

# Local Account Factsheet 2014-15

## Adults with a Physical Disability and those with a Sensory Impairment

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## Adults with a physical disability in Hackney

Disabled people include those who may be frail, have problems moving around or who have sensory needs because they are blind, deaf or visually or hearing impaired.

The number of disabled people receiving support in Hackney has fallen steadily over the last nine years. This is because we focus more on supporting people through recovery and reablement so they can live independently without long-term support.

In 2014-15, we provided care packages to **374** working aged disabled people.

**348** disabled adults received their care and support in the community, which is a **6%** reduction from the 371 who received it in the previous year. This reduction was expected because of our investment in reablement, intermediate care and preventative services.

**26** disabled adults were supported in residential care or nursing homes in 2014-2015.

## The services that we provide

The London Borough of Hackney provides the following support to people in the community:

- Equipment and adaptations
- Short term respite
- Professional support such as counselling or therapy
- Supported housing
- Day care
- Home care

In 2014-2015, The  
London Borough of

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Hackney issued 2,132 Blue badges which is an increase of 12.4% on the figures for 2013-2014. In addition, the team issued 5,132 freedom passes which is an increase of 28% on the previous year.

## Sensory impairments in Hackney

### Visual Impairment:

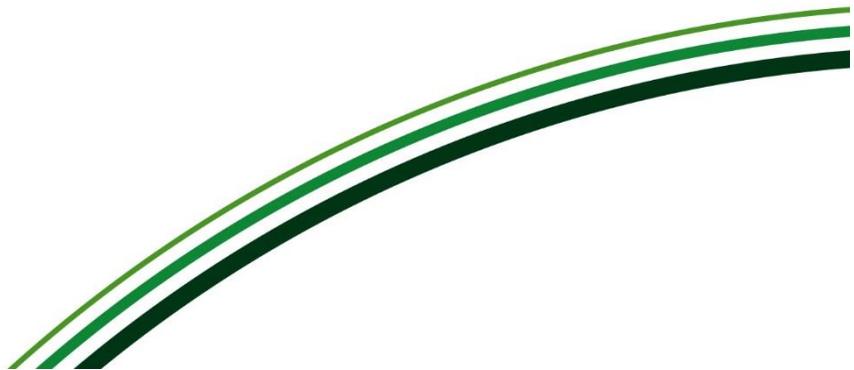
The population of visually impaired people in Hackney and the City is projected to increase from 3,700 people (of which 1,075 are registered as visually impaired) to 4,720 by 2020.

- 2011/12 spending on 'Problems of Vision' in Hackney and the City was £12.2 million.
- With an expected increase in visual impairment by 2020, this could rise significantly over the next seven years.
- 50% of visual impairment and expenditure, is avoidable. Greater awareness of eye health, improved sight loss pathways, more timely detection of eye disease and changes to individuals' lifestyles are some of the factors that can reduce this.

The London Borough of Hackney's Vision Strategy brings together professionals across hospitals, health agencies, the Council, voluntary sector as well as patients and service users to establish current and future needs and service requirements.

Our Strategy illustrates the path that a service user should experience as they make the journey from diagnosis through rehabilitation to independence, with services available in Hackney mapped on to the pathway at every stage.

Health and Community Services Departments have a statutory responsibility to maintain a register of blind and partially sighted people however, registration is voluntary and services are available to anyone experiencing difficulties arising from sight loss.



## The services that we provide

The Sensory Team accepts referrals for individuals to be assessed on their hearing, visual or dual sensory impairment needs. The service also aims to give practical information and advice about the registration process and about help, support or services available locally and nationally.

### **Deafness and DeafPLUS:**

DeafPlus was Hackney Council's first partner organisation to begin delivering services from Hackney Service Centre. They are a national organisation that work in partnership with the London Borough of Hackney to provide information, advice and guidance to encourage integration and equality between deaf and hearing people in all areas of life.

The vision is for a world in which all people whether deaf or hearing are able to live and work in harmony together, with the same equality of opportunity available to everyone.

