet.

In preparation, we:

- **collaborated** with the Department of Health and all the other London borough councils to shape how the Care Act works in practice
- ran **two public consultations** with residents in Barnet to seek their views on how we should deliver the care and support reforms
- launched a **new deferred payments scheme**, which means that people will not have to sell their homes in their lifetime to cover the cost of residential care
- developed our **carers support services** to meet the new legal right of carers to ask for an assessment of their own needs
- provided **prevention services**, promoting wellbeing and focusing on delaying or preventing the need for social care services
- improved our **information and advice services**, enabling people, carers and families to take control of, and make well-informed choices about, their care and support and how to fund it



Care and support in Barnet is changing for the better

**BARNET**  
LONDON BOROUGH



- built the **new national eligibility criteria** for support into our assessment processes for adults with care needs and carers
- developed a **service to support self funders** (people who pay for all their own care and support) to arrange and manage their social care. This service is available, for a fee to cover costs, to anyone who asks us to help them. Our expert knowledge of the local social care market can be very helpful to people who may not know how to find services to meet their individual needs.
- put in place **continuity plans** to ensure no one (whether self funder or someone who receives council-paid support) would go without care if their provider, for example, a home care agency, goes out of business
- revised our **Market Position Statement** for 2015-2020. This will enable us to promote the efficient and effective operation of a sustainable market in services for meeting care and support needs for the whole population of Barnet and not just those whom we directly support

- **trained all our staff** to deliver on the new duties. We have also reviewed our staffing and ensured there are sufficient people in place to meet an increase in demand
- reorganised our **Social Care Direct** helpline services to ensure people who contact us receive a faster, more streamlined response and access to high quality information and support
- **publicised the changes** with our provider partners, current service users and residents, amending the information we provide on our website and publications.

You can find more details about different aspects of this work in the following chapters of this report.

## Meeting the new duties starting in April 2016

We are already working on the Care Act changes that come into effect in April 2016. The two key changes will be a care cap and a new appeals system.

Whilst the national guidance for these changes has yet to be finalised, we are envisaging a £72,000 care cap towards care over a lifetime for people whose social care needs develop after the age of 25. The council will be liable for care costs after the cap has been reached.

There may also be an increase in the capital limits from £23,250 to £118,000 for people with eligible care needs who qualify for council support.

The new appeals system would enable us to resolve disputes people may raise, for example, about decisions on eligibility, personal budgets or support plans, quickly and fairly and offer access to review by an impartial, independent third party.

We plan to run some public engagement activity later in 2015 after the final guidance is published by the Department of Health. This will inform residents on the reforms and seek their views on how we best implement the cap on care costs and the appeals procedure in Barnet.

## 4. Support for carers

**We value carers and recognise the vital role they play in supporting vulnerable people. Supporting carers is a primary aim of our Health and Well-Being Strategy.**

The Care Act is a major milestone in the national recognition of the contribution unpaid family or informal carers make to society. For the first time, carers have a legal entitlement to ask for an assessment of their own needs, even if the person they are caring for does not receive social care services. There are new national eligibility criteria for carers, and carers can access support in their own right. The Act also promotes a 'whole family' approach, so that there is an holistic way to supporting carers and their families.

Our major focus in the past twelve months was to ensure that we are able to meet our new statutory duties so that carers can:

- have access to information, advice and signposting
- have assessments and appropriate support
- be more satisfied with the services and support they receive from the council and from organisations, which provide support to carers
- feel supported to have a life of their own.

### Carers worked with us on the Care Act

To prepare for the Care Act we set up a working group with local carers. The group met once a month and helped shape the new Carers Policy, the Carers Strategy, our emergency planning scheme, the Carers Support Offer (services available to carers in Barnet) and the new carers assessment forms.

Angela, who cares for her elderly mother and a disabled sibling, said: "As a frontline carer, I found it hugely encouraging that my views and experiences have been heard, acknowledged and incorporated into the delivery of practical solutions that I believe will help both current and future carers."



