



Leicester
City Council

Adult Social Care An Overview

ASC Scrutiny Commission
18 July 2023



Our vision

“We want every person in Leicester to live in the place they call home with people and things that they love, in communities where they look out for one another, doing the things that matter to them.”

Adapted from Social Care Future



Who we are



Kate Galoppi
Director, ASC and
Commissioning



Martin Samuels
Strategic Director, Social
Care and Education

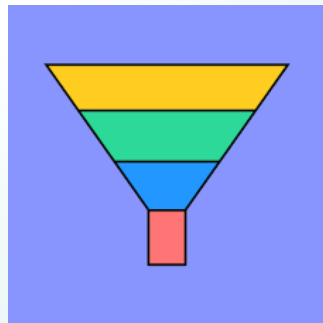


Ruth Lake
Director, ASC and
Safeguarding

The basics

A statutory function

Law, policy and guidance



A 'graduated' offer

Universal wellbeing / advice

One / off or short term support

Long term support

Means tested

Financial contributions from individuals



A year in ASC

17,937 contacts → 11,089 new requests for support



↓
7151 supported
by advice,
signposting

↓
1033 supported by
short term services

3180 statutory assessments



1745 new people had eligible
needs

6530 people accessed long term support during the year



24.3 % residential /
nursing home



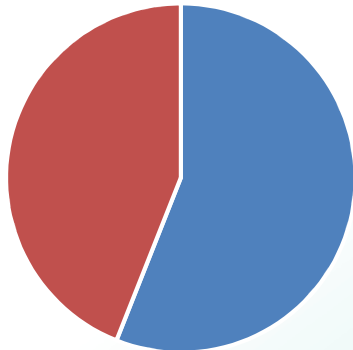
75.7% community

2858 reviews completed

Over 1,500,000 hours of domiciliary care delivered

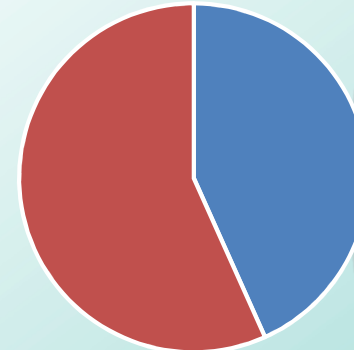
People we work with

Age



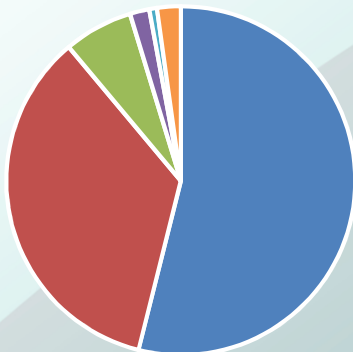
■ Over 65 ■ 18 - 64 ■ ■

Sex



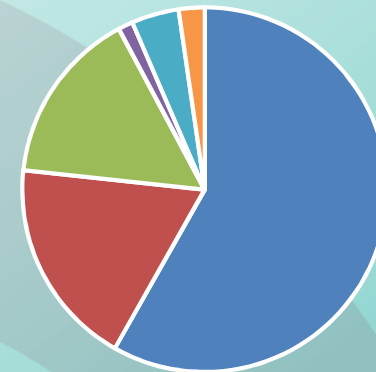
■ Male ■ Female ■ ■

Ethnicity



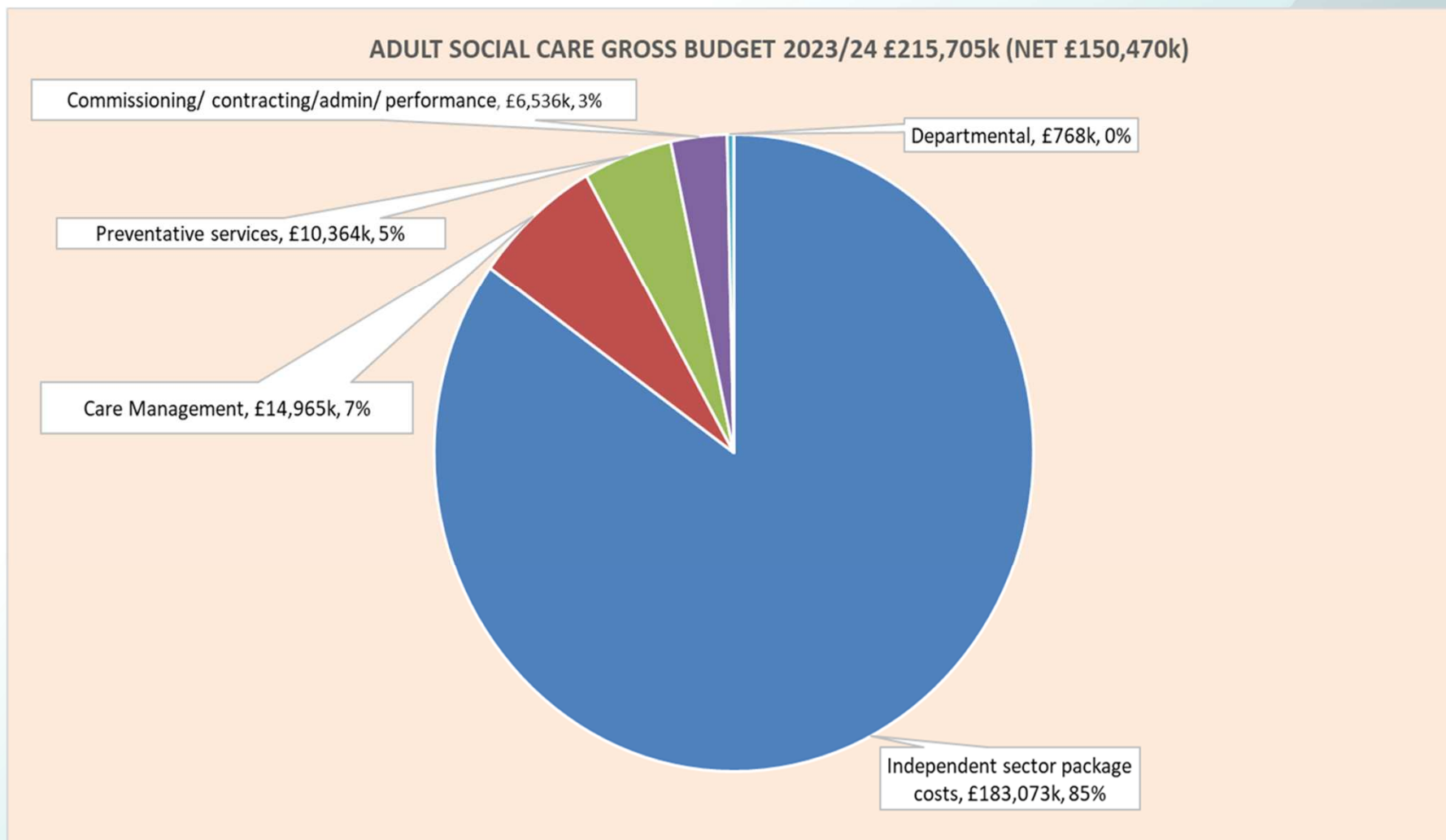
■ White ■ Asian ■ Black ■ Mixed ■ Other ■ NK

