

# Slough Adult Social Care

Local Account 2018/19



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# Welcome

It is my pleasure to welcome you to the local account for adult social care 2018-19. It will provide you with an update about some of our achievements during the year, as well as a summary of our continuing challenges and priorities. We are really proud of our diverse and vibrant communities here in Slough and the preventative approach that we have adopted. We remain committed to enabling people to live safely and as independently as possible in their own homes. We recognise and value the strong and innovative partnerships that we have developed, which build and strengthen the skills and connections of our residents, including those with complex health and social care needs issues.

We are listening carefully to the experiences of users of Slough's adult social care services, and are concerned that they are reporting lower levels of satisfaction about the services they receive, as well feeling they lack social contacts. We are also aware that the users of services are also reporting feeling unsafe, despite service interventions. Whilst we have seen some improvements in carers' experiences, we recognise that many report a poor quality of life compared to carers living in many other areas. Again, whilst we have seen headway in our performance within Learning Disability services, we know we have significant challenges in supporting people with learning disabilities into paid employment.

Last year we outlined our ambition of moving towards a more co-productive approach within Adult Social Care. This means working differently and in a more transparent way with people using services. Together we need to create an environment based on more equal partnerships, whereby people using services are valued as the real experts, empowered to influence how services are developed and delivered. With this aim, over the year we worked closely with all our stakeholders to agree a new approach. The outcome was the launch of the new Co-production Network in March 2019. The network will act as a 'critical friend' providing advice and

guidance about how best to involve members of the wider community in key decisions. Following a recruitment campaign, members of our community selected people with direct experience of health and social care to be part of the network. I am really excited about this new opportunity to work differently, and delighted that these local experts by experience are now working closely with us and our colleagues in Health and Slough Healthwatch to shape, Adult Social Care services moving forward.

As we have reported previously, along with other local authorities we are continually facing some really difficult financial decisions in Adult Social Care as resources are increasingly stretched. Many of our residents have some really challenging health and social care needs, and we will continue to respond to these challenges through a preventative strength based approach, building upon people's assets, skills, connections and aspirations.

We are clear about the areas where we need to improve our performance, and are committed to tackling these through having a plan in place which involves listening closely to people using services. At the same time we are really proud of our strengths and achievements and will continue to build upon these moving forward.

**Alan Sinclair**  
Director of Adults and Communities



# What is the Local Account?

Every year, Slough Borough Council produces a Local Account to tell people about the Adult Social Care services in our area. The Local Account provides a summary of what has taken place in Adult Social Care in Slough over the last year, and allows us to consider how these services compare to those of other areas. This Local Account covers the period between the beginning of April 2018 and the end of March 2019.

Adult Social Care in Slough includes a wide range of services and projects. All of these services are designed to improve the health and wellbeing of residents in Slough, and to support people who need additional care or assistance. This includes older people, those with physical or sensory disabilities, a mental health condition, autism, and those who provide unpaid care for these people.

The Local Account provides information on these services, and the ways in which we provide help and support to the residents of Slough. It allows us to reflect on the areas that have developed over the last year, and the areas where we need to continue to improve. Finally, it helps us to remain accountable to the people who use these services, and whose opinions and experiences must remain central to shaping the future of Adult Social Care services in Slough.



# The Local Account at a glance

Slough has a total population of **149,112**

A total of **1,897** people received care or support from adult social care in 2018/19

In 2018/19, we spent **£35,097m** on social care

**The data tells us we are performing well in areas including:**

- Mental Health Services
- Learning Disability Accommodation
- Direct Payments

**But we can still improve in some areas, such as:**

- Overall satisfaction
- Social contact
- Access to information

Our services are designed to improve the health and wellbeing of residents in Slough, and to support people who need additional care or assistance. By doing this, we are meeting one of the key council outcomes: **“Our people will be healthier and manage their own care needs.”**