### What we did in 2014-15

We helped raise awareness of the changes arising from the Care Act with carers and other partners through training, workshops throughout the year and during Carers Week.

We worked with Family Services to create new referral pathways for carers and young carers and trained staff on the key duties for carers and young carers with respect to the Care Act and the Children and Families Act.

We refreshed the Carers in Barnet pages on the Barnet Council website to make it easier for carers to access useful information and contacts.

We rolled out new programme of training for staff in Adults and Communities.

We refreshed our Emergency Card Scheme to make it easier for people to register.

### Work in progress

For the first time, we will be commissioning carers support services jointly with Family Services to be in place from April 2016. Carers will be involved throughout the tender process. We aim to deliver a new holistic approach to supporting young carers, carers in transition and adult carers.

We are looking at how we can put in additional support for carers who look after people with dementia.

We are designing a new training programme for social care and health care staff, to help identify carers earlier. Carers will help shape this programme.

We will continue to update the information about local services available for carers on Social Care Connect, and link with other information directories.

**For more information on support available for carers in Barnet, please visit [www.barnet.gov.uk/carers](http://www.barnet.gov.uk/carers)**

## 5. Supporting you

### We want to support residents to live well, age well and stay well.

We aim to help residents maintain their independence and physical and mental wellbeing for as long as possible. This means helping them to access the right type of support when they need it and making sure it is tailored to meet their needs.

We want to ensure residents have access to good quality information, advice and advocacy so they can make informed decisions to help them avoid ill-health or slow down deterioration (see Chapter 9). This might be information on where to obtain equipment or mobility aids or signposting to local keep fit classes, falls awareness advice, specialist support or interest groups provided by community organisations such as Age UK Barnet, Alzheimer's Society Barnet, Barnet Mencap and many others.

If someone does become ill or need intensive health and social care interventions, we want to help them recover quickly to regain their independence. They may be helped in this by the use of short-term enablement support or aids in the home.

We are also developing integrated health and social care services, working with our NHS healthcare partners, Public Health, voluntary sector and private sector service providers, in order to share professional expertise, streamline services and find cost-effective solutions to deliver better outcomes for residents. A key example of this work in practice is the Barnet Integrated Locality Team pilot (see page 13).

### What we did in 2014-15

The following examples illustrate work done to improve services for older adults, people with mental health problems, people with learning disabilities and people living with dementia.

- More than 4,500 older adults took part in Neighbourhood Services run by Age UK Barnet and other local voluntary sector organisations. The services include exercise classes, Tai Chi, yoga, IT classes and cookery clubs, which help reduce social isolation and boost wellbeing.
- Age UK Barnet's Later Life Planning Service, which provides information and advice on issues such as welfare and benefits, housing and keeping healthy and active, helped over 1,000 older people in its first year. The Handyman Service completed jobs ranging from changing

light bulbs to putting up grab rails or fitting key safes, to help keep some 750 older people safe and secure at home.

- Working with Barnet Clinical Commissioning Group, Barnet, Enfield and Haringey Mental Health Trust and Alzheimer's Society Barnet we developed the Barnet Dementia Care Pathway. This aims to provide a seamless service for people living with dementia and their families from initial diagnosis, through assessment to ongoing information, advice and support. Barnet is now one of only 14 boroughs in London to have exceeded the NHS England dementia diagnosis target of 67%.
- Our multi-disciplinary Barnet Learning Disabilities Service set up Community Nurse Links with GP practices to help make reasonable adjustments for people with learning disabilities, for example, by enabling double appointments if a person needs more time with the doctor and support to develop their Health Action Plans.



### Table Tennis Tuesdays

Neil (far right) has been going to play table tennis through the East Finchley Altogether Better initiative almost every Tuesday over the past year - here's what he has to say:

"I really enjoy it...I'm deaf but I want to communicate with hearing people. At the same time, table tennis keeps me active at my age. It's good for me to get out of the house during the week other than doing my shopping. The table tennis is a great ice-breaker for active mature people to meet and get to know each other."

