

		AGENDA ITEM 5
		PAF/27/14
Committee:	People and Families Scrutiny Committee	
Date:	13 November 2014	
<u>Essex Cares – Annual Report</u>		
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Purpose of the Paper:

- 1. To receive the Annual Report of Essex Cares.**

Impact Report 2013/2014





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Our impact on the people and communities we support 3

Essex Cares makes a hugely positive impact on our customers' lives, enabling thousands of individuals to remain independent in their own homes and local communities.

Due to the nature of the market, the environment in which Essex Cares works to support our wide range of customers is changing rapidly and fundamentally. Following the sharp increase of the elderly population and the expanding learning disability community, the number of people who can benefit from our services is growing.

At the same time, councils who commission social care face continued reductions in spending. There is also a growing political consensus regarding the funding and management of health and social care which cannot continue if the NHS and social care services are overwhelmed. Along with these reviews and developments, there are going to be new ways in which care budgets are organised and people will be able to choose the services that will suit them best.



On top of all these changes, smart technology is ever advancing and now has the ability to keep people well and living as independently as possible. This presents us with the opportunity to provide an innovative care package and as we move forward, we plan to integrate this technology into the services we deliver. Essex Cares is working hard to become more efficient and to deliver the best value services for our customers and for the commissioners in Essex and West Sussex.

Working with our partners in the NHS, including hospitals, GPs and community services, we were able to successfully support 53,522 vulnerable adults, and are continuously working towards improving the integration between health and social care.

As well as providing a wide range of community and home-based services, we also issued 156,631 items of equipment to help improve our customers' daily lives. Increasing numbers of customers are using personal budgets or are self-funded.

We are proud to share our many achievements, which include:

- The development of our Hub @ Harlow, which has become the blueprint for the transformation of our Wellbeing and Activity Centres across the areas we serve
- The introduction of our 'Offerings', a completely new timetable of exciting activities which has been drawn up with our customers
- Closer partnership and agency working for our Reablement teams
- The launch of our Hearing Impairment Drop-in Centres in Colchester, Clacton and Basildon, with more to follow
- And a Dignity in Care Award, won by our Sensory Team Manager Faye Gatenby, in recognition of the incredible training delivered by our sensory team.

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The professionalism of our staff and the passion they show in supporting our customers is second-to-none and our partnerships with colleagues in the health and voluntary sectors continue to thrive.

We believe that by looking afresh at what we do we cannot only maintain and improve the services, but we can develop systems at a higher efficiency. We will aim to keep our customers, along with their families and carers, up to date with developments as we tackle the challenges ahead.

We are the country's first ever Local Authority Trading Company, formed in 2009 and we are proud to be able to say that our main shareholder has always been very supportive of our work. We are embracing the ever-changing care sector landscape, moving forward with the closer integration of health and social care services, and building on our solid foundation as a highly respected market leader.

Liz Chidgey, Managing Director, Essex Cares

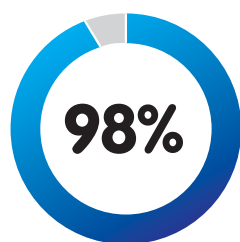
“ I love coming to the centre because I make friends, play bingo, read books and play games. The staff encourage me to do things that I've been too nervous to try.

“ We couldn't have done it without the Reablement team. We as a family are very pleased with the kind service you give. We can relax a bit knowing he is in good care.



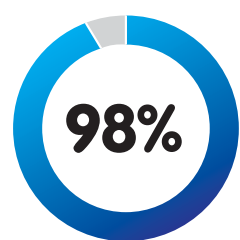
Annual Customer Survey

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of customers were happy with the service delivered.

“ I am amazed how quickly my request was dealt with. The person I spoke to on the phone and the chap who delivered the apparatus were exceptionally pleasant and helpful.



of customers would recommend Essex Cares to others.

Commitment to quality

At Essex Cares, we are committed to providing a high quality service in everything we do; we work to agreed standards and procedures and are regulated by the Care Quality Commission.

We have ISO 9001 accreditation, an internationally-recognised accredited Quality Assurance Framework, which measures our performance from a customer's perspective against five sets of standards.

We safeguard all children, young people and vulnerable adults that we come in contact with within our work and continuously review our Safeguarding Management in order to deliver a safe and caring environment throughout all of our services.