To make this happen, we have four main priority areas:

|   |  |
|---|--|
| Enhance our strategic approach to improving the health and wellbeing of our residents through improved prevention and early intervention. | Improving prevention and early intervention can improve the health and wellbeing of residents by stopping problems before they develop or worsen. We have a range of initiatives that work to improve prevention and early intervention. These include our strength-based approach, locality working, direct payments, the Disabled Facilities Grant, our Safeguarding schemes, and a range of health projects surrounding cardio wellness, smoking cessation and oral health. |
| Make best use of our new leisure facilities and get more people - more active - more often.   | Physical activity and exercise can improve the health and wellbeing of residents. In Slough, we have a range of initiatives aimed at promoting physical activity, including state of the art new leisure facilities, activity sessions led by Active Slough, and the GoodGym programme.  |
| Improve mental wellbeing and reduce loneliness and isolation - more people - more connected - and happy.                                  | Good mental wellbeing can allow you to build and maintain good relationship with others, cope with the stresses of daily life, and live and work productively. In Slough, we have a range of projects that work to promote good mental health and connect residents, including the Community Mental Health Services, Dementia Action Week, RunTalkRun and the SPACE consortium.  |
| Reduce the need for long term social care through improved early help and effective partnership.  | Effective partnership working can improve the health and wellbeing of residents by ensuring that the care and support they receive is connected and cohesive. The Adult Social Care department works in partnership with many different groups and organisations, including the NHS, Slough Healthwatch, the police and ambulance services, local residents, and other teams in the council.   |

# About Slough: Our people

## People



### Ethnicity

Slough has a very diverse population. **43.54%** are Asian, **29.25%** are White British, **13.61%** are White Other, **9.52%** are Black, **2.04%** are Mixed Race, and **2.04%** identify as Other.



Slough therefore has a relatively young population. The median age is 34.8 (40.1 is the average for the whole country)

## Health

|  |  |
|--|--|
|  | Life expectancy at birth for men in Slough is 78.6 years which is 3 years less than the national average for England.        |
|  | Life expectancy at birth in Slough for women is 82.4 years which is 10 months shorter than the national average for England. |

**522** adults have a moderate or severe learning disability

**575** have dementia

**440** are older people receiving domiciliary care

**503** are carers registered with Slough Carers Support

**1,897** people received care and support from adult social care in 2018/19

**1,083** people received long term support, this includes nursing care, residential care and direct payments

**814** people were recorded as receiving short term support including reablement and rehabilitation following discharge from hospital ★

★ A recording issue has been identified which explains the reduction in numbers of people receiving short-term support compared to previous years. This issue has now been addressed and is now being recorded accurately.

# About Slough:

## How we spent our money

### Budget

For 2018/19 the council spent £35,097m on social care. This includes:

|   |         |  |
|---|---------|--|
|    | £9,721m | Care Homes                               |
|    | £5,076m | Supported Living                         |
|   | £4,276m | Care at Home                             |
|  | £5,197m | Direct Payments                          |
|  | £1,752m | Directly provided services               |
|  | £1,555m | Voluntary sector and prevention services |
|  | £1,464m | Reablement and Intermediate Care         |

The remaining amount was spent on equipment and staffing costs.

# What does the data tell us?

Every year, the local authorities responsible for providing Adult Social Care all collect information about the services in their area. This information is pulled together to create the Adult Social Care Outcomes Framework, or ASCOF. The ASCOF measures how well care services achieve the outcomes that matter most to people, and allows councils to see how their services compare to other areas.

## Strengths

- Over the last 12 months, Slough has improved in 11 out of 29 measures.
- Slough's Mental Health Services scored particularly highly, with numbers of adults in contact with secondary mental health services who are in paid employment or living independently, both ranking amongst the highest in the country.
- Slough's reablement services also scored higher than the national average on measures relating to the proportion of older people still at home 91 days after leaving hospital.
- Carers Services in Slough also scored well in some areas, with a high proportion of carers saying they find it easy to access information about support.
- Services for people with a Learning Disability performed well in some areas, with the proportion of adults with a Learning Disability who live in their own home or with family scoring higher than the national average.
- Slough has a high proportion of people who use services receiving a Direct Payment to manage their care needs.
- Slough is very successful in preventing delays to people leaving hospitals, with our rates of delayed transfers of care from hospital that are attributable to Adult Social Care much lower than the national average.

## Challenges

- Slough ranked lower than average in several measures. In particular, users of Slough's services reported lower levels of satisfaction with these services, access to information, social contact, and feeling safe, than the national average.
- Slough's Carers services, despite scoring well in some areas, performed less well in others - with carers in Slough reporting a lower quality of life than the national average.
- Similarly, Slough's Learning Disability services performed well in some areas but not as well in others. The number of adults with a Learning Disability currently in paid employment scored significantly lower than the national average.