- We extended our outreach service to people with learning disabilities and complex health needs to help them increase their mobility and prevent falls.
- We asked residents and providers for their views to help us develop our Prevention Strategy 2015-18 and Information, Advice and Advocacy Strategy.
- We trained our social work teams to understand and use Prevention and Wellbeing principles as a standard part of their support for customers, for example, by signposting residents to local organisations or developing personalised support plans.
- We started work with providers and service users to co-design a new model for community homecare services. By 2018 we want service providers to have moved from 'time and task' personal care support delivered in the home to a more creative approach based on helping the person achieve the outcomes they want.
- We continued support for the Altogether Better project, which brings individuals, local

businesses, community and faith groups together to plan, run and take part in projects to make their neighbourhood a better place in which to live and work. This has led to a wide range of initiatives such as intergenerational IT skills training, wellbeing cafes, a Silver Service lunch deal for elderly people at 11 restaurants in Edgware and East Finchley and a Men's Shed project with around 50 men attending each week. These projects have proved very useful in building community and reducing social isolation, especially for older people.

- In our support for residents with mental health problems we have focussed on building enablement as the key strand running through all the services to help people recover, stay well and gain more self-reliance to manage their condition.
- With Public Health, we commissioned employment support workers to help people with mental health problems get into or back into employment. This is important as there are very high levels of unemployment among people with long-term mental health problems.

## Joined up working to improve patient outcomes

As part of a national drive to bring health and social care services together, we have been piloting a new multi-disciplinary way of providing care.

The pilot Barnet Integrated Locality Team (BILT), set up in August 2014, includes health and social care professionals (social workers, occupational therapists and district nurses) who work closely together on cases.

The team is currently working with seven GP practices in Burnt Oak, Colindale, Edgware and Mill Hill, focussing on elderly or disabled patients who have complex medical and social care needs.

BILT has supported a number people, liaising with these patients and their families to agree a coordinated support plan to cover both their health and social care needs.

The key benefits of this model of care are that:

- people, who otherwise may end up in hospital, are helped to stay well and as independent as possible in their own homes
- patients only have to 'tell their story' once as, with the patient's permission, the BILT members and GPs will share records to get a comprehensive picture of their needs.



The team also encourages people to do social activities and connect with the community to avoid loneliness and offers support to carers through carers' assessments and signposting to relevant services.

BILT has received positive feedback from GPs and patients, one of whom said, "It's been so good to talk to somebody – it's a one in a million service."

We are currently reviewing lessons learnt from this pilot in order to inform how we can provide integrated health and social care more widely in the borough.

- We introduced opportunities for people with mental health conditions to move from supported living into private rented accommodation to enable them to gain more independence.
- We introduced seven day a week social care services at Barnet, Chase Farm and Royal Free Hospitals. Our social workers can now work with health colleagues in Accident & Emergency, Clinical Decisions Unit, the wards and discharge coordinators to arrange hospital discharges over the weekend while ensuring the people returning home have good enablement and care packages in place.
- We commissioned Age UK Barnet to run a pilot 'Home Not Hospital' scheme from February to May 2015. This aimed to reduce delays in discharge if there is no medical need for the person to stay in hospital, help them regain their independence at home and reduce the need for unnecessary admissions to hospital. Staff or volunteers from Age UK Barnet were available to give 'that little bit of help' that can make all the difference to a person's wellbeing in the first few days after coming home. This included escorting people home from hospital, preparing light meals, doing shopping, helping the person with their mobility and offering advice and information on other sources of help.

## Work in progress

We are collating all prevention and wellbeing work across the council and monitoring trends and outcomes, including people's feedback on their experience of the various services. This data will inform how our next steps to further develop the prevention and wellbeing initiative.

The Barnet Learning Disabilities Service is improving the care pathway for people with learning disabilities with respiratory conditions, for example, by extending access to assisted coughing machines for people with recurrent chest infection. It will also be running respiratory care awareness training for support workers and carers later this year.

