

Local Account of Adult Social Care 2013-14

Disabled People



Promoting
independence

 Hackney

Disabled people



Mervyn's story

Local spoken word poet and musician Mervyn Diese suffered a brain aneurysm in 2011 resulting in life saving surgery and a long period of medical care and rehabilitation. After hospital, Mervyn rehabilitated at Median Road with support from First Response Provider team therapists. When he was well enough to move to a new flat, he received help from floating support workers. Physiotherapists referred Mervyn to Hackney's Fit 4 Health Exercise after Stroke scheme in 2012. It was transformational.

'I found it helpful and laughed a lot, mainly due to my lack of balance and co-ordination. Before my stroke, I was a keen cyclist, so to regain my balance and get on a bike again was very important to me. On the programme, my stamina improved a lot.

Initially I was only able to sustain continued energy exertion for 15 minutes before I was fatigued, sometimes resulting in me being housebound for two to three days; exhausted with no strength. This made everyday house duties difficult. Fit 4 Health taught me how to gently build up my activity levels and recognise triggers for when I was becoming tired and techniques for how best to deal with the situation.

The care was fantastic. It gave me the desire to exercise. Fit 4 Health helped to change my mind set, I had become depressed from not being creative and the list of things I could not do. Now I have realistic goals and accept it will take time. I am delighted to say I have been signed off to work one day a week and I have since performed several gigs since leaving Fit 4 Health.'

Disabled People in Hackney

Disabled people include people who may be frail, have problems moving around or who have sensory needs because they are blind, deaf or visually or hearing impaired. In 2013-14, we provided care packages to 714 working aged disabled people.

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.

Ninety five per cent of disabled people receiving care get their support in the community with only 39 people from Hackney supported in residential care or nursing homes.

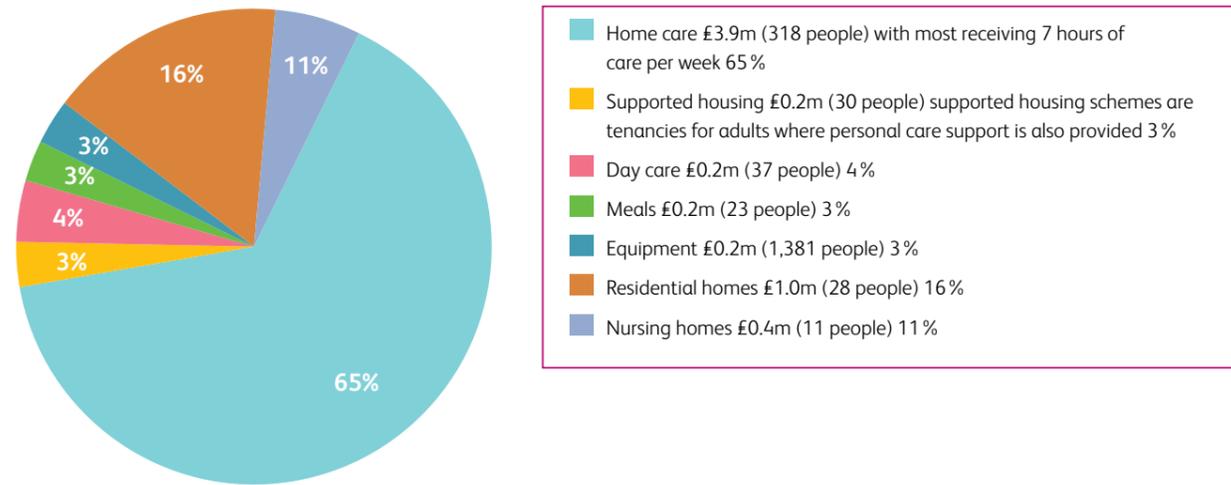
Support people receive in the community includes:

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

Many more disabled people received services like:

- Blue Badges
- Freedom Passes

What we spent in 2013-14



We spent a total of £6 million on services for 714 disabled people last year. Part of this money enabled 289 carers to have a break from caring for disabled people.

Some people received more than one service. Some services were bought by people controlling their own care using self-directed support.

We have excluded expenditure on professional support for 36 people with sensory needs from the chart above because this work is paid for out of staff costs detailed in the **Overview fact sheet**.

Plans

Below we have summarised what we did for disabled people in 2013-14 and what we plan to do in 2014-15.