# Our priorities

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The priorities of the council as a whole are set out in the current Five Year Plan for Slough. Slough Borough Council has five priority outcomes designed to improve the lives of people in Slough. These are:

- Slough children will grow up to be happy, healthy and successful.
- Our people will be healthier and manage their own care needs.
- Slough will be an attractive place where people choose to live, work and stay.
- Our residents will live in good quality homes.
- Slough will attract, retain and grow businesses and investment to provide opportunities for our residents.

Adult Social Care in Slough is continually striving to achieve the second of these outcomes - to support our people to be healthier and manage their own care needs. Our services are designed to improve the health and wellbeing of residents in Slough, and to support those people who need additional care or assistance.

This outcome contains four main priority areas. These are to:

- Enhance our strategic approach to improving the health and wellbeing of our residents through improved prevention and early intervention.
- Make best use of our new leisure facilities and get more people - more active - more often.
- Improve mental wellbeing and reduce loneliness and isolation - more people - more connected - and happy.
- Reduce the need for long term social care through improved early help and effective partnership.

This Local Account is focused on these four priorities. They guide how we design our services, and the structure of this document reflects this. Continue reading to find out what we have been working on over the last 12 months.

## **Priority One:** Enhance our strategic approach to improving the health and wellbeing of our residents through improved prevention and early intervention.

Improving prevention and early intervention can improve the health and wellbeing of residents by stopping problems before they develop or worsen. We have a range of initiatives that work to improve prevention and early intervention, including our strength-based approach, locality working, direct payments, the Disabled Facilities Grant, our Safeguarding schemes, and a range of health projects surrounding cardio wellness, smoking cessation and oral health.

### **Strength-Based Approach**

Over the last year, we have built upon our preventative, strength-based approach within social care. This approach is based upon valuing and promoting the unique strengths, connections, and aspirations of individuals and the communities they are a part of.

In the last year, we have run Making Every Contact Count (MECC) training with staff across the council. MECC training helps staff to develop and use a different approach when working with residents. This approach uses Open Discovery questions to help residents make their own plans to improve their health and wellbeing. Nearly 100 staff at the council received this training, and our voluntary sector partners have also been supported to deliver this training to the wider Slough community.

We have also run a series of Asset-Based Community Development (ABCD) training in Slough. ABCD training is an approach to working with communities that focuses on community strengths and assets. It helps identify, connect, and mobilise individuals and groups with assets, skills and passions. Over the last year, two sets of training were run with around 30 members of the Slough community.

“ Mr A is a 60 year old man who uses a wheelchair. He lives with his partner and her two teenage children. The house they live in is unable to be adapted for his mobility needs, meaning Mr A cannot get upstairs, and has to sleep downstairs on the sofa. He has refused to have a hospital bed fitted in the lounge, as he does not want the living space to look like a hospital ward. Following an assessment, Mr A was given a one-off Direct Payment to help him pay for a sofa bed. This equipment prevented Mr A's physical condition from worsening, by allowing him to sleep in a more supportive bed. It also improved his mental wellbeing and his relationship with his partner, by allowing him and his partner to sleep next to each other at night. The equipment also prevented Mr A needing further care and support, by keeping him in his own home with his own family.”

## Direct Payments

Direct Payments improve the wellbeing of users of social care by allowing them to manage their own care needs. Over the last year, we have further increased the number of people receiving their care through a direct payment. A total of 549 people received a direct payment last year. Of these, 71 were new to direct payments.

Direct payments can be used for regular care, or for one off payments. They can be used for both long term recipients of social care, and for preventative measures to improve health and wellbeing.

## Disabled Facilities Grant

The Disabled Facilities Grant aims to improve the lives of people with disabilities, and reduce the number of admissions to hospitals and care homes. The Grant does this by funding adaptations to enable disabled people to remain independent in their own homes. This can include minor adaptations such as installing ramps or stairlifts, or major adaptations such as extensions. In 2018 to 2019, the budget for this was over £1million.

“ A grant was awarded a family of five that included a 7 year old disabled son. They needed an extension to make their home fit for their son’s mobility needs. The family had been saving for some years, and the combination of their savings and a grant was enough to fund the works to the house. The family now have a superb, fully disability-friendly home. Their son is particularly excited by the huge logo of his favourite football team on his new bedroom wall! ”

## Safeguarding

The Safeguarding team in Slough protect vulnerable adults and children from abuse. This year:

- 229 individuals were subject to safeguarding enquiries
- 272 Deprivation of Liberty Safeguards (DoLS) were received.
- Of these, 95% of individuals who lacked capacity were supported by an advocate.
- 1,900 members of staff attended training in Safeguarding.
- The Slough Strategic Safeguarding Leaders Board was launched, to create more connected and cohesive arrangements for safeguarding.