In order to prevent any risks, we have a rigorous recruitment procedure, as well as a thorough

training and development plan for our staff, linked to the needs of the customers supported.

Our Health and Safety team ensure the workplace and workforce are kept as safe as possible and conduct regular internal audits against the requirements of OHSAS 18001 (Health & Safety) and ISO 14001 (Environment).

We have also appointed an Information Governance Manager to ensure we are fully compliant with the information governance standards to protect our customers personal information and that our systems are robust.

We believe that everyone is entitled to equal rights in the protection from abuse, regardless of age, race, religion, ability, gender or sexual identity and our central focus is protecting and promoting the welfare of our customers.

“ The staff have been amazing. I have met a group of people that I have felt so comfortable with and the staff have a really good sense of humour and are very kind.

6 Reablement in Essex

Our Reablement teams across Essex are focusing on closer working with partners in the health service and other agencies, offering a more holistic and integrated approach to patient care.

Traditionally our Reablement service has largely provided short-term care for customers who have come out of hospital, who need help to regain and maintain their confidence and boost their independence around the home.

However, in 2013-14, we introduced a Rapid Response Service in West Essex and became a key partner in an initiative run by the Clinical Commissioning Group, where GPs and hospitals, local authorities, mental health and social care services are working more closely together to provide a single point of access and help people, especially those who are old or frail, to continue to lead happy and independent lives in their own homes.

In order to enhance the service we currently provide and to reduce the likelihood of hospital or care home admissions, a physiotherapist has also been added to the team so we are able to deliver a complete care package.

The scheme is operating so successfully that it is now being rolled out countywide, strengthened by our partnerships with organisations such as Age UK. By integrating an Age UK adviser into each local Reablement team, we can ensure customers who are worried or concerned about their living, financial or personal circumstances get appropriate help and advice.

Our Reablement employees who are out and about are also able to work more efficiently, thanks to the introduction of CACI electronic hand-held devices. These ensure our teams have important information at their fingertips; at the same time, data captured enables real-time reporting.

[See Pages 18-19 for more information about our Partnerships.](#)

West Sussex Regaining Independence Service

Essex Cares delivers the Regaining Independence Service (RIS) for West Sussex County Council, providing short-term Reablement support to help individuals retain or re-learn skills following a period of ill health or deteriorating ability to manage independent tasks at home.

There have been a number of successes where customers have been able to reduce their dependence on carers and live more independent lives.

Sue Cranford, Registered Manager for RIS, said: "We have had two notable cases where both customers needed to be visited four times a day from two carers; one customer with an Acquired Brain Injury

required help getting into or out of his wheelchair or bed, the other had a number of chronic medical conditions and required help with everyday tasks.

"We worked with them to set goals and build confidence and in both cases were able to reduce the number of visits and, within a matter of weeks, both only required one visit a day from a single carer."

20 members of staff have also gained a Level 2 certificate in Dementia. This nationally accredited qualification is designed to provide the staff with an understanding of the different forms of dementia that may be encountered and how they can support individuals through person-centred care.

From November 2013 to May 2014 we've supported **6,676** customers in Essex and **1,373** in West Sussex, with **82%** successfully completing Reablement with full recovery and independence at 91 days.

Case study

After being involved in a near-fatal car accident, Josephine, from Harlow, underwent surgery to remove both of her knee caps and, as a result, lost her confidence. Needing only a small amount of support accessing upstairs and the comfort of knowing someone was near when showering was all it took for Josephine to quickly get back on her feet. Equipment was added around her home to make it easily accessible and she received daily visits from our Reablement team.

By the end of the six week programme, Josephine had the confidence to go up the stairs unassisted and was able to shower without the worry of falling.



“It is wonderful that the Reablement team is there for customers of all ages. After my accident I wasn’t sure where to turn for help so when I was referred to my local team I felt instant relief. Just having someone there to make sure you don’t trip and fall is enough to help rebuild your confidence. Without the wonderful team I would have struggled to take back my independence.”

8 Wellbeing & Activity Centres

Across Essex, our Wellbeing and Activity centres provide a diverse range of services for older adults or people with learning disabilities, many of whom have complex needs.

