

# Disabled people

## Mrs B's story

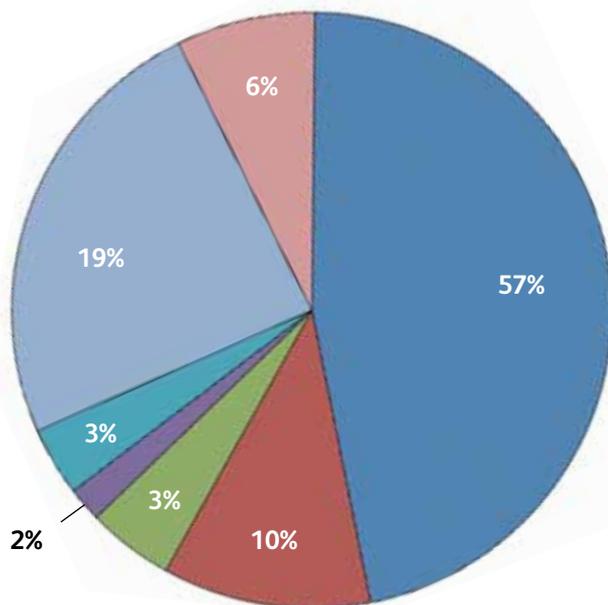
Mrs B had a major stroke in 2011 leaving her husband **unable to care for her at home**. Her needs were too great for home care support so she was placed in a **residential care home** where she received **rehabilitation physiotherapy**. Mrs B's mobility started to gradually **improve**. The care home was outside Hackney and this placed a strain on her husband who visited daily. At Mrs B's case review, her family felt she had **recovered** enough to be **supported at home**. A team made up of a social worker, occupational therapist and nurse looked into whether it was **safe and realistic** for Mrs B to **return home**. The occupational therapist felt Mrs B was at **risk of falling** and her husband was not always at home.



The team and family agreed to use **Telecare** which would alert family members quickly if she fell and the Council arranged for the **Therapy at Home** team to help her **settle back in** and do day to day living tasks. Mrs B returned home and the family was **happily reunited**.

## What we spent in 2012-13

We spent a total of £6.4 million on services for 821 disabled people last year. Part of the money supported 162 carers of disabled people to have a break from caring.



### Key

- **£3.6m** (57%) home care for 388 people, most receive around 7 hours of care per week
- **£0.7m** (10%) supported housing schemes for 23 adults. These are tenancies where personal care support is also provided
- **£0.2m** (3%) day care, 48 people
- **£0.1m** (2%) meals, 26 people
- **£0.2m** (3%) equipment, 403 people
- **£1.2m** (19%) residential homes, 36 people (includes respite)
- **£0.4m** (6%) nursing homes, 15 people

Some people received more than one service

In the above chart, we have not included 62 people who received professional support from our social workers, mainly for sensory support. These costs are paid out of staff costs as shown in the [Overview fact sheet](#).

This chart does not show short term support services such as reablement services provided to 441 people

# Plans

Below we have summarised what we did in 2012-13 and what we plan to do in 2013-14.