## Prevent

In 2018-2019, the Prevent team developed a new set of face-to-face training to replace the Home Office’s WRAP (Workshop Raising Awareness Prevent) training. The team have developed their own training modules covering the threat from all forms of radicalisation. This training is being delivered to staff at the council, to help them recognise the signs of extremism.

The team have also recently refreshed the training they offer to primary and secondary schools, and have been travelling around Slough educating children and vulnerable young adults about the dangers of radicalisation and extremism.

### Public Health

The Public Health team at Slough Borough Council runs a range of initiatives and projects aimed at improving the health of residents through prevention and early intervention.

### Cardiowellness4Slough

Cardiowellness4Slough provides people with a range of preventative services including eating well advice, fitness and activity guidance, and smoking cessation. Residents can either refer themselves, or be referred by their GP. In 2018-2019, 1538 referrals were made, including 79% from Black, Asian, Minority, Ethnic Refugee (BAMER) groups.

### FallsFree4Life

Every year, one in three people aged 60 and over experience a fall. In 2016-17, Slough had some of the worst rates of emergency admissions to hospital due to falls.

FallsFree4Life aims to prevent falls by those aged 60 or over in Slough, by providing Strength and Balance classes, home risk assessments, and footwear assessments. In 2018 to 2019, the service carried out 629 assessments.

*“ I have enjoyed the classes very much and if asked by anyone I would thoroughly recommend them. It gave me a great deal of confidence. Will now add these exercises to my daily routine. Mr S, an 80 year old man who undertook Strength and Balance classes ”*



### Annual Health Checks

In 2018-2019, 6405 eligible adults aged between 40 and 74 were offered an NHS health check. 2890 eligible adults received an NHS health check. This is an increase from last year.

### Flu jabs

In 2018-2019, 66.9% of Slough adults aged over 65 received the flu jab. 45.5% of people that are classed as 'at risk' received the jab. The uptake of both is lower than the rate across England, which is 71.2% and 46.7% respectively.

### Smoking Cessation

In 2018-2019, there were 1,566 adults that set a quit date using the Smoking Cessation service. Of these, 1005 had successfully stopped smoking at four weeks. This is an improvement from last year, when only 629 residents had successfully stopped smoking at the 4 week stage.

### Oral health

The Slough Healthy Smiles project delivered training throughout the year to over 30 staff who work with vulnerable older adults. The training was aimed at increasing awareness of how to care for teeth, including good teeth brushing technique and a tooth-friendly diet.

*“ I learnt how to brush my teeth properly and learnt about the right sort of diet for me. ”*

Mrs J, a care home resident who received support from a member of staff who attended the training



## Priority Two: Make best use of our new leisure facilities and get more people - more active - more often.

Physical activity and exercise can improve the health and wellbeing of residents. In Slough, we have a range of initiatives aimed at promoting physical activity, including state of the art new leisure facilities, activity sessions led by Active Slough, and the GoodGym programme.

### Active Slough

Over the past 12 months, the Active Slough programme has delivered over 50,000 hours of sport and physical activity, in partnership with 30 different sports clubs, community groups, charities and voluntary organisations. They have also run a range of events throughout the year, including disability-friendly sports, weekly running groups, the half marathon, and a 5k fun run. On average, around 1,200 people have attended Active Slough events every week.

“ Mr D attends the Disability Football sessions run at Arbour Park by Active Slough. Initially, Mr D needed persuading to come to the sessions, and was nervous about playing football. Now, he says he looks forward to coming to the sessions. Since he has joined Disability Football, he has become more sociable, less nervous about meeting new people, and his movement and co-ordination has improved. He says that he plans to keep coming to the sessions, and developing both his football skills and his friendships with other players. ”

77% had improved their physical activity levels

59% had an improved overall satisfaction and quality of life

65% had improved levels of happiness



## GoodGym

The GoodGym programme has now been running for 12 months in Slough. During this time, GoodGym members have already completed around 750 'Good Deeds' - which equates to over 375 hours of volunteering time. They have also been on 8 'Coach Runs' to relieve the burden of loneliness in older isolated adults, and 3 'Mission Runs' to help older adults with one-off tasks.

