

**Response to the Adult Social Care Local Account from the  
Director of People's Services**

First of all, thank you to everyone who helped develop the 2012/13 Local Account for Knowsley. I really appreciate all of your effort on taking the time to provide your views and experiences about adult social care. I have read it with great interest and I'm very pleased that so many of our adult social care services are supporting people to have a good quality of life. There are some really good examples of how services impact positively on people's lives and show how valued they are by the people who use them.

The local account is part of process where the Council and the public work together to improve the services and the support that is available to people in Knowsley. Through this local account we have been able to identify areas where we can improve things and make things better for people who need care and support. We have used the things you have told us and the areas we need to improve on to develop an action plan for improvement over the next 12 months and we will report on our progress in next year's local account.

To make sure there is a continuing conversation and a close relationship between the Council and those who use services, I wanted to share with you some of our plans to improve the areas you have said that need to be improved.

Two of the biggest programmes of reform that will happen over the next 12 months are the Care Bill reforms and the Better Care Fund programme of reform. Both the Care Bill and the Better Care Fund will significantly transform services and support in Knowsley. The Care Bill is currently going through parliament and once implemented will be the biggest transformation to social care in 60 years. The reforms will be key to addressing many of the issues you have raised in the local account. Much of the reform will be completed by April 2015.

The Better Care Fund brings together significant money and resources from both the NHS and the Council to improve the relationship between adult social care and health services. The aim of the fund is to ensure that health and social care work much more closely together to improve health and wellbeing services and support in Knowsley. The planned reform programme will run from April 2014 - April 2016.

### **Transition from children to adult services**

- The Council will be implementing a significant programme of reform for children with special education needs and disabilities over the next few months. As part of the reform the transition from children to adults services will be much improved. We have also incorporated the comments in the local account into this programme of reform and we will be addressing the issues alongside the national reform programme. This reform will be completed by September this year.
- Care Bill Integration – The Care Bill places new and extended duties on local authorities around information and advice. As part of this we will be reviewing

our information and advice offer with an aim to improve it by April 2015. The comments in the local account around the offer of information and advice in transition will be addressed in the action plan to implement the care bill reforms.

### **Younger adults**

- By September 2014 we will review our policies around financial independence for younger adults and also ensure younger adults have more access to information and advice about their money.
- As part of the special educational needs and disability reform programme the Council will be improving the information and advice that is available to younger adults. This will be completed by September 2014.
- By April 2015 we will review the day services and respite that are available for younger people and develop a plan for extending the choice and opportunities that are available.

### **Mental health and wellbeing**

- By April 2015 we commit to working with our providers to improve the support to carers of people with mental health issues and ensure they are more involved in discussions around assessment and support packages.
- The Council and Clinical Commissioning Group are currently undertaking a review of mental health in the borough. The Mental Health and Wellbeing programme will identify what our local needs are by looking at services, resources and support to carers, and will build an understanding for the role of all different providers across the spectrum to show that everyone has a part to play in ensuring positive mental health and wellbeing for residents. This programme aims to address the issues raised in the local account as well as those raised in the mental health call for evidence and targeted consultation and engagement exercises, and these issues will be incorporated into the programme of reform. Many of these issues require a lot of work and will therefore be addressed over the longer term. You can keep up to date with progress on the programme by looking on the Knowsley Council and Health and Wellbeing Board websites. We will also report on progress in the next local account.
- By April 2015, we will develop a mental health employment strategy to improve access to employment for people with mental health issues. We will also work closely with our providers to improve the support offered to people who wish to gain employment.

### **Learning disability**

- By December 2014 we will review the membership of the Autism Service development Group (ASDG) to ensure it properly represents people with autism and their carers and ensure that there is closer links between the group and the health and wellbeing engagement forum and similar groups in children's social care.
- By April 2015 we will deliver learning disability awareness training for the welfare benefits team to better equip them to respond to requests for financial information in appropriate formats. We will also review advocacy support to ensure that people with learning disabilities are supported to understand their finances better.
- By April 2015 we will undertake an audit of people with learning disabilities with skills and qualifications and make links with the Knowsley inclusion through employment (KITE) partnership to identify any opportunities that for employment.

### **Physical disability**

- By November 2014 we will review the sensory services and consult with people who are hearing or visually impaired to identify gaps in service provision. We will develop an improvement plan to ensure people can access the services they need to.
- Three extra care housing facilities will be developed in Knowsley by November 2015.
- By April 2015 through the Care Bill and Better Care Fund programmes the Council and CCG will be looking at how it can extend preventative services and support including the provision of community equipment and major adaptations.
- Over the next six months we will be working to extend the services offered in the centre for independent living across the borough including opening a stall in Kirkby market.
- By April 2015 we will review everyone with a physical disability in nursing and residential care to see whether it is a suitable place for them to be. The extension of extra care services over the next 18 months will also offer more choice of accommodation for people with physical disabilities.

- By April 2015 the Council will review the existing provision of rehabilitation support for people with acquired brain injuries and develop to consider how we can improve this service in Knowsley.

### **Carers**

- By April 2015 the Council will undertaking a review of all of the information and advice it provides around adult social care to ensure we meet the new duties outlined in the Care Bill. The information and advice that is available to carers will form a key part of this.
- By April 2015 the Council will be reviewing the services and support it offers to Carers in Knowsley as part of implementation of the Care Bill reforms. We will aim to improve satisfaction with these services as part of the reform.
- During 2014 the Council will review its charging policy and practice for adult social care services to ensure people have enough information about how and why charges for care are made.

### **Older people**

- Over the next 24 months the Better Care Fund reform and the Care Bill reforms will aim to improve outcomes for older people in Knowsley. This includes reducing the need for intensive services such as nursing and residential care and improving the services that support people to recover when they come out of hospital or have periods of illness or injury.
- The Older People's Strategy sets out the priorities that older people in Knowsley have for improving services and support that would enable them to have a better quality of life. We, together with our partners will be working to address these priorities over the next 3 years.

### **Keeping people safe**

- We have set out our safeguarding priorities for the next year in the safeguarding annual report. We will be working towards these priorities over the next year and will report on our achievements in the next local account and the adult safeguarding report.
- By April 2015, as part of the care Bill reforms we will be reviewing the information and advice we offer people and we will ensure information on how people can stay safe will be part of this review.

### **Things affecting everyone**

- Both the Care Bill and the Better Care Fund programme aim to continue to improve the quality of care in Knowsley. We will also work closely with CQC to monitor the quality of care in the nursing and residential homes in the borough and in home care services.
- During 2014 the Council will continue its policy of providing sustainable transport solutions for adult social care in the borough. There will be a clear focus on developing community led solutions to travel support which will include volunteer driver schemes, travel support, independent travel where possible and shared transport arrangements to name just a few. We have also just facilitated the development of a new transport company called Knowsley Community Transport who will be developing new and alternative approaches to travel in Knowsley over the next twelve months.

Once again, I would like to thank you for taking the time to be involved in the local account process and I look forward to hearing from you all during next year's process. If you would like to get in touch about the local account please contact Policy, Impact and Intelligence at [policyimpact.andintelligence@knowsley.gov.uk](mailto:policyimpact.andintelligence@knowsley.gov.uk) or on (0151) 443 3134.

Best Wishes



Paul Boyce  
Director of People  
Services