What we said we would do	What we did in 2013-14 and what we plan to do in 2014-15 and beyond
Allow disabled people to redeem vouchers at local Hackney pharmacies for simple equipment to help with daily living from September 2013	<p>Between September 2013 and April 2014, the new service:</p> <ul style="list-style-type: none"> • Issued 160 prescriptions for items including raised toilet seats, commodes, bath boards and bath seats <p>In 2014-15:</p> <ul style="list-style-type: none"> • We will continue to offer this service
Change day services to provide more choice, variety and flexibility and to protect our most vulnerable disabled citizens	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> • Consulted service users and carers to get their views on plans for the new purpose built Oswald Street Resource Centre due to open in 2016 • Asked service users and their carers what people wanted from community based day activities. People told us they wanted: <ul style="list-style-type: none"> • Flexibility in times services are offered • A wider range of activities and places where people can get their support <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> • Identify suitable community day opportunities for example: <ul style="list-style-type: none"> • Visits to places of interest • IT classes, music therapy, art therapy, film clubs, and trips • Massage, tai chi, yoga • Gardening • Healthy eating advice and activities

What we said we would do	What we did in 2013-14 and what we plan to do in 2014-15 and beyond
<p>Invest in new preventative services for disabled people who are not eligible for social care support but need a little extra help to cope</p>	<p>In 2013-14, we invested £3.4 million creating three new Targeted Preventative services launched at the end of 2013, including:</p> <ul style="list-style-type: none"> • A new Floating Support service to provide practical support and interventions for up to 1,500 people who struggle to cope including support to maintain tenancies, linking to services and developing skills to build links in the community. One Support, Family Mosaic and the Single Homeless Project will provide this support across four neighbourhoods • A Health and Wellbeing activities programme with Norwood to provide healthy eating, exercise, arts and cultural activity sessions for up to 400 people in the first year • A Volunteering and Befriending service with Outward providing 33,000 hours of support through home visits and/or phone befriending to help up to 250 people overcome isolation, get out and about and take part in activities <p>People will only have to contact one referral point for all three services (see useful contacts at bottom of this fact sheet)</p> <p>In next year's local account we will tell you how many people using these services report improvements in:</p> <ul style="list-style-type: none"> • Physical and emotional health • Emotional wellbeing • Independence • Social inclusion • Self esteem /self confidence <p>We will also let you know how satisfied people are with the new services</p>
<p>Continue to work with Disability BackUp, a forum for disabled people to feedback on issues such as housing, transport, benefits, direct payments</p>	<p>In 2013-14:</p> <ul style="list-style-type: none"> • We continued to fund Disability BackUp • Managers from the council's leisure and adult social care services attended meetings to hear disabled people's views <p>In 2014-15:</p> <ul style="list-style-type: none"> • We will continue to fund Disability BackUp so the views of disabled people continue to help shape council services

What we said we would do	What we did in 2013-14 and what we plan to do in 2014-15 and beyond
<p>Help carers of disabled people to have a break and support them in their caring role</p>	<p>In 2013-14:</p> <ul style="list-style-type: none"> • 424 carers of disabled people received services (289) or advice (135) last year, 58 more than in 2012-13
<p>Commission new home care services that will support people to be more independent</p>	<p>During 2014-15, we will:</p> <ul style="list-style-type: none"> • Re-commission home care services with the new services starting in July 2015 • Ensure new home care services focus on reablement, promoting independence and delivering outcomes identified by service users • Explore new technologies to see if these can be used to ensure support is delivered at agreed times
<p>Continue our weekly drop-in sessions and continue to work with Deafplus</p>	<p>In 2013-14:</p> <ul style="list-style-type: none"> • We continued to fund the Deafplus forum and regular drop-in advice sessions at Hackney Service Centre <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> • Continue to fund DeafPlus in Hackney so the views of deaf and hearing impaired people continue to help shape council services
<p>During 2013-14 we will continue to invest in staff development to improve assessments to target help and support where it is needed</p>	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> • Invested £272,400 in social care training • Ran 240 courses on 146 different topics including, safeguarding, mental capacity, benefits, reablement and social work supervision • Trained 2,234 council staff and 822 employees from partner organisations including agency care workers and volunteers • Ran 39 practical workshops on promoting independence attended by 193 council staff and 93 staff from partner organisations <p>During 2014-15, we will launch:</p> <ul style="list-style-type: none"> • An iCare training programme for council and partner staff • Training to enable disabled people to get useful equipment to support daily living

What we said we would do	What we did in 2013-14 and what we plan to do in 2014-15 and beyond
Select organisations to co-ordinate and manage a new network of services for carers including advice, carers' assessments, arranging direct payments and carers cards	<p>In 2013-14:</p> <ul style="list-style-type: none"> • We tendered for new carers services <p>In 2014-15 a new partnership of 18 community and voluntary organisations will provide:</p> <ul style="list-style-type: none"> • A first access point for carers • Carers' assessments and reviews • Support to access carers direct payments • Information and advice • Hackney Carers Card which offers discounted rates at local leisure centres and some retailers • Outreach to identify new and 'hidden' carers • A new point of contact for GPs • A carers' training programme • Carer peer support • Carers events such as Carers Rights Day and Carers Week <p>The service will start during 2014-15 and we will monitor carers' satisfaction and report this in the next local account</p>
Help people to remain living in their own homes	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> • Provided 3,538 telecare connections including 1,375 connections in sheltered and supported housing • Assessed 88 people who applied for Disabled Facilities Grants to fund home adaptations • Completed 61 home adaptations under the Disability Facilities Grants process <p>During 2014-15, we will:</p> <ul style="list-style-type: none"> • Appoint a manager to focus on improving telecare services • Re-commission telecare services to make the system simpler and more up to date