### What can you do with GoodGym?

- Join a local running group and run once a week whilst volunteering as part of your running group session.
  - Join a friend, colleague, or family member to run to an isolated older adult to help them with a one off task.
- Run on your own to an isolated older adult on a regular or semi-regular basis to befriend them and help remove the burden of loneliness.

*“ It’s a wonderful way to promote greater civic action and build community cohesion and volunteer runners receive the added benefit of improved physical and mental health and wellbeing. ”*



## Priority Three: Improve mental wellbeing and reduce loneliness and isolation - more people - more connected - and happy.

Good mental wellbeing can allow you to build and maintain good relationships with others, cope with the stresses of daily life, and live and work productively. In Slough, we have a range of projects that work to promote good mental health and connect residents, including the Community Mental Health Services, Dementia Action Week, RunTalkRun and the SPACE consortium.

### Community Mental Health Services

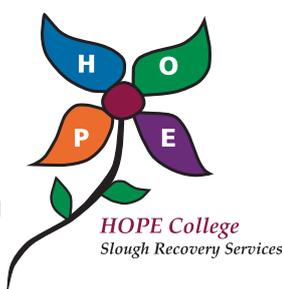
Community Mental Health Services provide high-quality mental health care across Slough. The team is working to create a positive community of mental health support, which includes the Hope Recovery College, the Hope House supported living project, EMBRACE (the therapeutic group programme), Sport in mind, Peer Mentors, and Social Prescribers who work across health and social care.

In the 2018-2019 year, the Slough Community Mental Health Services Team were shortlisted for the national 'Innovation in Health' award for their approach to treating mental health.

### Hope College

Hope College is a dedicated centre for mental health education. It aims to provide training to support people in their journey to better mental health. The college currently includes four different pathways:

- Recovery - Helping students to understand their mental health treatment options, and teaching them how to manage their own difficulties.



- Life skills - Social activities that help to link students with their local community.
- Working towards recovery - Workshops designed to help students move into work and employment.
- Peer support - Enabling students to become Peer Mentors at the college, and help other future students.

Over the last year, the college has gone from strength to strength. Since it was launched in 2015, it has enrolled over 1000 students, run 127 different courses, and trained 34 Peer Mentors.

### Mental Health Day

This year, Slough Mental Health Services hosted an event at The Curve to mark World Mental Health Day. This event brought together Slough residents, members of Hope College, and local providers to learn about mental health and wellbeing. Over 150 members of the community took the opportunity to come along and look at the various stalls providing information on the services that promote good mental health and wellbeing in Slough.

## #NotAlone Campaign

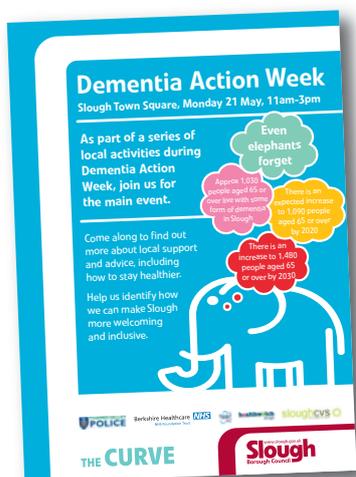
The World Mental Health Day also saw the launch of the #NotAlone campaign in Slough. The campaign aims to raise awareness of mental health issues in Slough. The campaign seeks to remind members of the community that they are 'Not Alone' and that they can seek support and help if they need it.



## Dementia Action Week 2018

Staff from Slough Borough Council worked with community organisations to deliver a programme of activities during Dementia Action Week 2018. The theme for the week was 'Even Elephants Forget', and sessions throughout the week focused on raising awareness of the condition, and highlighting the support and services that residents can connect with in Slough.

Events and activities during the week included singing, yoga, disabled football, dementia awareness training and the opening of a new dementia-friendly day room.