The work of DeafPLUS focuses on:

- Promoting Independence
- Developing Potential
- Promoting Wellbeing
- Promoting Social Change and Understanding

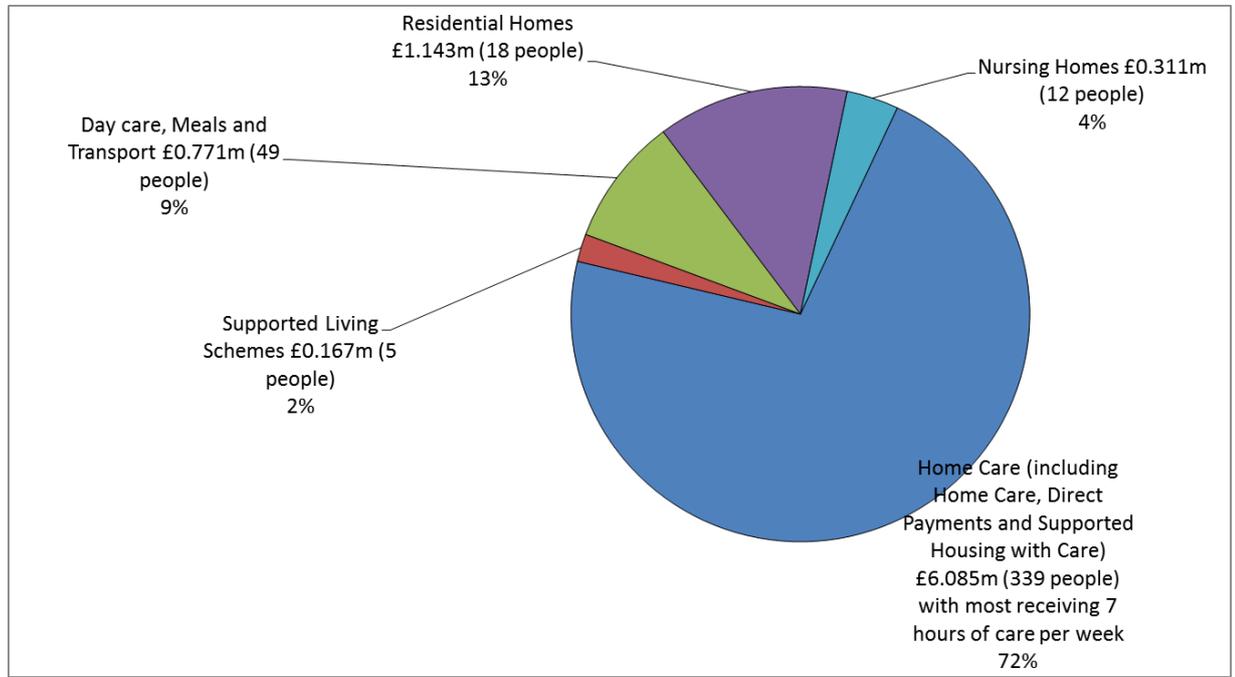
To achieve this DeafPlus offers advice and support in many areas which include:

- Welfare Benefits
  - Housing
  - Debt
  - Employment
  - Consumer and community care
  - Access to council services
  - Advice on access to legal services
  - Providing advocacy support at meetings with other agencies
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## What we spent in 2014 - 15

