

Introduction from Councillor Sachin Rajput









Cabinet Member for Adult Services












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|  | <p>This report is to tell you about:</p> <ul style="list-style-type: none">• What we did in adult social care in 2012• What we think we could do better• What we are going to do in 2013 – 14. |
|  | <p>The report talks about six topics:</p> <ol style="list-style-type: none">1. Having the information I need, when I need it2. Communities that support each other3. My support my own way4. My support staff5. Feeling in control and safe6. My money |
|  | <p>At the end of the report, we give you some other information that you might find useful.</p> |
|  | <p>I hope you enjoy reading the report.</p> |



Our 8 promises to you





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|  | <p>1. We will give you information and advice about:</p> <ul style="list-style-type: none">• staying independent• how to plan for the support you will need in the future. |
|  | <p>2. We will work out your Personal Budget based on what your needs are. We will only change your Personal Budget if your needs change.</p> |
|  | <p>3. We will work with you and your family so that you stay independent.</p> |
|  | <p>4. We will make sure you know about your Right to Control your own care and support. We will make different services work more closely together to help meet your needs.</p> |
|  | <p>5. We will treat family carers as our partners. We will support them in their caring role.</p> |
|  | <p>6. You may have to pay some of your own money towards your social care support. We will only ask you to pay an amount you can afford. We will tell you how we worked out what you should pay.</p> |
|  | <p>7. We will act quickly to keep people safe if we find out that someone is at risk of harm.</p> |
|  | <p>8. We will be professional and caring when we work with you. All our staff will have the right training.</p> |

What can you do if we aren't keeping our promises?



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|  | <p>If you are not happy with your social care services, you can make a comment or a complaint.</p> |
|  | <p>You can tell the person who runs the service that you use.</p> |
|   | <p>Or you can tell the Complaints Manager for Adults and Communities:</p> <p>Tel: 020 8359 4299</p> <p>Email: adultsocialcare@barnet.gov.uk</p> <p>Write to: Complaints Manager, Adults and Communities, North London Business Park, Oakleigh Road South, London N11 1NP</p> |
|  | <p>If you are worried that someone is being abused, you should tell Social Care Direct:</p> <p>Tel: 020 8359 5000</p> <p>Email: socialcaredirect@barnet.gov.uk</p> |
|  | <p>If you are happy with your social care services, you can write a compliment for the service.</p> |
|  | <p>You can tell the person who runs the service that you use what you think.</p> |
|   | <p>Or you can tell the Complaints Manager for Adults and Communities:</p> <p>Tel: 020 8359 4299</p> <p>Email: adultsocialcare@barnet.gov.uk</p> <p>Write to: Complaints Manager, Adults and Communities, North London Business Park, Oakleigh Road South, London N11 1NP</p> |

1. Having the information I need, when I need it



What we have done to make information and advice better for people who use social care services.

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|  | <p>We have been writing some fact sheets about:</p> <ul style="list-style-type: none"> • benefits • getting around • staying safe |
|  | <p>We have put more videos on the council's website.</p> <p>You can see a video about the Right at www.barnet.gov.uk/right-to-control.</p> |
|  | <p>We have been talking to parents and other carers of young people with disabilities.</p> <p>We asked them what information they need to help them prepare for the young person growing up.</p> |
|  | <p>We are making information better for older people.</p> <p>Later Life Planners will help people to think about the help they might need when they get older.</p> |

Things that could be better







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|  | <p>We know that we need to make more information easy-read for people with learning disabilities.</p> |
|  | <p>We want more people to be able to use computers and see information on the internet.</p> <p>We will work with other organisations in Barnet to make this happen. There will be an event for residents in Autumn 2013.</p> |

What we will do in 2013-14

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|  | <p>Healthwatch Barnet will start giving people information about health and social care services.</p> |
|  | <p>There will be a new information and advice centre at the Oakleigh Road Health Clinic.</p> |
|  | <p>Organisations in Barnet will be working together to make information better for people who use social care services.</p> |




2. Communities that support each other

In 2012, we started some new services to give people support in their community:


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|   | <p>1. Information, Advice Advocacy and Brokerage Service.</p> <p>Barnet Centre for Independent Living run this service.</p> |
|    | <p>2. Working for You service (to support people with learning disabilities)</p> <p>Dimensions run this service with Barnet Mencap.</p> |
|   | <p>3. Eclipse service (to help people with mental health problems)</p> <p>Richmond Fellowship run this service.</p> |
|   | <p>4. Older Adults Day Opportunities Service</p> <p>Age UK Barnet work with other local organisations to run this service.</p> |
|   | <p>5. Carers Support service</p> <p>Barnet Carers Centre run this service.</p> |

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|  | <p>We have also given some money to some organisations to start new projects in Barnet.</p> |
|  | <p>You can see information about these projects on this webpage: www.barnet.gov.uk/supporting-independence-fund.</p> |

Things that could be better




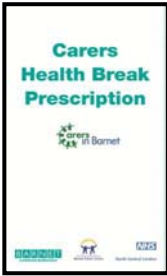


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|  | <p>We need to do more to help people with dementia and their families. We are going to have a dementia café so people can meet up and talk to each other and get help.</p> |
|   | <p>We know that some old people do not have friends in their community. We have set up Altogether Better projects in East Finchley, Stonegrove and Burnt Oak. This is to help local people to come together and plan activities.</p> |

What we will do in 2013-14




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|  | <p>There will be a Timebank service in Barnet. People will be able to give some of their time to someone else who needs help. In return, they can get help from someone.</p> |
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3. My support my own way



What we have done to give people control over their support

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|  <p>My House</p> | <p>We want less people to live in care homes. We are helping people who need support to stay in their own homes.</p> |
|   | <p>We have got more money from the government to keep the Right to Control Programme going.</p> <p>The Right to Control means that people can choose how the money for their support is spent. This could be employment support from job centre plus, or social care support, or both.</p> |
|  | <p>Carers can get a prescription from their GP. The prescription gives them a break from caring.</p> |
|  | <p>We have some new flats for supported living.</p> |
|  | <p>We give people Telecare equipment to help them live safely at home.</p> <p>The equipment can be things like:</p> <ul style="list-style-type: none"> • flood detectors • falls alarms • smoke alarms |

Things that could be better




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|  | <p>We want more people to have Telecare equipment to help them at home.</p> |
|  | <p>We want make health services and social care services work better together. We think this will give people a better experience of getting support.</p> |
|  | <p>We need to make services better for people with a visual impairment. We are coming up with a plan to do this.</p> |

What we will do in 2013-14



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|  | <p>We will be building some more housing for older and disabled people. There will be some new flats by 2015-16.</p> |
|  | <p>We will start planning for some special housing for people with Autism or Asperger's syndrome.</p> |

4. My support staff



What we have done to make sure staff have the right skills.

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|  | <p>We have created a social care workforce plan. The plan shows how we will support everyone in Barnet who works in social care.</p> |
|  | <p>About 550 staff had safeguarding training in 2012.</p> |
|  <p>Care Home</p> | <p>Some care homes in Barnet have had special training. The training is to make sure that people in care homes have a good quality of life.</p> |

Things that could be better




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|  | <p>There should be more training for staff about helping people with a visual impairment.</p> |
|  | <p>We need to make sure that Personal Assistants have enough training.</p> |

What we will do in 2013-14


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|  | <p>We are finding new ways for staff to get training. For example, there is lots of training materials on the internet.</p> |
|  | <p>There is going to be a new website for social care providers. This will give them information to help them give a good service to Barnet residents.</p> |

5. Feeling in control and safe



What we have done to make people feel safe and in control

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|  | <p>We make sure that people who provide social care follow our rules about safety.</p> |
|  | <p>We have created information for people who want to employ a Personal Assistant.</p> <p>It tells them how to recruit a PA safely.</p> <p>This information is on our website at www.barnet.gov.uk/direct-payments</p> |
|  <p>The hate crime event</p> | <p>In March 2012, we had a hate crime event for people with learning disabilities. At the event, we talked about:</p> <ul style="list-style-type: none">• what hate crime is• how to report it. <p>We also sent information about hate crime to local groups.</p> |