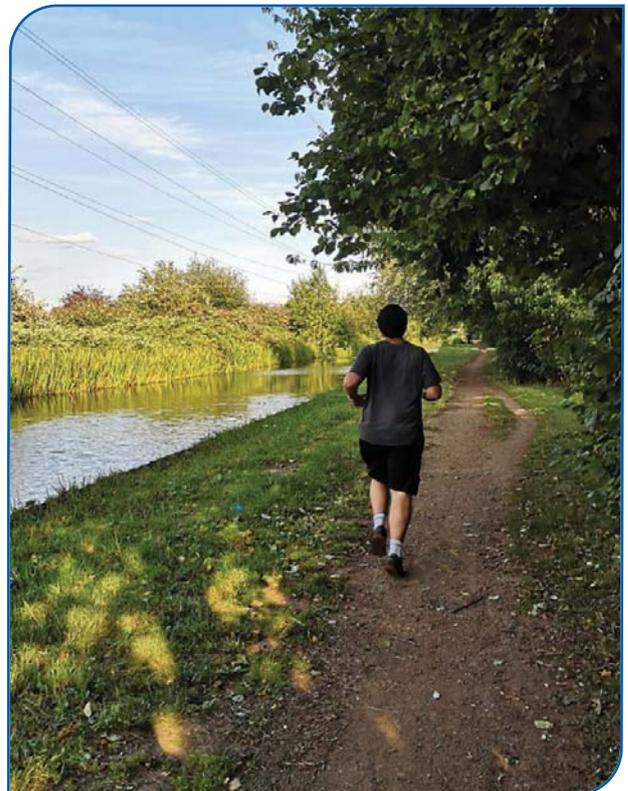


## RunTalkRun

RunTalkRun is a weekly running group that exists to make both running and mental health support more accessible. It aims to bring people together for gentle runs that are a space for mental health support and combating loneliness.

The RunTalkRun community was originally set up in London. Active Slough have now set up a Slough RunTalkRun group.

*“ It helps me with both physical activity and mental health support in a relaxed, chilled way. I like the fact it’s a running group without the pressure of being a good runner because I’m not a competitive runner and just enjoy getting active and the company. ”*



“ Mrs B is a 91 year old lady who was referred to the wellbeing prescribing service because she was becoming increasingly isolated from the community. Her main objective was to get out of her house more and socialise more. Her garden was also considerably overgrown, and she was keen to get help to tidy it up! The wellbeing prescribing service referred Mrs B to the Slough Furniture Project for gardening, the Royal Voluntary Service for befriending, and to the council for a care and support assessment. She now has carers coming into her home to provide support to her, befriending services visiting twice a week and taking her out into the community, and her garden has been tidied.”

### Slough Prevention Alliance Community Engagement



Slough Prevention Alliance Community Engagement (SPACE) is a collective of local charities and community groups that are commissioned by the council to work together for the benefit of Slough residents. They deliver a broad range of support activities, including housing support, wellbeing prescribing, and support for carers.

Over the last year, over 4,300 Slough residents were provided with information and advice by the SPACE group. This included advice on a range of topics, including health, debt and housing.

### Wellbeing Prescribing

The wellbeing prescribing services is one of the services run by members of the SPACE consortium. Wellbeing prescribing helps clients



to make positive changes to their lives, by linking them with the right services in the area. Over the last year, the wellbeing prescribing team handled over 400 cases. Of these, 75% successfully completed their wellbeing plan.

### Slough Carers Support

Slough Carers Support Service provides support to unpaid carers across Slough. Over the last year, the service identified 85 new carers, bringing the total number of carers registered with Slough Carers Support up to over 500.

Slough Carers Support provides information, advice and training to carers to help them with their caring role. They also run a discount card for carers, to help them access special offers and reductions across Slough. In June 2018, Slough Carers Support also celebrated Carers Week in Slough. Carers Week is an annual campaign to raise awareness of caring, highlight the challenges carers face, and recognise the contribution they make to families and communities throughout the UK.



The theme for Carers Week this year was 'Healthy and Connected', and Slough Carers Support ran an information event for Carers on this theme. The event featured information stands, free pamper sessions and gifts for carers, as well as lunch and a chance to chat and build connections.

### AccessAble

AccessAble is a free online guide that provides information about the accessibility of venues. By providing detailed facts, figures, and photographs about a venue, the AccessAble guide aims to assist people with disabilities, and their carers, in getting out and about.

Slough Borough Council commissioned AccessAble to survey public venues in Slough, and provide free information online about their accessibility. Over 200 venues, including shops, restaurants, cafes, cinemas, hotels and railway stations have been surveyed in Slough. The online guide provides detailed information about the accessibility of the venue, including parking, walking distances, toilet facilities, lifts, hearing loops and much more.