Following the Health and Well-being Board's support for a Barnet Dementia Manifesto, we will be working with partners such as the Older Adults Partnership Board, GP leads, Alzheimer's Society and other local providers to take this forward.

We will be working with Barnet CCG to further improve Barnet's dementia diagnosis rate to achieve a new target of 75% by 2017.

We will continue to review and develop mental health services to reflect the needs of local residents. For example, we have started work with Barnet CCG, people with lived experience of mental ill-health and partner organisations on a 'Reimagining Mental Health' project to co-design a range of initiatives including a Charter for Mental Health and building closer links with schools and Child and Adolescent Mental Health Services (CAMHS).

## Helping people take the stabilizers off

The Network, which is co-funded by Barnet Council and Barnet, Enfield and Haringey Mental Health Trust, provides support for people who are struggling with their mental wellbeing.

The team shows what can be achieved by working in a multi-disciplinary way focussed on enabling and empowering clients.

It works with individuals to help them identify their own recovery goals, with a support plan based on what they want to achieve. This can be for up to nine months in some cases. It's both broad and very centred around the person's particular road to recovery.

One client likens the service to riding a bicycle, as she said:



"It's like taking the stabilizers off. They don't tell you that you need a new bike; they explain you can work with what you've got. That the anxiety associated with falling off is normal, that you can do it for yourself. They show you how to stretch yourself and, yes, it feels uncomfortable but, with the right small steps, it's achievable. My stabilisers have loosened now; I can navigate my bike without falling off. The ride is still bumpy but I'm in control now."

## 6. Improving quality

**We aim to ensure that all adult social care services in Barnet are safe, caring, effective, responsive to residents' needs and well-led.**

Our drive for quality covers all the voluntary, private and statutory organisations with whom we contract to deliver services to residents. These include day care, supported living, home care and residential care. The aim is to ensure people are supported and treated well, and kept safe from harm.

We do this in the Adults and Communities Care Quality service through rigorous procurement and quality assurance procedures. We also work closely with providers to support their continuous improvement and learning.

We are also responsible for making sure our contracted providers meet the high standards we have set them. We take complaints very seriously, both to ensure individual service users receive high quality services and to learn lessons and make improvements more widely where necessary.

If we find that a provider, which is regulated by the Care Quality Commission, does not meet the CQC's Fundamental Standards, we will inform the Commission, take action first and foremost to ensure the safety of individuals and work with the provider to improve their standards.

### What we did in 2014-15

We redesigned the contracting and quality improvement service within Adults and Communities. This builds on the work piloted by the Integrated Quality in Care Homes (IQICH) team last year to work with providers of services to share good practice and support improvement.

Our new Care Quality service has three teams, each working with specific services:

- care homes and supported living providers
- services in the community, and
- equipment and services delivered by the voluntary sector.

The teams include staff from a range of different disciplines, including social work professionals, the Care Quality Commission and a nurse to work with providers in partnership to deliver high quality services.

We are pleased to report that the Integrated Quality in Care Homes team were finalists in the national Skills for Care Accolades in the category for 'Most

effective approach to integration and innovation'.

Nearly 70 care home managers attended our leadership programme covering topics such as managing staff, creating positive cultures in care homes and managing conflict.

We also provided dementia, safeguarding, autism awareness, emergency first aid and mental health awareness training for staff working in private and voluntary care settings.

### Work in progress

While the IQICH team continues working with providers of residential and nursing care, we will be developing work with providers of other services.

We will deliver a training programme to improve the quality of social care providers in Barnet.

We are strengthening our complaints service to ensure we provide more support to people if they want to make complaints to their provider, and we can advocate on their behalf if they are not happy with the outcome.

### What does quality mean to you?

In 2014 we updated our Quality Assurance Framework to ensure quality runs through all aspects of our frontline and back office functions to improve customer experience.

As part of this project, we asked the Experts by Experience group and carers for their definitions of quality. They felt quality meant feeling safe, being treated with respect and, especially, "having confidence in the professionals I deal with".

We filmed the meeting and showed it to staff as part of their training programme.