We are now pioneering a new 'hub and spoke' approach, representing a completely visionary way in which we deliver outcome-based services that are tailored to our customers' needs.

Our flagship hub, in Harlow, brings Wellbeing and Activity services, Work-based Training, Reablement and Outreach services, and a whole lot more, under one roof.

At the same time, we've been working with our customers to create an exciting timetable of fun and inspiring activities, or 'Offerings', to help them achieve their goals.

Hub @ Harlow

Step through the door of the Hub @ Harlow and you will see a vibrant, fun environment which has taken shape following an extensive refurbishment.

The old Pyeness Wellbeing and Activity centre has been completely modernised, creating a bright, modern interior with large open spaces and areas promoting a more social atmosphere.

"The building has been transformed," said Sue Marriott, Operational Lead for hub and spoke development. "We worked with our sensory team and a designer to choose the right colours and fabrics that are modern and fit for purpose. Each of the rooms is also named after sculptures and sculptors associated with Harlow, including Henry Moore."

People can enjoy activities, come over to My Place Café, access various health services and try out equipment before they buy. There are drop-in services and work-based training, with Essex

Cares reaching out into local communities and signposting people to additional support.

Alongside has been the integration of some of our learning disability and older people services, with customers taking part in chairfit exercise classes or art classes together, though we still have separate groups as well, such as reminiscence sessions for people with dementia, where we have a pop-up pub and cinema.

Sue added: "When the Chief Executive of Age UK Essex came to visit just after we opened in January 2014, he described it as 'groundbreaking'. Now providers from other parts of the country are coming to visit.

"It has also brought together our own staff teams, who can see the benefits of our new approach, and it has given them renewed pride in the services we offer in our friendly and welcoming environment. It's also been wonderful to see different generations of service users interacting and making friends."

Offerings

Following the remodelling of the Hub, Essex Cares reviewed the services on offer within all centres, working with customers to develop new 'Offerings', based on key aims and objectives for our customers' daily activities.

Offered as a 'pick 'n' mix' service, customers can choose which activities are best suited to their goals and are tailored to their overall needs.

The Offerings have been formed under five titles, Art & IT, Cognitive 5 Senses, Exercise & Movement, Health & Wellbeing, and Outdoor Community Projects, which contain different sessions that come with an activity planner outlining potential aims and outcomes.

Whether customers are interested in yoga or pilates, disco dancing or line dancing, or going out with a camera and taking photos, there is something for everyone.

We now have customers purchasing, with their personal budgets, a range of services from us including: full five day packages, pick and mix packages including full days and one to two hour sessions in our sensory or IT suite as well as short-term transitional packages.

Case study

Elaine, who has been deaf her entire life, came to the Hub @ Harlow to turn her love of baking into a skill ready for paid employment. Working with the work-based training team at My Place Café at the Hub, Elaine has not only had the opportunity to refine existing skills but has developed customer service skills and loves every moment she's there.

Elaine explains: "I have been able to learn new skills in the kitchen and can now make many different cakes. I love baking, especially cupcakes! I have never had an unhappy day here."

As well as her time spent in the kitchen, Elaine spends two days a week within the Wellbeing & Activity Centre at the Hub and has selected Offerings that are matched to her hobbies and interests. Elaine said: "I love taking the smoothie class! I have learnt many new skills and can now create healthy smoothies at home. We learn about what ingredients to use and how to prepare them."

"I have been so happy since being here at the Hub. I have made so many wonderful friends and I have never had a moment of sadness. We are given the chance to express ourselves in many ways including painting and cooking. I love every moment I am here."



10 Work Based Training and Supported Employment

After joining the two services together last year, Essex Cares has been able to provide a complete pathway to customers seeking paid employment. Our Work Based Training service is offered from 21 sites across Essex, providing time-limited work experience within a fully functioning business, such as catering, conferencing, horticulture, and printing and packaging.

For customers who feel they are ready to enter paid employment but need support with CV writing, interview preparation or require additional support attending an interview, our Supported Employment team are able to help. We those who have secured a job, we provide support in their new role until they are settled and then we keep in touch with both the individual and the employer.

"There have been many highlights over the past year," said Bente Wilson, Head of Service. "We have been involved in some very exciting projects, open days and community events. The Roundwood Classic Car show attracts enthusiasts from all over Essex who rate our annual event as the one they enjoy supporting the most every year.

