

# Here for you, how did we do?

Easy  
Read

Local account for Kent Adult Social Care



**April 2017 - March 2018**

This document tells you how well Kent County Council Adult Social Care has done during the past year and what it wants to do in the future.

**Kent  
County  
Council**  
kent.gov.uk





**Hello,**

This document tells you how well Kent Adult Social Care have delivered services from April 2017 to March 2018.



written by...



It is written by Kent County Council Adult Social Care.

When we say 'we' in this document, we mean Adult Social Care.



It is a shorter version of the full report which can be found on our website or you can ask for a printed copy (see the back page).



We hope you find this document interesting.

Please let us know what you think of it.

Why not take part in helping to make the next one? (see page 19).



This document is available in alternative formats and languages. Please call: 03000 421553 Text relay: 18001 03000 421553 for details or email [alternativeformats@kent.gov.uk](mailto:alternativeformats@kent.gov.uk)





## Contents

Hello ..... 2

Welcome ..... 4



Numbers and facts about Kent ..... 6

What do we do? ..... 7

Our Vision ..... 7



Challenges ..... 8

How we spend our money ..... 8



Making things better ..... 9

Some achievements so far ..... 9

Doing things differently ..... 10



Working with Health ..... 11

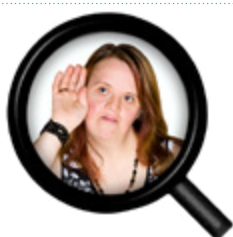
Being Independent ..... 12

Supporting people to be more independent .. 13

Sensory and Autism Services ..... 15

Keeping people safe ..... 16

Carers in Kent ..... 17



Listening to you ..... 18

We would like to hear from you ..... 19



Graham  
Gibbens

Penny  
Southern

## Welcome

By Graham Gibbens, Cabinet Member for Adult Social Care and Public Health and Penny Southern, Corporate Director of Adult Social Care and Health.



We are pleased to publish, 'Here for you, how did we do?' the Local Account for Kent County Council Adult Social Care for April 2017 – March 2018.



This document tells you about how well we have been doing.

It also tells you how we are making things better and what we would like to do in the future.



There are big challenges for Adult Social Care. We will continue to look at how we can do things better and be more efficient.

We are doing well to deliver services and save money.



We have been putting money into services which help people stay independent.



We continue to work together with the Health Service to join up what we do.

People have told us they would like to choose the care they need. Care that is right for them and helps them stay independent.

**In 2017 – 18 we have worked hard to:**



- keep vulnerable adults safe



- put more money into services to help people stay in their own homes



- support people with a disability into work



- ask people what they think of our services and how we can make them better



- work with Health Services.



We would like to say thank you to everyone who helped put this document together.

## Numbers and facts about Kent



Kent is a big county – it is home to 1.54 million people!



33,598 of these use Adult Social Care services.



20,696 people are aged over 65.



5,335 people have a physical disability.



4,878 people have a learning disability.



## What do we do?

We support people who have health and social care needs (and their carers) to live as independently as possible.



Examples of a social care need are:

- an ongoing illness
- being old and frail
- a physical or learning disability
- being deaf or blind
- a mental health problem.



We check what support someone needs, plan the support with them and arrange or provide it.



## Our Vision

We would like people to be as healthy and happy as possible.

To do this we will:

- promote wellbeing
- support people to look after themselves, be independent and part of their community
- give ongoing support when people need it
- where possible, keep people in their own home.







## Challenges for Adult Social Care

There are 4 big things which mean we have to use what we have as well as possible. These are:

- people want quality and choice of services
- people are living longer and as they grow older they might need more help from us
- at the same time, we need to spend less money
- to do this, we need to work more closely with the NHS and other organisations.



## How we spend our money

In total, we spent £416,711 million pounds.

- 159,794 million was spent on people with learning disabilities
- 123,722 million was spent on older people
- 32,339 million was spent on people with a physical disability.





## Making things better

We have been looking at how we can make things better – we call this our 'transformation programme'.

It aims to:

- have services which help people live as independently as possible
- make sure we work as well as possible
- make sure we get the best services when we buy them in
- support carers
- give a good choice of accommodation for people who cannot live independently.



## Some achievements so far:

- an extra 3,600 people had a 'Promoting Independence Review' - this is to check how much someone can do for themselves
- an extra 350 people have been supported to return home after being in hospital
- 3,500 more people are benefiting from our enablement service.



## Doing things differently

We have looked at how we do things. We have then looked to see how we can do them better.



In Older People and Physical Disabilities Services, we have a better way to work with Health to make sure people get the right care and support at the right time.



In Mental Health Services, we have worked to join up how we work with Health better so that people can move from one service to another easier.



We are working with our Health colleagues on providing 'Local Care'. This is where you have care managers, social workers, nurses, doctors and other professionals working together in the same place.



People will not have to go to lots of different places to get a service.

Professionals will all be in the same place so they can work out what is best for people and check services are not being doubled up on.



We are also looking at Sensory and Autism Services. You can read more on page 15.



## Working together with Health

We work together with the NHS to provide Adult Social Care.

We are joining up our services. This will help people have a better service.

This year we have focused on the following:



- Working with private providers of social care to see what they need to be supported
- ESTHER - this is a way of looking after the whole person rather than just their conditions. It is a programme that has come from Sweden
- Bringing together Health and Social Care in the community to make it easier for people to receive the right support at the right time
- Working on giving care providers information around supporting people with medication.

We are looking at other ways of running services differently.

This will help make services better for people and keep them independent.