# 7. Keeping people safe

**We are legally responsible for protecting vulnerable adults who may be at risk from abuse or neglect.**

Abuse can take the form of mistreatment or lack of care that leads to injury or harm. It may be the result of deliberate intent, negligence or ignorance. Abuse can be physical, sexual, psychological, financial or neglect, or a combination of these.

It can happen to anyone regardless - or indeed because of - their age, gender, race or ability. Older people make up the largest number of people at risk in Barnet.

We encourage people who use services, carers and professionals in social or health to tell us if they have a safeguarding concern by contacting Social Care Direct, telephone 020 8359 5000 or email [socialcaredirect@barnet.gov.uk](mailto:socialcaredirect@barnet.gov.uk) We then take action to investigate the issue as appropriate.

We also have legal responsibilities under the Deprivation of Liberty Safeguards (DoLS) in the Mental Capacity Act 2005. These aim to protect people in care homes and hospitals from being unlawfully deprived of their liberty. The care home or hospital must apply to their local authority to authorise any deprivation of liberty, in order to ensure it is in the person's best interests.

A Supreme Court judgment ruling in March 2014 means that DoLS now applies to many more people. This year we received 653 requests for authorisation compared with 52 requests the previous year.

Barnet has a Safeguarding Adults Board, a multi-agency partnership which determines local safeguarding policy, shares best practice and training, monitors and reviews progress in preventing abuse and responding to it when it happens. Our work is determined by the Board's annual priorities (see box).

We also facilitate a Safeguarding Adults Service User Forum, comprising service users and carers, to ensure that their voice remains central to our safeguarding work.

## Barnet Safeguarding Adults Board priorities 2014-16



1. Improve the standards of care to support the dignity and quality of life of vulnerable people in receipt of health and social care, including effective management of pressure ulcers
2. Improve access to justice for vulnerable adults
3. Increase understanding of what may constitute as abuse
4. Improve service providers' understanding of Mental Capacity Act and Deprivation of Liberty Safeguards.

Keeping adults safe in Barnet

## Say **NO** to abuse

Physical • Emotional • Sexual • Discriminatory • Financial • Neglect

Call Barnet Council's Social Care Direct  
**0208 359 5000**  
Email: [socialcaredirect@barnet.gov.uk](mailto:socialcaredirect@barnet.gov.uk)

Or call the Police on 101  
In an emergency always call 999

**Tell us –  
we are here to help**

## What we did in 2014-15

We developed a screening tool to help nurses identify where pressure ulcers are a sign of neglect.

We worked with care workers and health care assistants to raise awareness of pressure ulcers.

We improved information sharing and joint working about safeguarding alerts with the police.

We provided training to ensure Adults and Communities staff are familiar with the Mental Capacity Act and DoLS legislation and practice.

We revised and updated our information on what abuse is and how to report it, and produced a new factsheet about the Mental Capacity Act.

We attended community events and awareness days to talk to people about safeguarding.

We worked with Barnet Borough Watch to email safeguarding messages to 800 Neighbourhood Watch coordinators.

The Safeguarding Users Form held 'challenge sessions' to ask the representatives from Barnet, Enfield and Haringey Mental Health Trust, the Royal Free Hospital, the Metropolitan Police and Central London Community Healthcare how they are safeguarding their vulnerable people.

We know that this work is having an impact because the number of safeguarding alerts has increased, showing that more people have identified the risks of abuse and have reported it to us.

## Work in progress

In addition to continuing our work to support the Board's four priorities, we plan to:

- ensure our Safeguarding Adults Board is compliant with the Care Act and implement a new Safeguarding Adults policy and procedures in line with the Care Act
- work towards implementing the national Making Safeguarding Personal guidance to ensure our safeguarding work is person-centred and outcomes focused
- continue work with Barnet Clinical Commissioning Group and NHS partners to raise awareness among social work practitioners, carers, people at risk and the general public of what pressure ulcers are and how to prevent them
- encourage new members to join the Safeguarding Users Forum.