"We hold a number of transitions' events and open days to showcase the services we have on offer for people who are looking at what they want to do when they leave school or college. The service is aimed at those people who want to enhance

their skills to move into paid work. We have set up a new catering unit within the Hub @ Harlow and Walter Boyce Centre in Brentwood, which provides catering for everyone on site. Barley Twist Garden Services has secured local contracts to provide off site services."

Customers from our Red House work based training centre in Messing stepped in to provide fresh home cooked lunches at Marylands/Shrublands older people centre in Colchester when they were let down at short notice by their usual supplier. The feedback has been really positive and the team have been asked to continue this arrangement; and customers working at our Treetops Café at Woodlands in Colchester have been busy making and selling healthy snacks in the tuck shops of two local primary schools.

We have welcomed students from a number of schools across the county on work experience. We have also had six social work students on placement who then champion the services we offer when they qualify and offer a wealth of experience and knowledge.

The team at Café Goodman were finalists at the Great East of England Care Awards and although they did not win were recognised for the work they do supporting individuals to gain vocational skills.



Customers achieve NVQ success

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13 customers from Roundwood Garden Centre in Braintree, Essex, received their City and Guilds Level 2 Customer Service qualification.

Delivered by the YMCA, the course consisted of modules that suited the Roundwood environment and covered areas of communication, rules and regulations, customer queries, customer relationships, and face-to-face communication.

Each customer had an initial assessment so the team were able to understand the level of individual support needed throughout the course, so everyone could reach their full potential.

Sue Turner, Community Support Administrator at Roundwood, explained: "It's important not to

underestimate anyone's abilities. Just because someone has a learning disability doesn't mean they are not capable of reaching the same heights as everyone else.

"It's about providing the right tools, offering the necessary support and finding the perfect medium of communication for that individual. We are so proud of our customers and they can't wait to start putting their qualification into practice!"

This is the first time our customers have received nationally recognised qualifications through Essex Cares. We are so excited about this huge achievement and plan to introduce further academic opportunities to our customers to fully equip them with skills for a successful future.

Case study

Marc, who trained with the Work-based Training team at Greenacre Garden Centre and café since 2009, secured a role at his local Costa coffee shop in December 2013.

Marc had all of the relevant qualities and skills required for the position but just needed the extra support throughout the interview. Marc was offered a two week paid trial and following this success, was taken on permanently.

"I love seeing all of the different customers! I really like meeting new people and helping them. I enjoy working at Costa as it keeps me really busy and I have made lots of friends."



12 Sensory Service

Our Sensory Team supports people with visual, hearing and dual sensory impairments, providing assessments, advice, rehabilitation support and equipment to help our customers improve their independence, confidence and quality of life.

During 2013-14, our team has assessed more than 400 people and has been busy rolling out our award-winning programme of training for our staff and partner organisations, as well as launching new Hearing Impairment Drop-in Centres across Essex.

Sensory Training

In order to support people who have a loss of their sight or hearing – and, in some cases, both – it is crucial that our own teams receive the right training in order to provide that support.

Our training team includes people who themselves have sensory loss, including three facilitators who are blind, deafblind and severely hearing-impaired.

Their own unique insights and experiences have helped us develop a training programme which, at times, can be uncomfortable for those taking part. By giving participants a blindfold and ear defenders for a few minutes, people can truly start to feel what it is like to live without these senses. A sudden sound or movement makes people jump.

The training is now being rolled out to other health colleagues, county councillors, local businesses and social care providers.

We were delighted, too, that the quality of training and services we offer was recognised at the Great East of England Care Awards, with a Dignity in Care Award presented in October 2013 to our Sensory Team Manager Faye Gatenby, who went on to become a national finalist.

Hearing Impairment Drop-in Centres


Our new drop-in centres are warm and inviting, providing a range of services for people who have deteriorating hearing. Our hearing impairment experts provide one-to-one assessments and advice, signposting to other services and can demonstrate equipment such as personal loop systems, doorbells and phones.

“We’ve had such a positive response from the public,” said Faye Gatenby, Sensory Team Manager. “People with hearing loss can feel very isolated and they really value the support we offer. What’s great is that people who come to us have made new friends and have found this service really does make a difference to their lives.”