## Being independent

People want to stay in their own homes for as long as they can.

Being supported for a short time after being in hospital or unwell can help this.

Our 'Kent Enablement at Home' service does this.

The service helps a person learn or relearn skills so they feel safe and happy in their own home to do things for themselves.

We have looked carefully at how our services work when someone leaves hospital.

We have joined up services better so people get the right support when they get back home.

We check to see if people need equipment so they can live safely.

This could be a grab rail or bathing aid.

This includes fitting equipment to help them get around and be safe at home.



## Supporting people to be more independent

We have the following services to support people in their own homes.

We supply equipment and electronic gadgets to support people to stay independent and safe in their own home.

These could be a walking frame or electronic sensors to keep people safe.

2 companies run this service for us. They are NRS Health Care and Centra Pulse.



Our County Technician Service provide and fit equipment like grab rails and simple adaptations to the home.



We support people through Shared Lives. This is where a person with care and support needs lives with a host. The host's home can become their home for a day, a short break or longer term.



Shared Lives has many great stories on how it has helped people. You can read more on our website or in the full 'Local Account'.



The Kent Pathway Service supports people with a learning disability to develop skills to help with day to day life. This could be travel training or learning to cook.

The scheme has been very successful.



We are helping people with mental health needs to be supported to stay in their own homes. We have the Kent Enablement and Recovery Service. This works with people who might have anxiety issues to increase their confidence.



We also have the Live Well Kent service. It gives support to people who have a mental health need.



It provides support on:

- mental health and wellbeing
- training and work
- keeping active
- everyday living
- meeting people.



The service has been successful as it puts the person's needs first. Their support is made just right for them, so they benefit the most from it.

## Sensory and Autism Services



The team support people who are deaf, blind, deaf-blind and people who have autism.

They work with other organisations to do this including Hi-Kent, Kent Association for the Blind and the Royal Association for Deaf People.

These are some of the things done this year:



- We have written a strategy for people with sensory conditions in Kent. This has been developed with people who use our services



- We are developing a 'pathway' for all ages in Sensory Services. This means people will have the same experience of Sensory Services, regardless of their age



- We are developing a service to support the independence of people with autism



- We have developed our Autism Service so it will integrate with Health and other organisations.



## Keeping people safe

People should be treated with dignity, care and respect at all times.



If someone is worried about how they are treated, they should speak to someone they trust.



It is also about taking the time to understand what is important and what matters to people.



We have been working on a process called 'Making Safeguarding Personal'.



This makes sure that people are listened to and involved if there is a safeguarding issue.

We work closely with other organisations to make sure safeguarding issues are picked up.





## Carers in Kent

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.

We offer the following support to carers:



### Carer's Assessments

You can ask for a carer's assessment. If you are eligible, you may be able to have a direct payment to help you support the person you care for.



### Kent Carer's Emergency Card

This is a small card you carry with you at all times. In the event of an emergency, the card identifies that you care for someone and puts an emergency plan into action.



### A break from caring

This could be for a few hours, overnight, for a weekend or longer. This lets you take some time for yourself while the person you care for is supported and safe.



### Local carers organisations

We work with carer services across Kent. You can find more details on our website on how you can get in touch with them and support you may be able to get.



## Listening to you

Feedback is very important. It tells us what we are doing right and what we need to do better.

In 2017/2018 we had:

- 637 complaints
- 276 enquiries
- 507 compliments

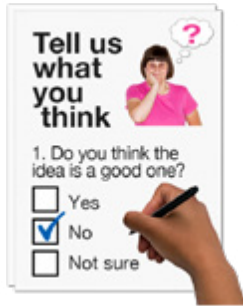
The main reason for complaints were:

- communication issues
- disagreements over a decision
- delays
- charging problems
- quality of care.

We try to correct mistakes and work on making things better.

What we have done:

- reminded staff that if any information about people who are using our services changes, then this needs to be updated quickly
- reminded staff to keep people and their families informed of outcomes and changes
- tell people about how charges for services are worked out and how they may pay.



## We would like to hear from you

Thank you for reading the Local Account for Kent County Council Adult Social Care.

Would you like to help us with the next Local Account?

You can tell us what you think by filling in the form enclosed or going on the internet at: [www.kent.gov.uk](http://www.kent.gov.uk) and search 'local account'.

# Getting in Touch

There are several ways for you to contact us.

## Telephone our contact centre

For non-urgent telephone calls, please contact us Monday to Friday between 8.30am and 5.00pm.

The contact centre is based in Maidstone and is open for business 24 hours a day, 7 days a week.

Telephone: 03000 41 61 61

## Text relay

A text relay service is available for Deaf, hard of hearing and speech impaired customers and is available 24 hours a day, 7 days a week.

Text Relay: 18001 03000 41 61 61

## Out of hours service

Not every crisis occurs during office hours. Kent and Medway Social Services provide for these times with our out of hours service that can offer advice, support and help to ensure that vulnerable people are not left at risk.

Telephone 03000 41 91 91

Calls from landlines are typically charged between 2p and 10p per minute; calls from mobile typically cost between 10p and 40p per minute.

## Email and website

You can email us with queries or questions about any of our services or information.

Email: [social.services@kent.gov.uk](mailto:social.services@kent.gov.uk) or see our website at:  
[www.kent.gov.uk/careandsupport](http://www.kent.gov.uk/careandsupport)

For more information on the Local Account  
email: [kentlocalaccount@kent.gov.uk](mailto:kentlocalaccount@kent.gov.uk)  
[www.kent.gov.uk](http://www.kent.gov.uk) and search 'local account'

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