### Say no to abuse: spreading the word

We took part in a borough-wide community safety day on 25 September, organised by the police and the Barnet Safer Communities Partnership.

We ran an information stand in North Finchley and encouraged people to call our helpline Social Care Direct on 020 8359 5000 if they were concerned about abuse against vulnerable adults.



For more information on keeping adults safe in Barnet, visit: [www.barnet.gov.uk/safeguarding](http://www.barnet.gov.uk/safeguarding)

## 8. Listening to you

**We want to ensure that the views of residents who use social care services and carers inform how we deliver and develop services.**

In order to make sure adult social care services meet the needs of people in Barnet, we run a busy schedule of engagement and outreach activity.

We invite service users, carers and provider organisations to get involved with us in a number of ways, depending on their experience and interests, to help co-design proposed services.

This could be by:

- responding to consultations and surveys
- joining our People Bank, Experts by Experience Group or Direct Payments Users' Forum
- taking part in workshops, planning meetings, focus groups and tender panels
- joining one of the five Health and Well-Being Partnership Boards. These have a strategic and advisory role in steering services which impact on carers, older adults, people with mental health problems, people with physical or sensory impairment and people with learning disabilities.

Some of these activities are one-off or may seek views on a particular issue. Some, like the Partnership Boards, meet regularly to hear presentations on policy areas, discuss the issues and contribute to work in development.

### What we did in 2014-15

We ran two public consultations to seek views on how we should deliver the Care Act changes and an expansion of the Deferred Payments scheme. We also conducted a targeted consultation with people likely to be affected by changes to the Independent Living Fund.

We coordinated the Department of Health Carers Survey and User Survey to a random sample of nearly 3,000 Barnet residents.

Several service users with mental health difficulties and learning disabilities took part on the panel to recruit the new Adults and Communities Head of Integrated Care. Service users and carers also took part in tenders to select providers of specialist information, advocacy and advice, mental health voluntary services and the learning disabilities support service.

We invited service users to meet with Andrew Travers, Barnet Council Chief Executive Officer. They discussed issues such as difficulties getting through to Social Care Direct, public transport to Finchley Memorial Hospital, support for people with autism and the work of Healthwatch Barnet.

Following service user requests, we reinstated a Direct Payments Users' Forum to offer more ongoing support for people using Direct Payments to pay for their support and personal assistants.



### Join the People Bank

We are growing our People Bank network of local people who want to be informed about services or get involved in meetings, events or consultations about health and social care in Barnet.

Residents can choose the topics that interest them and decide how they want to get involved.

For more information, visit [www.barnet.gov.uk/people-bank](http://www.barnet.gov.uk/people-bank)

We asked the Experts by Experience co-production group for their first-hand experience to help us inform policy making on topics such as enablement, home and community support, the dementia care pathway and the Care Act.

The Partnership Boards, which bring together service users, carers, statutory and voluntary sector providers, addressed a wide range of health and social care issues including hospital discharge, suicide prevention, wheelchair services, social isolation, access to leisure activities, specialist support for people with learning disabilities in primary healthcare and the Carers Emergency Care card.

In January 2015 we co-hosted a well-attended public event with Healthwatch Barnet as part of the consultation implementing the Care Act in the borough.

Adults and Communities Director Mathew Kendall responded to questions raised on the financial implications of the Act, the importance of integration with care homes, safeguarding and ensuring there is adequate information, advice and advocacy available. We also continued support for Healthwatch Barnet's ongoing range of activity to engage with residents about the health and social care issues that matter to them.

## Work in progress

We want to improve outreach to seldom heard people and widen the membership of our engagement groups to reflect the demographic profile of Barnet.

