

Adult Social Care Services

Council Name: Bracknell Forest

This report is a summary of the performance of how the council promotes adult social care outcomes for people in the council area.

The overall grade for performance is combined from the grades given for the individual outcomes. There is a brief description below – see Grading for Adult Social Care Outcomes 2008/09 in the Performance Assessment Guide web address below, for more detail.

Poorly performing – not delivering the minimum requirements for people

Performing adequately – only delivering the minimum requirements for people

Performing well – consistently delivering above the minimum requirements for people

Performing excellently- overall delivering well above the minimum requirements for people

We also make a written assessment about

Leadership and

Commissioning and use of resources

Information on these additional areas can be found in the outcomes framework

To see the outcomes framework please go to our web site: [Outcomes framework](#)

You will also find an explanation of terms used in the report in the glossary on the web site.

Delivering Outcomes Assessment

Overall Bracknell Forest Council is performing:

WELL

Outcome 1:

[Improved health and emotional well-being](#)

The council is performing: **WELL**

Outcome 2:

[Improved quality of life](#)

The council is performing: **WELL**

Outcome 3:

[Making a positive contribution](#)

The council is performing: **WELL**

Outcome 4:

[Increased choice and control](#)

The council is performing: **EXCELLENTLY**

Outcome 5:

[Freedom from discrimination and harassment](#)

The council is performing: **WELL**

Outcome 6:
[Economic well-being](#)

The council is performing: **EXCELLENTLY**

Outcome 7:
[Maintaining personal dignity and respect](#)

The council is performing: **WELL**

Click on titles above to view a text summary of the outcome.

Assessment of Leadership and Commissioning and use of resources

Leadership

The council is led by a strong leadership team of senior managers and members that understand the needs of the local population and the factors that influence the provision of services within the area. The council has demonstrated that it works in line with national policy, local need, and complies with national legislative requirements. The agenda for transforming social care has been promoted among its own staff and in the independent and voluntary sector.

The skills of the leadership team have influenced corporate initiatives across the council and the development of strategies to improve outcomes for local people. During the year the council worked at changing the provision of home domiciliary care services and specialist dementia support for service users and their carers.

Working In partnership the council contributed to the development of the agreed Joint Strategic Needs Assessment and Local Area Agreement, which includes targets to improve the health and well being of the local population.

It is evident that the leadership has placed people who use services and their carers at the centre of strategic planning and has worked successfully with hard-to-reach groups.

Staff turnover is slightly higher than similar councils and this is mainly due to the restructuring and modernisation of services. During the year a number of staff posts were also 'frozen' due to modernisation initiatives. The council continue to have in place effective systems to manage staff absence.

Commissioning and use of resources

People who use services, their carers, council staff, professionals in independent and statutory sectors are involved in the commissioning and planning of new services. Joint council and Health teams work together to ensure better outcomes for people using services. This is going to be further developed with an appointment of a Head of Joint Commissioning.

There are effective systems in place for the monitoring of commissioned services and the council takes effective action when a service needs to improve. The council effectively manages information and data to influence its commissioning of services and improve outcomes for people using services. The council has also undertaken work to review a majority of placements for people living outside of Bracknell Forest so individuals can consider their future living arrangements and locality.

In partnership, the council are developing with voluntary organisations a service to improve outcomes and long-term care and support for people who have had strokes and their carers.

The auditor has identified that Bracknell Forest's spending per person is low but it is evident that the council has effective and efficient commissioning arrangements to ensure that there are good outcomes for people using services and their carers.

Summary of Performance

The council produces information that is available in a number of formats including detailed information on their website and the use of Community Television to increase awareness of the available support for people who may need services and their carers. The council has a number of services and initiatives in place to support people to retain and regain their independence.

The council works in partnership with the NHS and voluntary organisations to provide support for people with long term conditions and their carers and are also developing with voluntary organisations a service to improve outcomes and long-term care and support for people who have had strokes and their carers.

The council works jointly with their East Berkshire strategic partners and continues to effectively minimise delayed transfers of care from a hospital setting and is supported by more people having their reablement needs met in non-residential settings.

Good quality community based support continues to reduce the number of people needing or choosing admission into long term residential care. The council also worked with individuals in residential settings and in a number of circumstances assisted them to meet their aspirations to increase their independence and live in the community.

The council has a single point of contact for the public, which is available to individuals who self-fund their own care and staff receive training to ensure individuals using the facility are directed to appropriate information, advice, other staff or services. Individuals contacting the council are also offered information and advice on welfare and benefits, which may involve being directed to voluntary organisations that are skilled at assisting people with questions about benefits.