## **Priority Four:** Reduce the need for long term social care through improved early help and effective partnership work.

Effective partnership working can improve the health and wellbeing of residents by ensuring that the care and support they receive is connected and cohesive. The Adult Social Care department works in partnership with many different groups and organisations, including the NHS, Slough Healthwatch, the police and ambulance services, local residents, and other teams in the council.

### **Health and Social Care Integration**

Over the last year, social care services have continued to become more integrated with health services in Slough. Integrating these services allows complex health and social care services to be delivered seamlessly, allowing people to receive the right care, in the right place, at the right time. In 2018-2019, we launched several initiatives, including improving our cluster meetings, setting up the discharge passport service, and recommissioning the Careline responder service.

### **Cluster Meetings**

Cluster meetings are held every month in each of the three sections, or 'localities' of the borough. The meetings bring health practitioners - including GPs, district nurses and members of the mental health team - together with professionals from the social work team and the occupational therapy team. The meetings are intended to improve outcomes for residents, by ensuring that the support they receive is multi-disciplinary and holistic.

“ Mr B is a 73 year old man who was neglecting himself due to his mental health problems. His neighbours raised concerns about his home environment and how well he was looking after himself. His case was discussed at a cluster meeting, and a holistic approach to his care was designed. He was visited by the Community Mental Health team to address his mental health issues. He was also visited by a District Nurse to discuss his incontinence, and by an Occupational Therapist who installed equipment to aid his mobility around his home. As a result of these interventions, his health and wellbeing have greatly improved.”

### **Discharge Passport**

2018 and 2019 saw the launch of a Discharge Passport in Slough. The passport aims to improve the experiences of people moving from hospital to further health or social care, by bringing together all of the information and assessments needed before a patient can begin their transition. The new passport has been positively received by healthcare practitioners and social care professionals alike, and already appears to have lowered the rates of Delayed Transfers of Care (DTOC).

## Responder Service

In 2018-2019, we successfully recommissioned the responder service. Our responder service referrals are received via Careline who manage our telecare service. The responder service provides fast support and care to elderly or vulnerable clients who require assistance, and where there is not a named contact such as a family member. These people would otherwise need to contact the emergency services. The service can provide help and support to people who have fallen, and cannot get up without aid, or when a service user is feeling unwell, but does not necessarily require a paramedic. To benefit from the scheme, service users need to have a Careline alarm system, which they can trigger in the event of an emergency.



## Slough Healthwatch

Healthwatch are the independent champions for people using local health and social care services. Their purpose is to help make care better for people.

Slough Borough Council works in partnership with Slough Healthwatch. During 2018-2019, Slough councillors have worked alongside Healthwatch to agree an approach to ensure that Slough becomes a disability-friendly town. This strategy includes changes over the next few years to a range of areas, including transport, planning, leisure, and health and social care. As part of this project, Healthwatch have visited GP surgeries in Slough and made recommendations on how they can be more accessible for people with physical, sensory, and mental impairments.



### Co-Production Network

In March 2019, the new Adult Social Care Co-Production Network was launched. The Co-production Network aims to develop equal working partnerships between people with lived experience of the adult social care and support systems, and health and social care staff. It is about working together to ensure diverse views and ideas are considered during

the design and running of social care services in Slough.

The group is formed of 10 representatives from the community, and 8 staff from the council and other professional organisations. The group will meet every two months, and will work to ensure that co-production is used throughout Adult Social Care in Slough.



# Our future priorities

Over the coming year, the Adult Social Care teams at Slough Borough Council will be working on a range of initiatives and projects to address our challenges and thereby improve the health and wellbeing of residents in Slough. These projects all strive towards our target outcome - that our people will be healthier and manage their own care needs - and the four main priorities within this.

## **Priority One - Enhance our strategic approach to improving the health and wellbeing of our residents through improved prevention and early intervention.**

- Continue to develop our strengths-based approach to social care to people accessing our support including carers. We will support them to identify and utilise their own as well as local community assets.
- Working with our partners to ensure people accessing services including carers have access to information to support their wellbeing.
- Continue to develop our place-based approach to social care, by completing the final stages of locating our social work teams in the communities they serve.
- Continue to promote the use of Direct Payments to support residents in choosing how their care and support needs are met.
- Develop a personalised approach to safeguarding across social care, to ensure that the wellbeing of all of our residents is protected, and that they are helped to feel safe.
- Launch a new Integrated Wellbeing Service to bring together children's health, healthy eating, stop smoking, physical activity, cardio wellness and mental wellbeing services into one holistic support offer.