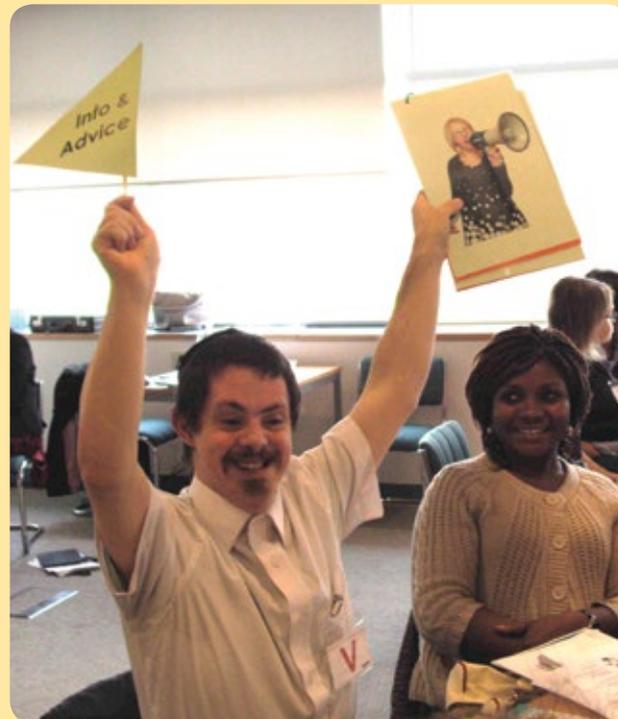
We will be reporting back to everyone who took part in the Department of Health surveys with the results.

We are developing peer support workshops for Direct Payment users to share their experiences of using direct payments and employing personal assistants with potential users.

We will be working with the Partnership Boards and other stakeholders to improve how we engage proactively with service users, carers and providers to ensure we listen and act on their views to influence service development.

## Making your voice heard

Over 100 members of the Partnership Boards and the Barnet Health and Well-Being Board came together at two summits, held in June and November, to review progress and share ideas to improve health and well-being in the borough.



**For information about how you can get involved to help shape and improve adult social care services, visit: [www.barnet.gov.uk/get-involved](http://www.barnet.gov.uk/get-involved)**

# 9. Keeping you informed

We need to provide clear and accessible information and advice to support service users and carers to live how they want and make best use of the services available.

We provide information in a number of ways, including the face to face contact service users have with their social workers and other care professionals, by telephone, on the website and through publications.

The Care Act also requires local authorities to provide information and advice so that people know what support is available and how to access advocacy services.

## What we did in 2014-15

We worked closely with the Department of Health and other councils on the development of a coordinated national marketing approach to ensure current and potential service users and carers were fully informed about the changes brought in by the Care Act on 1 April 2015.

We produced a Care Act information page on our website, gave presentations to the Health and Wellbeing Partnership Boards, voluntary sector organisations and other delivery partners and distributed leaflets and posters to public libraries, GP surgeries and community centres.

As part of a major refresh of the council's website, we updated the adult social care pages to make it easier for residents to find the information or forms they need.

We also reviewed the content and search functionality of our Social Care Connect online directory. This provides details of our lead service providers such as Barnet Citizens Advice Bureau, Age UK Barnet, Barnet Centre for Independent Living, the Barnet Carers Centre and a wide range of other local organisations offering advice and support in the community. You can see the directory at [www.barnet.gov.uk/socialcareconnect](http://www.barnet.gov.uk/socialcareconnect)