What we said we would do	What we did in 2013-14 and what we plan to do in 2014-15 and beyond
Help people regain their independence after illness or injury	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> • Worked with 401 disabled adults aged under 65 to help them regain their independence with 357 people requiring no further support after going through reablement <p>In 2014-15:</p> <ul style="list-style-type: none"> • With local health services we will start to bring together health and social care to develop a new service called Reablement and Intermediate Care Service (RICS) to help people leave hospital more quickly, regain independence after a spell in hospital or to help them avoid unnecessary admission in the first place
Reduce waits for occupational therapy (OT) assessments for equipment and home adaptations	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> • Filled all our vacant occupational therapy posts • Reduced waiting times for small equipment items to four or five weeks • Ensured 1,046 people, including disabled people, received items of equipment to help live independently at home
Provide an update on sensory services:	<p>In 2013-14:</p> <ul style="list-style-type: none"> • We assessed 153 people with sensory needs • 90 disabled people, including older people, received rehabilitation for their hearing or visual impairment

What you told us

During the last year we have consulted disabled people who use services to get their views on what we provide now and what they would like to see in the future

What you said	What we have done and what we plan to do
<p>People wanted to know more about changes to day services</p> <p>Carers wanted reassurance that people moved out of day centres to take part day activities in the community would not lose their friends</p> <p>Carers also wanted assurance that the new Oswald Street Resource Centre could comfortably accommodate people with very different needs including dementia, complex needs and learning difficulties</p>	<ul style="list-style-type: none"> • We provided detailed sets of frequently asked questions and answers to carers and service users affected by day care changes • Care managers reviewing service users will consider people's friendships and try to make sure friends are still able to do enjoyable activities together • The centre's design and operational plans will ensure people attending with a range of profound and multiple disabilities or complex needs are comfortably accommodated and catered for. Community and voluntary organisations and health services using the centre will offer a range of services and opportunities there, with some activities for specific groups, and others for all centre users. People with learning difficulties will also benefit from a range of community-based day opportunities
<p>Day centre service users want better quality, hotter meals and a wider choice</p>	<ul style="list-style-type: none"> • Meals at the new purpose built Oswald Street Resource Centre will be prepared on site, providing more choice

What you said	What we have done and what we plan to do
<p>Residents with visual impairments (VI) need ways to shape council services and for their needs to be taken into account</p>	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> • Worked closely with the Hackney Vision Strategy group to implement a Vision action plan <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> • Continue to work with the group to implement the Hackney Vision action plan
<p>Hackney needs a fact sheet on visual impairment, detailing the impact of visual impairment on the major health and wellbeing issues (smoking, depression, dementia, stroke, aging and learning difficulties)</p>	<p>In 2014-15, we will:</p> <ul style="list-style-type: none"> • Work with Public Health and the local optical committee to produce accessible information on health issues • Help to plan events for Eye Health Awareness week in late September
<p>The emerging peer support group for visually impaired people in Hackney needs support</p>	<p>In 2014-15, we will:</p> <ul style="list-style-type: none"> • Explore ways to support emerging peer support and involvement for visually impaired people in Hackney
<p>Ensure people with visual impairments receive information in a format they can access</p>	<p>In 2014-15, we will:</p> <ul style="list-style-type: none"> • Continue to work with colleagues across the council to ensure we address the information needs of disabled people including people with sensory impairments
<p>Ensure screen-readers are available on computers in each library</p>	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> • Reviewed PC provision in Hackney libraries and found some libraries already had PCs with screen readers <p>During 2014-15, we:</p> <ul style="list-style-type: none"> • Plan to upgrade all PCs in Hackney libraries, subject to approval, and will ensure each library has a least one PC with a screen-reader

Useful web links and contacts



Hackney Leisure & Physical Activity Team

020 8356 4897

Targeted Preventative Services including Floating Support, Volunteering and Befriending and Health and Wellbeing services

hackneytpsreferrals@outward.org.uk

020 7249 9004

Fit 4 Health Scheme

www.hackney.gov.uk/sports-after-stroke-programme

Mobile repair service

services@mobilerepairservice.org.uk

Disability Backup

www.disabilitybackup.org.uk

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**