What you wanted...	Examples of what we did and what we plan to do...
More control and choice over services	<ul style="list-style-type: none"> <li>Increased the number of disabled people getting services through self directed support from 616 in 2011-12 to 701 in 2012-13, an increase of 14 %</li> </ul>
Services that help people become more independent	<ul style="list-style-type: none"> <li>Helped 85 disabled people develop their daily living skills to help them live more independently</li> <li>Provided 7,464 people (mostly disabled people) with equipment including grab rails, chair raisers, bath seats and hoists in 2012/13, 2,050 more than in 2011/12</li> <li>Developed plans to enable disabled people to redeem vouchers at local Hackney pharmacies for simple equipment to help with daily living. We expect the first vouchers to be available in September 2013</li> <li>We reviewed our day services and found they were no longer good value and people wanted a wider range of activities. Our review which used findings from an online survey (2011) and consultation with key stakeholders (2012) showed:               <ul style="list-style-type: none"> <li>People want more choice, variety and flexibility in what is offered</li> <li>People want us to protect the most vulnerable people</li> <li>Day care attendance is reducing</li> <li>More people are using direct payments to organise their own care</li> </ul> </li> <li>Over the next three years, day services will change:               <ul style="list-style-type: none"> <li>Our four day care centres will close, subject to finding a suitable site</li> <li>A new purpose built resource centre will open in 2015-16 for people with the highest levels of need</li> <li>A range of existing and new community based day activities will be available for people who will not be attending the Resource Centre</li> <li>People living in 24 hour staffed accommodation will generally have their day activities provided through their accommodation providers supported by the activity co-ordinators</li> </ul> </li> <li>We will engage with a range of stakeholders including existing users and their carers</li> </ul> <p>Read the <a href="#">cabinet report on changes to day services</a></p> <ul style="list-style-type: none"> <li>Invest in new preventative services for those people who have moderate levels of need, but are not eligible for social care support. Services or support that will delay or reduce the need for more intensive help will include:               <ul style="list-style-type: none"> <li>Managing finances and housing</li> <li>Health and wellbeing</li> <li>Taking medication and treatment</li> <li>Volunteering and befriending</li> </ul> </li> </ul>
A bigger voice for disabled people in service planning	<ul style="list-style-type: none"> <li>Continue to work with <a href="#">Disability BackUp</a>, a forum for disabled people to feedback on issues such as:               <ul style="list-style-type: none"> <li>Transport</li> <li>Housing</li> <li>Direct payments</li> <li>Benefit changes</li> <li>Care services</li> </ul> </li> </ul>
Help for carers to have a break and support for them in their caring role	<ul style="list-style-type: none"> <li>In 2013-14 we will select organisations to co-ordinate and manage a new network of services for carers including:               <ul style="list-style-type: none"> <li>Advice</li> <li>Arranging direct payments</li> <li>Carers cards</li> <li>Carers assessments</li> </ul> </li> </ul> <p><a href="#">Read more about carers service online</a></p>

## What you told us in March and April 2013

We received lots of useful comments and feedback about our services when we consulted disabled people on what should go into the local account between March and April 2013.

Below we have summarised what you said you wanted, what we are doing and other plans to improve services.

What you said you wanted...	Examples of what we are already doing	Examples of what we plan to do in 2013-14 and beyond
Better trained home care workers who help people be more independent	<ul style="list-style-type: none"> <li>Worked with the companies that provide our home care to make sure staff are better trained and provide better quality support</li> </ul>	<ul style="list-style-type: none"> <li>We are commissioning new <a href="#">home care services</a> that will support people to be more independent. These services will be in place in late 2014</li> </ul>
More 'holistic' assessments	<ul style="list-style-type: none"> <li>Invested in training our care managers to improve the way they assess people</li> </ul>	<ul style="list-style-type: none"> <li>During 2013-14 we will continue to invest in staff development to improve assessments to target help and support where it is needed</li> </ul>
Help for deaf and hearing impaired people to use services	<ul style="list-style-type: none"> <li><a href="#">Deafplus</a> runs a benefits surgery at Hackney Service Centre on Thursdays and we run a weekly drop-in session for people with hearing or sight impairment</li> </ul>	<ul style="list-style-type: none"> <li>We will continue our weekly drop-in sessions and continue to work with Deafplus</li> </ul>
A better system for collecting OT equipment people	<ul style="list-style-type: none"> <li>Medequip already runs a system for the Council. Their number and instructions appear on equipment we provide</li> </ul>	<ul style="list-style-type: none"> <li>We will monitor these arrangements</li> </ul>

### Reablement (short term service)

We aim to provide services as soon as possible, usually in the form of short term support to help people regain their independence. Reablement support aims to help people do things for themselves in their own homes rather than have things done for them. Support could be help with personal care, help to prepare a meal, manage medication or other daily living activities. Last year, 85 disabled people received a six week reablement package, and 46 (54%) of those required no further support at the end of their programme.

### Self directed support

Self directed support allows people to develop their own individual support plan and spend their personal budget on the services they feel would work best for their needs. In 2012-13, there were 701 disabled people who received self directed support. Our target was to have offered all disabled people who use our services the option of self directed support by the end of 2012-13, and we have almost achieved that. Only a handful remain without self directed support. See Overview fact sheet (page 7) for more on personalisation and self directed support.

## Contact details and how to get a printed copy



If you would like to receive a printed copy of a fact sheet or one in another language or alternative format, call **020 8356 3980**.

If you want to contact Adult Social Care to get help or find out more about the services available, call **020 8356 6262** or visit **[www.hackneyicare.org.uk](http://www.hackneyicare.org.uk)**