Things that could be better

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|  | <p>We need to find out why some people feel unsafe.</p> <p>We need to find out if there are places in the borough where people feel unsafe.</p> |
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What we will do in 2013-14


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|  | <p>We will have a new team in the council called the Quality in Care Homes Team.</p> <p>They will be going to care homes to check that people feel safe there.</p> |
|  | <p>We will start Travel Training for people who need support to use public transport.</p> |

6. My money



What we have done to help people use the money for their support well.

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|  | <p>More people who get support from the council are choosing to have a Direct Payment.</p> <p>This means that they get the money for their support into their bank account. They decide what support to buy.</p> |
|  | <p>If they don't want to put the money in a bank account, people can have a prepaid card.</p> <p>This is like a credit card.</p> <p>The council put money on the card and then the person getting support can use the card to buy support.</p> |
|  | <p>Barnet Centre for Independent Living has peer support brokers.</p> <p>The peer support brokers are people who have an experience of disability. They help people to think about what support is best for them.</p> |
|  | <p>We are working with My Care My Home. They give advice to people who need to pay for their own support.</p> |
|  | <p>There is a calculator on our website. It is to help people who are thinking about moving into a care home.</p> <p>The calculator helps them to see how much it would cost.</p> |

Things that could be better

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|---|---|
|  | <p>We want more people to use the peer support service from Barnet Centre for Independent Living.</p> |
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What we will do in 2013-14

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|  | <p>We are changing what happens at a social care review.</p> <p>The social worker will ask you if you have reached the goals in your support plan.</p> <p>If you have not reached your goals, they can talk to you about different ways to spend your social care budget to reach your goals.</p> |
|  | <p>All the social work teams in the council will be able to give advice about direct payments.</p> |

Useful contact details



Social Care Direct

The duty team for social care at Barnet Council

Tel: 020 8359 5000

Email socialcaredirect@barnet.gov.uk

Social Care Connect

Our online directory of local organisations and services.

www.barnet.gov.uk/socialcareconnect

Age UK Barnet

Tel: 020 8203 5040

Web: www.ageukbarnet.org.uk

Barnet Alzheimer's Society

Tel: 020 8937 7171

Email: barnetbranch@alzheimers.org.uk

Web: www.alzheimers.org.uk

Barnet Centre for Independent Living

Tel: 020 8359 2444

Email: info@barnetcil.org.uk

Web: www.barnetcil.org.uk

Barnet Carers Centre

Tel: 020 8343 9698

Email: admin@barnetcarers.org

Web: www.barnetcarers.org

Dimensions

Tel: 0300 373 3730

Web: www.dimensions-uk.org

Healthwatch Barnet

Giving people who use health and social care services a voice

Tel: 020 8364 8400 ext 218.

Email: info@healthwatchbarnet.co.uk

My Care My Home

They offer social care assessments and advice to people who pay for their own social care services.

Tel: 0800 731 8470

Website: www.mycaremyhome.co.uk



Richmond Fellowship

Tel: 020 8364 8466

Email: barnet@richmondfellowship.org.uk





Web: www.richmondfellowship.org.uk

Get involved

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|  | <p>Please tell us if you want to take part in meetings and events about social care.</p> |
|  | <p>There is a form you can fill in on our website: www.barnet.gov.uk/customer-expert-network</p> <p>Or you can call us on 020 8359 4366.</p> |



The report

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|   | <p>Please tell us if:</p> <ul style="list-style-type: none">• you have any questions or comments about the report• you need this report in a different format (like large print or in a different language) |
|  | <p>Contact details</p> <p>Please contact the Communications Manager for Adults and Communities:</p> <p>Tel: 020 8359 4579</p> <p>Email: adultsocialcare@barnet.gov.uk</p> |
|  | <p>You can see the full report called the Local Account at</p> <p>www.barnet.gov.uk/careandhealth.</p> <p>Or you can ask to be sent a copy.</p> |