We opened our first drop-in centre at Marylands, our Wellbeing and Activity Centre in Colchester, in November 2013. By April we had drop-ins at our centres in Clacton and Basildon – with Harlow and Braintree following soon after.

We are now working very closely with hospital audiology departments and, over the next year, plan to expand the service to sight and dual sensory impairment customers; we will be launching this exciting service in Chelmsford and are also linking with St Margaret’s Hospital in Epping.

Over the last year, **82%** of our customers rated the sensory service as excellent and **96%** said the support was provided in a way which maintained their dignity and privacy.



“My next goal is to venture on my own to town using the local bus service, something which my rehabilitation officer and I can work on together. I feel as though I have a new lease of life!”

Case study

Over recent years, Sylvia's eyesight has deteriorated so severely that she is now considered clinically blind. Having lost all of her vision in her left eye and with blurry tunnelled vision in her right, Sylvia not only struggled to live independently around her home but wasn't able to get around.

After hearing about the sensory services that Essex Cares has to offer, Sylvia was assigned a rehabilitation officer to help establish goals and to determine what measures need to be taken to achieve them.

Over the following months Sylvia, from Clacton, learned to use a long cane and can now navigate from her house to the local shops.

“The mobility training that Essex Cares has provided has really given me freedom,” she said. “I wasn't allowed out on my own before. I'm absolutely thrilled with the training and always feel really safe with my trainer.”



Equipment Services

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Essex Equipment Services offer one of the country's leading selections of equipment, aids to daily living, adaptations and telecare, to support mobility and safety in a customer's home.

In 2013-14, we issued 156,631 items from our 4,000-strong product line to 43,161 customers right across Essex, all from our extensive warehousing facility in Colchester. That's around 500 customers more than the previous year.

Our products range from small aids such as perching stools, commodes and pendant alarms, to more specialist equipment including bath lifts, right through to installation of everything from grab rails and raised toilet seats, to full wet rooms. We also supply a range of telecare equipment, including personal alarms and sensors.

The Reablement team now also have a number of vans stocked with smaller items of equipment such as low level commodes and perching stools, so they are able to provide items to customers immediately. "This has been a really important move," said Trudi Foster, Head of Equipment Service. "Not only has it meant that a customers' requirements are dealt with at the point of contact, helping them when they come out of hospital, it also removes an element of risk, preventing readmission to hospital. It helps give people their confidence back."



Over 7¼ kilometres of stair bannister



Over 8,600 commodes



Over 8,900 bathing aids (bathboards, bathlifts etc)



Over 5,400 electronic monitoring systems (telecare lifelines)



Over 2,500 hospital-style beds

Over the last year, 82% of our customers rated the sensory service as excellent and 96% said the support was provided in a way which maintained their dignity and privacy.



of customers would recommend our Outreach service to friends and family.

Outreach

Our Outreach service supports customers from 17 years upwards who struggle to get out and about, socialise and to do the things they enjoy.

By providing Support Assistants, closely matched to our customers' personalities, we can help them to access facilities such as libraries, clubs, the bank, shops and supermarkets.

"We can also support people with leisure activities and help them to gain confidence in the local community. One of our younger customers wanted to attend kickboxing and was able to achieve her goal," said Sarah Barnes, Assistant Manager of Outreach.

We work with a wide range of customers with diverse needs; they may have age-related conditions or have physical disabilities, mental health issues or autism, for example. We can also provide sighted guides for customers with visual impairments, where our staff are trained to be their guide and attend meetings with them.

We continue to work in close partnership with Essex Guardians, helping vulnerable adults with their finances.

We have been also working collaboratively with Clinical Commissioning Groups and Health partners to meet the admission avoidance, prevention and early intervention agendas which are so important to our customers.


Increasingly, we are working with privately funded customers and have delivered over 11,000 hours of support in total.

Case study

Mary, who is in the early stages of dementia, receives two visits a week from Essex Cares Outreach service to support her independence and avoid isolation and loneliness.

Louise, who is Mary's support worker, has built up a wonderful relationship with her and they both get on extremely well, laughing and joking together.

Mary and Louise do many things together such as look through old photographs, reminisce about her time in World War II or watch the TV together. On her more vibrant days you can often find the two of them singing or enjoying time in the garden.