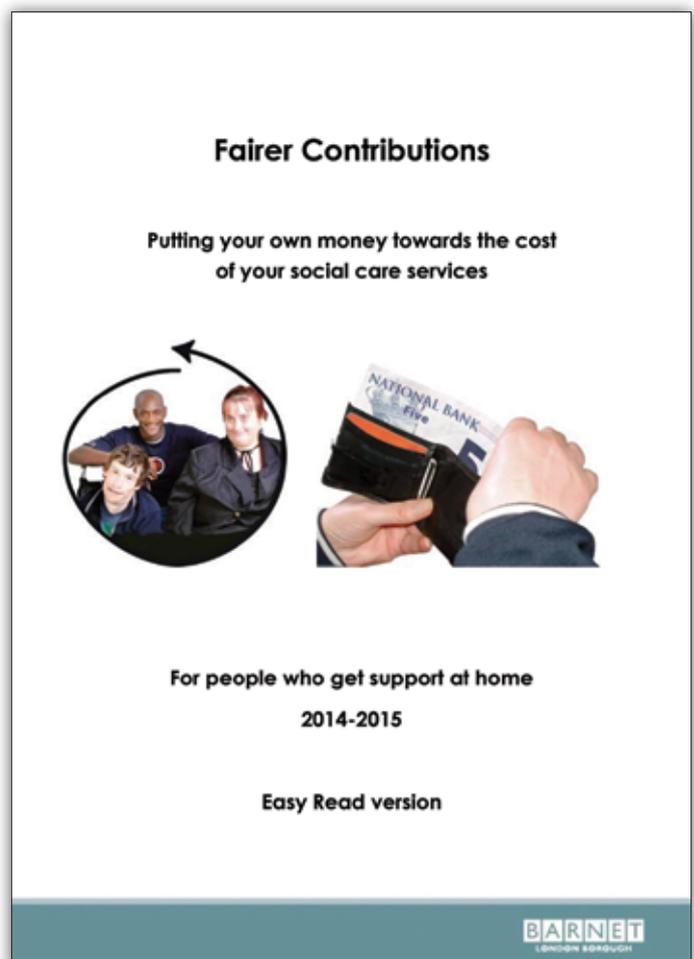
We know that many service users and carers may not have or wish to use digital communications so we ensured that information is also available in print, including easy read publications for people with learning difficulties (see example).

## Work in progress

For the first time, we are starting to collate data on the type of information and advice given. This will help us analyse where people are signposted and how useful it was for them.

We will be maintaining and updating Social Care Connect to ensure it is accurate and up to date.

From July 2015 Barnet Citizens Advice Bureau will be delivering Community Advice Services to provide information, advice and advocacy to help people with their adult social care options.



# Useful contacts

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Provides free confidential, impartial advice to help people decide on their adult social care options, and guidance on advocacy.  
Tel: 0300 456 8365 [www.barnetcab.org.uk](http://www.barnetcab.org.uk)

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Provides information, advice and support for people aged 55+  
Tel: 020 8203 5040 [www.ageukbarnet.org.uk](http://www.ageukbarnet.org.uk)

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Provides peer-led advice and support for people with any form of disability  
Tel: 020 8359 2444 Email: [info@barnetcil.org.uk](mailto:info@barnetcil.org.uk) [www.barnetcil.org.uk](http://www.barnetcil.org.uk)

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Provides advice and support for family carers  
Tel: 020 8343 9698 Email: [admin@barnetcarers.org](mailto:admin@barnetcarers.org) [www.barnetcarers.org](http://www.barnetcarers.org)

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Provides information, advice and support people with their mental wellbeing  
Tel: 020 8359 4999 [www.eclipsebarnet.org.uk](http://www.eclipsebarnet.org.uk)

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Provides support and opportunities for people with autism or a learning disabilities  
Tel: 020 8349 3842 or 020 8343 8897 [www.barnetmencap.org.uk](http://www.barnetmencap.org.uk)

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For a full list of organisations which provide information, advice or support about adult social care services in Barnet, visit the council's Social Care Connect online directory: [www.barnet.gov.uk/socialcareconnect](http://www.barnet.gov.uk/socialcareconnect)

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If you would like to read more about the work of Adults and Communities, please visit the Barnet Council website [www.barnet.gov.uk/adultsocialcare](http://www.barnet.gov.uk/adultsocialcare)

We welcome your feedback about this Local Account. To tell us what you liked or disliked and what you would like to see in next year's edition, please contact:

Adults and Communities Communications Team

Tel: 020 8359 7150

Email: [comms.adults@barnet.gov.uk](mailto:comms.adults@barnet.gov.uk)

If you would like a copy of this Local Account in an alternative format such as audio, Easy Read, CD or in large print, please contact:

Adults and Communities Communications Team

Tel: 020 8359 7150

Email: [comms.adults@barnet.gov.uk](mailto:comms.adults@barnet.gov.uk)



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