The council listens to people in both strategic development and in response to service quality issues and there has been a strong drive to increase involvement with hard to reach groups. The council are engaged with the Bracknell Forest Minority Alliance to encourage community participation by minority groups and effective monitoring systems in place to indicate the uptake of provision reflects the local population.

The council works and supports a number of voluntary organisations to improve outcomes for people who use services and their carers across all groups. People who use services and their carers, often through their involvement with voluntary organisations, are able to express their views and contribute to the development of services and the way the needs of the local population are met.

There has been an increase in direct payments to services users across most service user groups and carers continue to have good access to breaks that support them in their caring role.

Relatively low levels of complaints have been received by the council during the year. However, systems are in place to ensure complaints are dealt with in a timely manner.

The council has created a Corporate Equalities Group and appointed a Principal Policy Officer to drive forward the equality and diversity agenda. All staff receive training in diversity and racial cultural equality.

The council has developed various initiatives to employ people regardless of disability and is committed to supporting people with employment despite the current economic challenges. Carers are also supported to be able to continue with employment through the development of flexible services and support.

The council established its own Safeguarding Board that continues to work closely with partners and has increased the awareness of safeguarding across all sectors through training, a safeguarding adults forum and a publicity strategy.

There has been a sharp rise in older people's safeguarding referrals and the rate is now much higher than the average for similar councils. However, the rate of referrals about people who fund their own care is less than similar councils and this indicates further work is required to improve awareness of staff who work with people who self fund their care. Although a system has been established to monitor the levels of training amongst staff in the independent sector the rate of training in the independent sector is too low.

Outcome 1: Improved health and emotional well-being

The council is performing: **WELL**

What the council does well.

- The council works positively with partners to ensure improved health and wellbeing in its community.
- The council puts people at the centre of what the council does to promote choices and the council focuses on the things that are important to individuals.
- The council effectively ensures that the rate of delayed discharges from hospital that are attributable to the council is very low.

What the council needs to improve.

- The council needs to further develop the opportunities that individuals have to assess their own needs.
- The council needs to ensure that more people with mental health needs receive timely care management reviews so that changes in individual needs are identified and supported.
- The council should ensure that meals and food for younger adults is improved in some registered homes.

Outcome 2: Improved quality of life

The council is performing: **WELL**

What the council does well.

- The council continues to have a good and effective focus on improving the quality of life for people who use services and their carers.
- The council works effectively to assist people gain and retain their independence.

What the council needs to improve.

- The council needs to ensure that there is a timely supply of extra care housing options for older people
- The council needs to reduce the time that people wait for minor adaptations so that outcomes for people are improved and are more responsive to needs.

Outcome 3: Making a positive contribution

The council is performing: **WELL**

What the council does well.

- The council listens to people in both strategic development and in response to service quality issues.
- The council works with and supports a number of voluntary organisations to ensure better outcomes for people and engages with people who use services and their carers about the future of social care.
- People are supported to access services that may lead to voluntary and paid work.

What the council needs to improve.

- Individuals should have greater opportunities to identify their own needs and the support they need through further development and opportunities to use a self assessment process.

Outcome 4: Increased choice and control

The council is performing: **EXCELLENTLY**

What the council does well.

- The council undertakes prompt assessments for people needing services.
- Advocacy services are widely available.
- The council works with a voluntary organisation to successfully manage part of its carers' grant.
- Carers have good access to breaks and services to support them in their caring roles.

What the council needs to improve.

- The council needs to continue to increase the rate at which carers receive assessments or reviews.
- Although there are good systems in place to support carers there is a need to be able to evidence that the carers' grant is used effectively to ensure equity for all of its population.

Outcome 5: Freedom from discrimination and harassment

The council is performing: **WELL**

What the council does well.

- All council staff receive training in diversity, racial and cultural equality.
- The council works effectively with partners to monitor and increase people's freedom from discrimination and harassment.

What the council needs to improve.

- No key areas for improvement.

Outcome 6: Economic well-being

The council is performing: **EXCELLENTLY**

What the council does well.

- The council has developed various initiatives to employ people regardless of disability and is committed to supporting people with employment despite the current economic challenges.
- People who are unable to manage their financial affairs are supported through advocacy and other services.
- Bracknell Forest facilitates access to specialist brokerage support when necessary and needed by people who use services and their carers.

What the council needs to improve.

- No key areas for improvement

Outcome 7: Maintaining personal dignity and respect

The council is performing: **WELL**

What the council does well.

- The council responds effectively to concerns raised about standards of care.

What the council needs to improve.

- The council needs to increase the awareness of safeguarding by staff working in services provided by the independent sector.
- The available data shows that the rate of safeguarding referrals is now high compared to the average of similar councils. The council should understand why this is.
- The rate of referrals about people who fund their own care is less than similar councils and indicates further work is required to improve the awareness of staff who work with people who self fund their care.