### Adults with Physical Disabilities

We spent a total of **£8.48m** on adults with physical disabilities in 2014-15

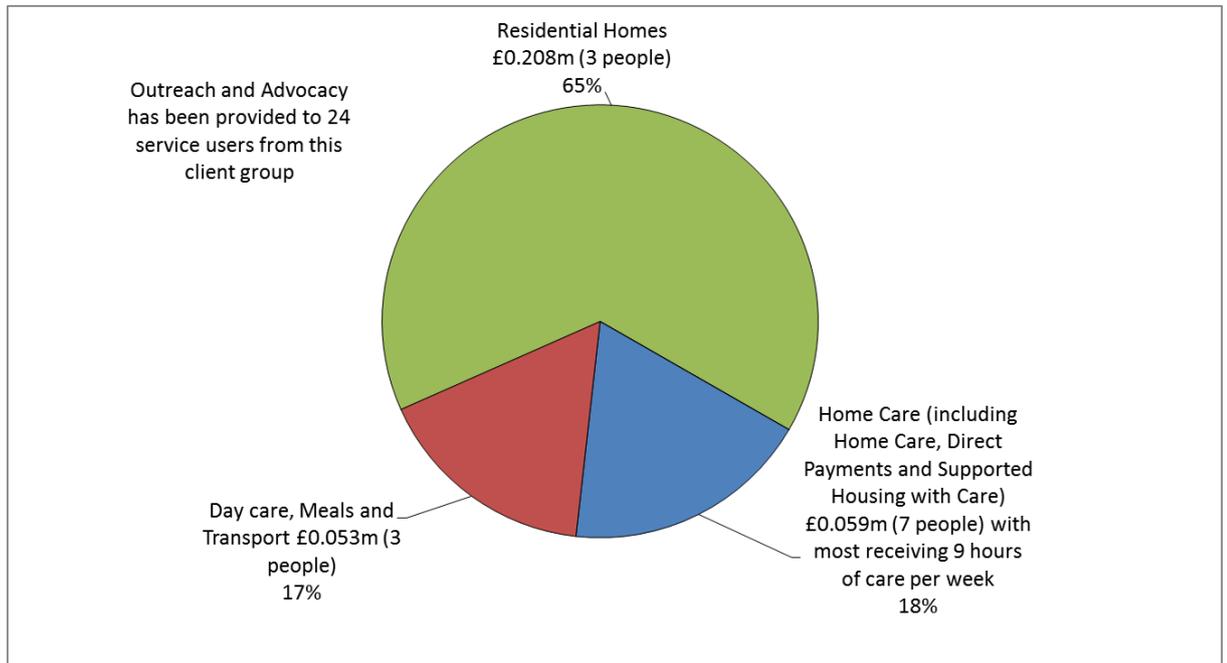


Some people received more than one service and some people bought services using direct payments.

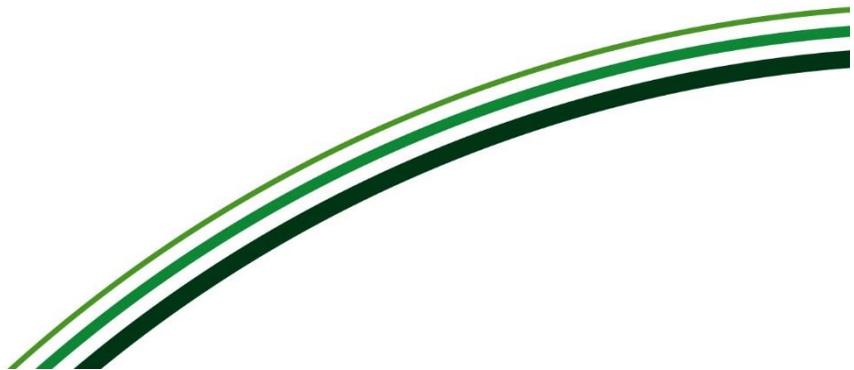


## Sensory Impairments

We spent a total of **£0.32m** on sensory impairments (all ages)



Some people received more than one service and some people bought services using direct payments.