Support need

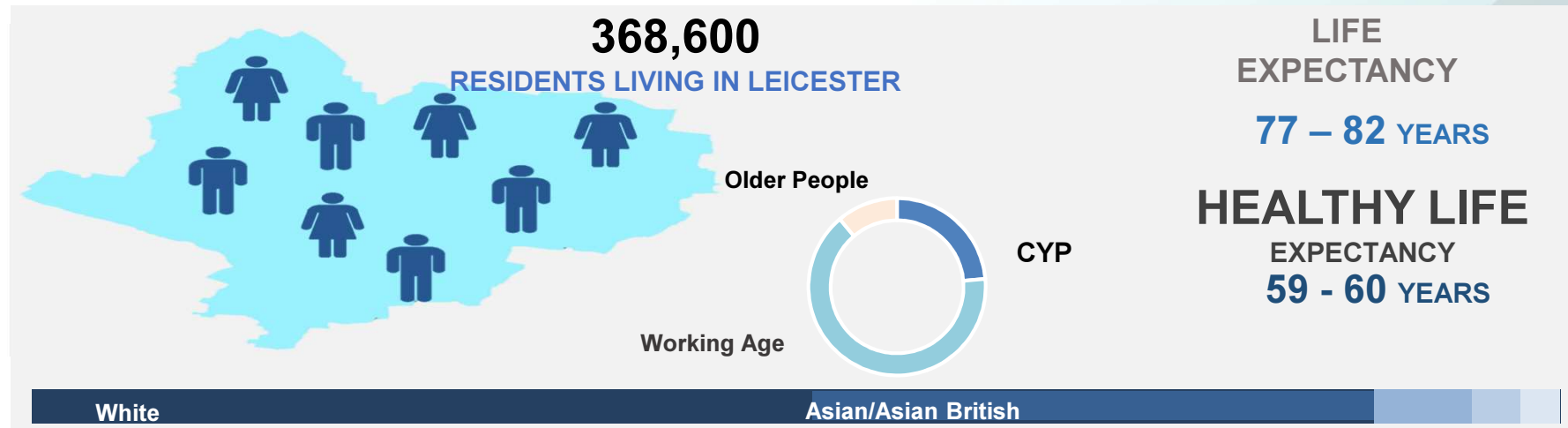


■ Physical ■ MH ■ LD ■ Sensory ■ Memory ■ Other 6

Our Resources



Our Provider Market



Care Homes

- 92 Contracted Care Homes across Leicester City providing 2,537 beds.
- Mix of OP (50 (12 of these homes provide nursing care) and Working Age (42)

Supported Living

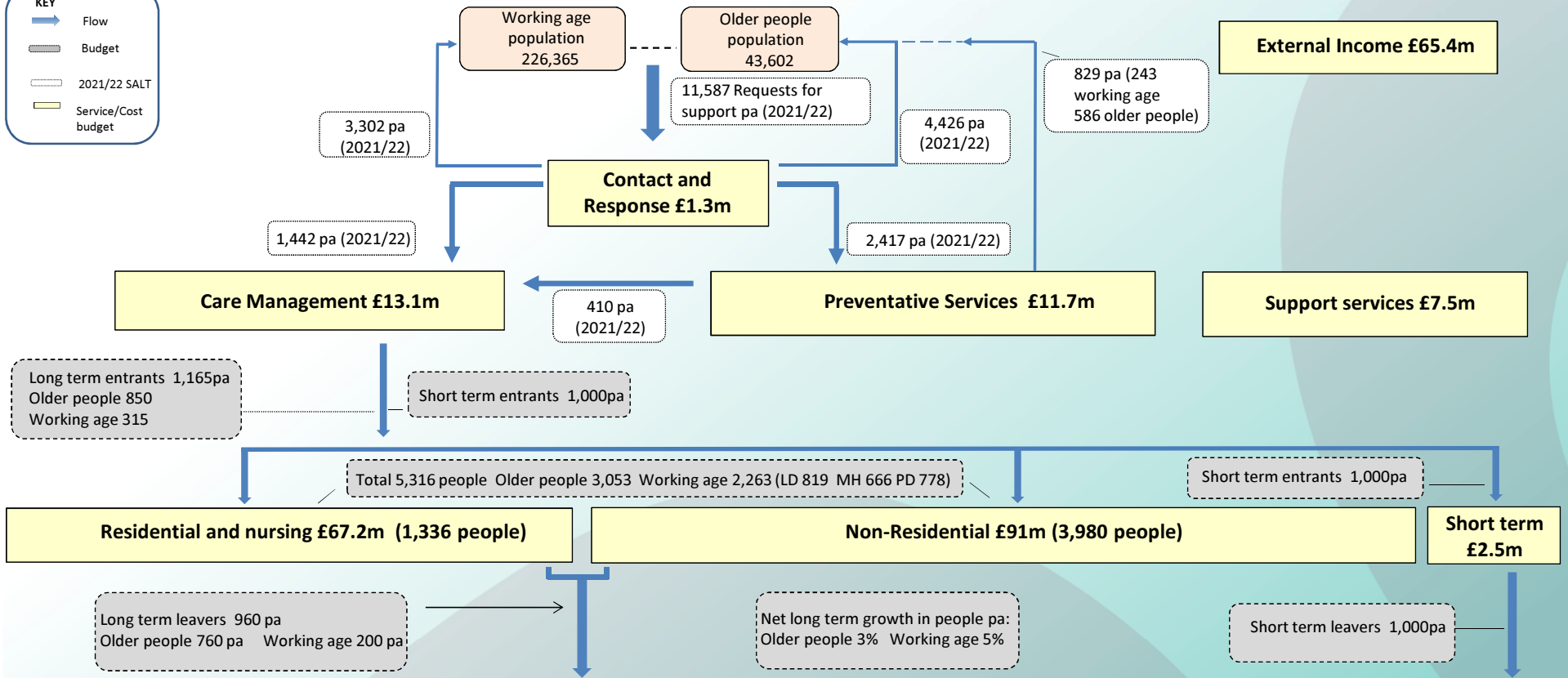
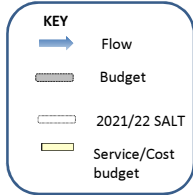
- We currently commission 11 providers within the City.
- 361 people are supported in 134 properties.