## **Priority Two - Make best use of our new leisure facilities and get more people - more active - more often.**

- Increase the rates of physical activity across Slough, through Everyone Active, the Active Slough programme, and the work of our community and voluntary partners.

## **Priority Three - Improve mental wellbeing and reduce loneliness and isolation - more people - more connected - and happy.**

- Continue to build on the success of Mental Health Services in Slough, by co-producing a website with service users to expand the reach of mental health services in Slough, and by further developing the #NotAlone campaign.
- Develop the services offered in partnership by the council and the voluntary sector, including the wellbeing prescribing service, and the offer to carers.

## **Priority Four - Reduce the need for long term social care through improved early help and effective partnership.**

- Continue to develop our close relationship with the NHS in a range of ways, including an integrated approach to Continuing Health Care placement management, and establishing an integrated wellness service.
- Increase the use of co-production in commissioning of social care services, by working strategically with the new co-production network.
- Continue to support our residents to maintain healthy lifestyles.

# Glossary

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## **ASCOF**

Short for Adult Social Care Outcomes Framework. Measures how well care services achieve the outcomes that matter most to people, and allows councils to see how their services compare to other areas.

## **Carer**

Someone who provides unpaid support for another person, usually a family member or friend.

## **Commissioning**

The process of assessing what health and social care services are needed in the community, purchasing these services from a provider, and monitoring these services to ensure they meet the desired outcomes.

## **Dementia**

An umbrella term for a range of conditions that affect the brain, including Alzheimer's disease. Dementia damages the nerve cells in the brain, which prevents the body from functioning normally.

## **Direct Payments**

An arrangement where social care users receive money from the council directly, and then use this to arrange and pay for their care themselves.

## **Domiciliary care**

Care provided by professional carers to people who still live in their own homes, but require additional support with some activities, such as personal care or household tasks.

## **Healthy Life Expectancy**

A measure of population health, that estimates the expected years of life in good health for a person.

## **Learning disability**

A reduced intellectual ability that may create difficulty with everyday activities, such as household tasks, socialising or managing money.

## **Mental wellbeing**

The mental state of a person - how they are feeling, and how well they can cope with day-to-day life.

## **Oral Health**

The health of a person's mouth and throat, including tooth decay, gum disease and mouth or throat cancer.

## **Public Health**

The team in the council who exist to protect and improve the health and wellbeing of people in Slough.

## **Radicalisation**

The way a person comes to support or be involved in extremism and terrorism. A gradual process, so the person affected may not realise what's happening.

## **Sensory disability**

A disability that affects one or more of the senses - sight, hearing, smell, touch, taste and spatial awareness.

## **Smoking Cessation**

The process of stopping tobacco smoking. Also known as quitting smoking.

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## Slough Adult Social Care Local Account 2018/19

If you would like assistance with the translation of the information in this document, please ask an English speaking person to request this by calling 01753 475111.

यदि आप इस दस्तावेज़ में दी गई जानकारी के अनुवाद कए जाने की सहायता चाहते हैं तो कृपया किसी अंग्रेजी भाषी व्यक्ति से यह अनुरोध करने के लए 01753 475111 पर बात करके कहें.

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿਚਲੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਕਰਨ ਲਈ ਸਹਾਇਤਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਵਿਅਕਤੀ ਨੂੰ 01753 475111 ਉੱਤੇ ਕਾਲ ਕਰਕੇ ਇਸ ਬਾਰੇ ਬੇਨਤੀ ਕਰਨ ਲਈ ਕਹੋ।

Aby uzyskać pomoc odnośnie tłumaczenia instrukcji zawartych w niniejszym dokumencie, należy zwrócić się do osoby mówiącej po angielsku, aby zadzwoniła w tej sprawie pod numer 01753 475111.

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اگر آپ کو اس دستاویز میں دی گئی معلومات کے ترجمے کے سلسلے میں مدد چاہئے تو، براہ کرم ایک انگریزی بولنے والے شخص سے 01753 475111 پر کال کر کے اس کی درخواست کرنے کے لئے کہیں۔