## Our achievements in 2014 – 15 and our plans for 2015 – 16

Below we have summarised what we achieved for disabled people and those with a sensory impairment in 2014-15 and what we plan to do in 2015-16 and beyond

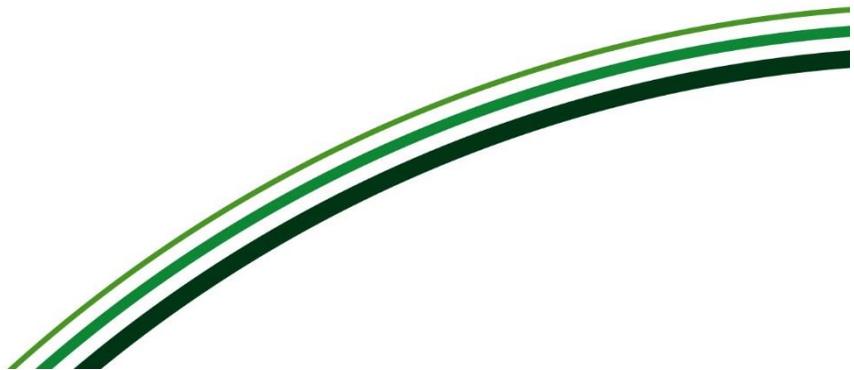
We said we would:	What we did:	What we will do:
<ul style="list-style-type: none"> <li>➤ Enable disabled people to redeem vouchers at local Hackney pharmacies for simple equipment to help with daily living from September 2013</li> </ul>	<ul style="list-style-type: none"> <li>✓ This service continued to be offered throughout 2014 / 2015 with a total spend of £628,610</li> </ul>	<ul style="list-style-type: none"> <li>✓ Continue to offer this service throughout 2015 / 2016</li> </ul>

We said we would:	What we did:	What we will do:
<ul style="list-style-type: none"> <li>➤ Invest in staff development to improve assessments, target help and support where it is needed, enabling them to support service users to choose services that will best meet their needs</li> </ul>	<ul style="list-style-type: none"> <li>✓ An iCare (website that provides information and advice about adult social care across the borough) training programme was delivered from July 2014 to March 2015. The two workshops that made up the programme were:               <ol style="list-style-type: none"> <li>1. For service providers to enable them to use iCare to</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>✓ Support on-going improvements to the iCare website which will make it easier for residents to use, and easier for providers to market their services. We will do this by revising and delivering a new training programme on iCare</li> </ul>

	<p>market their services</p> <p>2. For staff and partners to enable them to show residents how to use iCare, to find services, complete an on-line self-assessment or to find services</p> <ul style="list-style-type: none"> <li>✓ Over the period, eight workshops took place and training was delivered to 30 representatives of service providers and 30 staff and partners</li> <li>✓ Delivered a number of workshops for Hackney Adult Social Care, Mental Health and Homerton hospital staff on Telecare and how to make a Telecare assessment</li> <li>✓ Delivered a Telecare Awareness training course to 135 people</li> <li>✓ Delivered Telecare Assessor training for 61 people.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Widen the iCare development to include our Health partners including One Hackney, the Clinical Commissioning Group and Homerton Hospital</li> </ul>
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	<ul style="list-style-type: none"> <li>✓ Ran a training course for our Occupational Therapy Service to improve their knowledge and skills at making assessments for ramps, handrails and interior layout to provide better support for people with a disability</li> </ul>	
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<b>We said we would:</b>	<b>What we did:</b>	<b>What we will do:</b>
<ul style="list-style-type: none"> <li>➤ Change day services to provide more choice, variety and flexibility to protect our most vulnerable disabled citizens</li> </ul>	<ul style="list-style-type: none"> <li>✓ In autumn 2014 we ran taster sessions for community day opportunities</li> <li>✓ In December 2014 we invited service users and carers to presentations at the current day centres to show and consult on the architect's designs for the new Oswald Street Hub. We also invited local residents to a consultation session to provide them with</li> </ul>	<ul style="list-style-type: none"> <li>✓ Continue to engage with service users about plans for the Oswald Street development</li> <li>✓ Hold co-production events with service users, carers and partners to develop activities and services that will be offered at Oswald Street</li> <li>✓ Open the Hub Oswald Street and close the</li> </ul>