Domiciliary Care

- Commissioned jointly with Health.
- 31 contracted providers supporting approx. 3,000 people in the City. The wider market consists of 167 providers.
- There has been a 23% growth in people supported since April 2018.

Adult social care 2022/23 £129m net budget
£194m gross. Care packages WAA £86m, OP £75m

OVERVIEW OF ASC BUDGET 2022/23



A short guide

Promote
wellbeing

Prevention

Assessing
need

Eligibility

Support
Planning &
Review

Safeguarding

For people who need support and for carers

Strengths based approaches

“I can get information and advice that is accurate, up to date and provided in a way that I can understand.”

Bill's daughter contacts ASC because Bill is lonely and his mobility has reduced, so he finds it harder to get about.

Contact and Response (C&R) talk to her and to Bill. They find out that he had a minor fall and has no walking aids. His circle of friends has reduced over time. He enjoys making model trains but his eyesight is not so good.

C&R refer Bill to his GP to access physio for a mobility assessment. We put him in touch with VISTA. Advice is given about local community groups that he might like to contact – including the Men in Sheds project which has craft sessions.

Bill is one of the c.7,700 people who are supported to find a solution outside of statutory ASC services each year

Promote wellbeing

“I can live the life I want and do the things that are important to me as independently as possible.”

Priti's neighbour contacts C&R, as Priti has recently been in hospital and seems to be finding it harder to care for herself at home.

Priti has no prior contact with ASC. She is 66 and speaks good English – no one is worried about her ability to understand things that are important to her.

A telephone assessment is completed with Priti and it is identified that she would benefit from some support to build her confidence in completing daily tasks in the home. She is also not eating well.

Our reablement team support Priti for 4 weeks, working with her to adapt her bathing routine, using new equipment. Talking to her neighbour, plans are agreed for them to take Priti to the shops each week when they go themselves. We check this plan is working and Priti is now managing with informal support.

Priti is one of the c.5,500 people supported by short term and one off services

Prevention

“I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and personal goals.”

Kath is 87 and has a number of long term health conditions. She was referred to Reablement for support on discharge from hospital. This worked well and she is now managing to get around her home safely, using aids. However, she isn't able to fully wash herself, dress or keep her home clean. Kath lives alone and her family live at some distance, although they are supportive

The reablement team arrange a care package to carry on supporting Kath for the longer term. Carers visit twice a day and stay for longer on Tuesday's to give the house an adequate clean. Her family arrange online shopping deliveries, using their regular calls to Kath to ensure she has what she needs. The deliveries come when the carers are due to visit, so they can help Kath to put any items away that she cannot manage herself.

Kath is one of the c. 800 older people who become a person in receipt of long term support and her care is now managed by Locality East, for ongoing review

Assessing need

Eligibility

Support Planning & Review

“I feel safe and am supported to understand and manage any risks.”

Kelly and Janelle are 19 and 21 year old. They have mild learning disabilities. Kelly is partially sighted and Janelle has some behavioural difficulties. As a result, both sisters can find it difficult to stay safe. They live at home with their parents, who tend not to engage with social work staff following issues relating to child protection in the past. Since leaving college, Kelly and Janelle have lost a lot of their day to day contacts and people are worried that they are not seeing them outside of the house. A multi-agency meeting is held, with police, health and housing staff to find ways to talk to the sisters in private. After several attempts, this happens. The social worker is clear and honest with their parents about why we are worried. She listens to the parents anxieties. She encourages their parents to allow the sisters to resume social groups, which they do. This allows for some monitoring of their wellbeing and as trust is built, finding opportunities to check on whether Kelly and Janelle are safe and well supported becomes easier.

Safeguarding

Context and priorities

- ASC reforms inc CQC Assurance (inspection)
- Financial constraints and risks
- Capacity and demand
- Workforce
- Provider Quality
- Developing new way of working within communities
- Building on what is strong



Scrutiny support

- Key part of our governance framework
- Reflects democratic / political element of local government
- Support with challenge and feedback
- Enables transparency and wider perspectives
- Visible to the public



Useful Information

[Adult social care \(leicester.gov.uk\)](https://leicester.gov.uk/adult-social-care)

Online directory, information and self-service

0116 454 1004

ASC contact number for all enquiries or referrals

[Adult social care: how we work \(leicester.gov.uk\)](https://leicester.gov.uk/adult-social-care/how-we-work)

An accessible structure chart that explains who we are and what we do

[Making it Real \(leicester.gov.uk\)](https://leicester.gov.uk/making-it-real)

Information for people who would like to get involved

clrenq-sce@leicester.gov.uk

Our generic email address should you need to contact ASC about an enquiry