A photograph showing a woman with short blonde hair and glasses, wearing a white cardigan, laughing heartily while looking at an elderly woman. The elderly woman has short white hair, wears glasses and a light blue sweatshirt, and is also laughing. They are in a blue shopping cart, with a Tesco logo visible on the side. The background shows a building with white columns.

“Louise is lovely; we have great fun together and are always laughing. She’s always there when I need her and will do anything for anybody.”

A photograph of the same woman and elderly woman in a parking lot. The woman is holding a brown paper shopping bag with 'The Natural Green' logo. They are standing next to a shopping cart filled with groceries, including a box of 'FREE T-SHIRT' and a 'PREPARATION IS EVERYTHING' box. The elderly woman is smiling at the camera. The background shows a parking lot with several cars and a building.

Mary’s daughter said: “The Outreach service really helps, it give the family respite when it’s needed. Mum loves her visits!”

18 Partnerships

The partnership between Essex Cares and Age UK began at the start of 2013, and leads the way in the marketplace in bringing together the third sector and providers to enhance the Reablement process for each customer.



At any point throughout the six week Reablement process, a support assistant or facilitator working with a customer can call on the services of the Age UK information and advice officers who are an integral part of each team.

The officers will visit the customers in their home and assist them in expressing and explaining their problems so that as many solutions and options as possible are proposed. With the aim that each individual is able to either deal with concerns so that they are able to achieve their goals.

It is a holistic advice process during which the officers will take as long as it needs to help each customer. The resulting support could be anything from finding on-going care and support, explaining personal budgets and arranging emergency plans for carers to carrying out carer needs assessments, finding ways to access the community or resolving housing issues.

The relationship doesn't end there; the Age UK officers will keep in touch with each customer to ensure that the plans that are put in place are

progressing well, and to see if they are able to offer any additional advice.

By working alongside Essex Cares, Age UK are able to access and advise more customers than they would be able to by solely working from their office bases, where the majority of their work would be done over the telephone.

Shirley Woodroffe, Domiciliary Assistant Manager for the Mid Essex Reablement team, said: "The Age UK officers bring with them a wealth of knowledge and information which means that customers can have the answers that they need almost immediately."

"Some of the more frequent areas of advice centre around benefits, social isolation, home help, housing issues, access to transport, blue badge applications, and home adaptations. By giving the customers the right advice can provide them with the relief and comfort of knowing they're not alone. We're here to help."

[Nigel Brignell, Age UK Information and Advice Officer](#)

North Essex Partnership 
University NHS Foundation Trust

Five nurses, on secondment from North Essex Partnership Foundation Trust, currently work within each of our five Reablement locality teams across Essex.

At any point during the Reablement programme the facilitator or assistant visiting a customer can highlight that support from the nurse would be beneficial. This could be for various reasons including for a second opinion or clarification on complex cases, for administering medication or for a mental health assessment.

The support given by the nurses not only enables the customers to progress through their Reablement programme more successfully but has also made the Reablement service more accessible to a wider range of customers who previously may not have been suitable candidates.

The nurses support the Reablement team to enable efficient signposting where necessary and often instil that extra bit of confidence and motivation in customers whilst offering further reassurance. The nurses working within the teams come from a whole variety of nursing backgrounds and bring with them a wealth of expertise including: community health experience, hospital based knowledge as well as care home management and mental health understanding.

Since the start of 2013 the Age UK team
have helped clients access benefits totalling
£2,254,000

A day in the life of...

Louise Brooks, Reablement Nurse from Essex Cares South West Reablement team

"I have been working as part of the South West Reablement team since December 2012. My position as a Reablement Nurse takes me out into the community visiting customers with a variety of complex needs. I receive internal referrals from the teams' Support Leads who pass over any customers they believe would benefit from my support. I assess whether the customer will require short term care and can be resolved within the six week Reablement period, or if they will benefit more from a longer term care plan.



Throughout my visit it is important to gauge the customer's level of health. I go through a health assessment, measuring their blood pressure, pulse, oxygen saturation, temperature, along with a urine sample, and the results are tested so we can take the appropriate action.

My role is extremely rewarding and our partnership with Essex Cares allows us to provide customers with a well-rounded service."

The age of our clients
ranges from

18  102



To find out more please visit www.essexcares.org

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