	<p>an opportunity to share their views.</p> <ul style="list-style-type: none"> <li>✓ Services users living in Housing with Care accommodation started to receive activities from their service provider instead of attending the day centres</li> <li>✓ In summer 2015 a number of service users with learning disabilities attended taster sessions for community day opportunities and have now joined the project</li> <li>✓ In summer 2015 we held the first meeting with our critical friends to discuss the development of day services at Oswald Street</li> <li>✓ In July 2015 we began engagement sessions with service users to seek their views on the merger of</li> </ul>	<p>current day centres</p> <ul style="list-style-type: none"> <li>✓ Assist service users to identify and attend community day opportunities and to engage in these</li> <li>✓ Review service users living in Housing with Care who stopped attending day centres earlier in the year</li> </ul>
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	the Sam & Annie Cohen and Marie Lloyd day centres	
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## Real Life Story:

Ms X is a 70 year old woman who lives in a supported accommodation unit in Hackney.

Ms X came into the service with a past medical history that included Cerebral Palsy and high blood pressure. She is a full time wheelchair user.

When referred to Adult Social Care, her main concern was access to and from her front door. Ms X's considerable upper limb difficulties restrict her ability to both open her door and control her electric powered wheelchair. This resulted in her having to leave her door open for the majority of the day which she felt was unsafe and not secure. She also said she wanted to be able to access other facilities within the community but felt that the door was limiting her capacity to do this.

Social Care staff found a company who were able to install an automatic door entry system that provided Ms X with a fob entry system. It was quite difficult to install as it needed to work with the complex door entry system for the sheltered accommodation block.

When Ms X's circumstances were reviewed during the year, she was able to demonstrate independent use of the door opening system, leaving her free to access communal facilities without the need to worry about security.

This has improved Ms X's quality of life and overall wellbeing for the long term.



## Contact us

To contact **Adult Social Care** to get help or find out more about the services available:

**Visit:** <http://hackney.gov.uk/impairments-and-accessibility>

<http://hackney.gov.uk/egal-disability>

**Write to:**

Information and Assessment

Hackney Service Centre  
1 Hillman Street  
E8 1DY

**Telephone:** 020 8356 6262

**Email:** [access@hackney.gov.uk](mailto:access@hackney.gov.uk)

## Other useful links

**Hackney iCare** – A resource that provides information and advice about the existing adult social care, health and cultural and wellbeing services across the borough that are provided by statutory, voluntary and private sector providers.

[www.hackneyicare.org](http://www.hackneyicare.org)

**Hackney Leisure & Physical Activity Team** - There are plenty of ways to keep fit and healthy in Hackney.

<http://www.hackney.gov.uk/sports-and-leisure>

Telephone: 020 8356 4897

**Targeted Preventative Services (TPS)** - TPS is a new way of meeting the needs of adults in Hackney before they may require a full social care package including Floating Support, Volunteering and Befriending and Health and Wellbeing services.

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<http://www.outward.org.uk/ourcharity9.php>

Email: [hackneytpsreferrals@outward.org.uk](mailto:hackneytpsreferrals@outward.org.uk)

Tel: 0207 249 9004

**Fit 4 Health Scheme** - Hackney Council, in partnership with City & Hackney PCT (Primary Care Trust), are delivering a physical activity scheme to help sufferers of a stroke. <https://www.hackneyicare.org.uk/kb5/hackney/asch/event.page?id=Yg0ah2Fye5k>

Tel: 020 8356 4897 / 020 8356 5285

**Mobile repair service** - We work with disadvantaged and socially-excluded sections of the community to identify technical solutions and provide innovative services to support individuals, their family carers and care workers.

<http://www.mrsindependentliving.org/>

Email: [services@mobilerepairservice.org.uk](mailto:services@mobilerepairservice.org.uk)

Tel: 0330 380 1013

**Disability Backup** - Disability BackUp Hackney is an independent user-led forum for disabled people living in Hackney. It acts as an opportunity for disabled people to have their say about key issues in Hackney.

[www.disabilitybackup.org.uk](http://www.disabilitybackup.org.uk)

Tel: 020 7241 5902

**If you would like to receive a printed copy of a fact sheet or one in another language or alternative format, please call 020 8356 6982.**

