

Safeguarding Adults

Safeguarding is a key feature in ensuring high-quality health and social care. The Care Quality Commission define safeguarding as “protecting people’s health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect”. This requires effective partnership working in the promotion of wellbeing and the prevention of abuse and neglect.

The Transforming Care programme is underpinned by the assumption that individuals with a learning disability and/or autism with behaviours described as challenging have the right to live fulfilling lives and to be treated with dignity and respect. There is a need to transform services for this group by preventing inappropriate inpatient placements through the provision of alternative support in the community. The programme also emphasises the need for a shift towards more personalised models of care in which individuals and their carers are in control of the services that they receive.

<https://fingertips.phe.org.uk/profile/adultsocialcare>

Public Health England’s Adult Social Care profile provides information about people who use or have the potential to use Adult Social Care services at a local authority level. It incorporates indicators from a range of sources, and supports commissioners and health professionals in making decisions about these individuals.

People with care and support needs

Public Health England provide a range of indicators that highlight areas of vulnerability within the local population. Regarding age, Derby is a relatively young city, with 54% of the population under the age of 40 (ONS, 2016). The proportion of the total population aged 65-84 is significantly lower than the national average, whilst that of those aged 85 and over is comparable.

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Compared with benchmark: ● Better ● Similar ● Worse ● Lower ● Similar ● Higher ○ Not Compared

Worst/Lowest 25th Percentile Benchmark Value 75th Percentile Best/Highest

Indicator	Period	Derby		Region		England		England		Best/Highest
		Recent Trend	Count	Value	Value	Value	Worst/Lowest	Range		
% of total population aged 65-74	2013	↑	20,255	8.1%	10.0	9.3	3.2%		14.0%	
% of total population aged 75-84	2013	↓	13,697	5.4%	5.8	5.7	2.1%		8.9%	
% of total population aged 85+	2013	↑	5,663	2.25%	2.33	2.30	0.72%		4.01%	
IDAOP (Income Depr. - Older People)	2015	-	-	18.6%	-	16.2	49.7%		6.3%	
% in long-term unemployment	Aug 2016	↓	420	0.26%*	0.35*	0.37*	1.36%		0.00%	
Prevalence of dementia	2015/16	↑	2,266	0.83%	0.83	0.76	1.35%		0.29%	
Prevalence of mental health diagnoses	2014/15	↑	2,478	0.88%	0.80	0.88	1.50%		0.27%	
Prevalence of learning disabilities aged 18+	2013/14	-	1,509	0.69%	0.54	0.48	0.05%		0.72%	
Prevalence of learning disabilities	2014/15	-	2,188	0.78%	0.51	0.44	0.07%		0.78%	
People aged 18-64 registered deaf or hard of hearing per 100,000	2009/10	-	610	398.8	171.0	172.8	0.0		492.4	
People aged 65-74 registered deaf or hard of hearing per 100,000	2009/10	-	125	658	539	620	0		3,518	
People aged 75+ registered deaf or hard of hearing per 100,000	2009/10	-	805	4,238	3261	3089	140		12,183	
People aged 18-64 registered blind or partially sighted per 100,000	2013/14	-	500	324.7	222.0	214.1	0.0		451.3	
People aged 65-74 registered blind or partially sighted	2013/14	-	185	913	607	569	0		1,436	
People aged 75+ registered blind or partially sighted	2013/14	-	1,060	5,475	4562	4255	0		10,403	
Adults with physical disabilities supported throughout the year per 100,000	2013/14	-	960	623	446	462	178		1,601	
Adults with learning disabilities supported throughout the year per 100,000	2013/14	-	645	418.9	387.1	414.0	0.0		800.6	
Adults with mental health problems supported throughout the year per 100,000	2013/14	-	1,050	682	245	391	0		2,333	
Older people (65+) supported throughout the year per 100,000	2013/14	-	4,860	12,268	9408	9781	4,187		22,713	
People aged 65+ in receipt of Attendance Allowance per 1,000	May 2014	↓	6,350	163.4	148.7	149.9	99.5		221.3	
Receiving DLA Pensionable Age per 1,000	May 2014	→	4,510	100.2	84.2	80.9	16.3		241.9	
Receiving DLA Working Age per 1,000	May 2014	→	8,340	54.1	47.8	45.5	15.3		90.1	

In Derby, the following are significantly higher than the national average:

- Prevalence of dementia – 0.83%
- Prevalence of learning disabilities (aged 18+) – 0.69%
- Prevalence of learning disabilities (all ages) – 0.78%
- People aged 18-64 registered as deaf or hard of hearing – 398.8 per 100,000
- People aged 75+ registered as deaf or hard of hearing per 100,000 – 4,238 per 100,000
- People aged 18-64 registered as blind or partially sighted – 324.7 per 100,000
- People aged 65-74 registered as blind or partially sighted – 913 per 100,000
- People aged 75+ registered as blind or partially sighted – 5,475 per 100,000
- Adults with physical disabilities supported throughout the year – 623 per 100,000
- Adults (aged 18-64) with mental health problems supported throughout the year – 682 per 100,000

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- Older people (aged 65+) supported by adult social care throughout the year – 12,268 per 100,000
- People aged 65+ in receipt of Attendance Allowance – 163.4 per 1,000
- Pensionable age people receiving Disability Living Allowance – 100.2 per 1,000
- Working age people receiving Disability Living Allowance – 54.1 per 1,000

Derby performs comparably with the national average in relation to the following:

- Prevalence of mental health diagnoses – 0.88%
- People aged 65-74 registered as deaf or hard of hearing – 658 per 100,000
- Adults (aged 18-64) with learning disabilities supported by adult social care throughout the year – 418.9 per 100,000

Enhancing quality of life for people

The general wellbeing of adult social care users is an important indicator of the quality of the planning and delivery of services. It is often termed “quality of life”, which encompasses multiple aspects such as employment and receipt of support.

In Derby, 50.1% of social care clients aged 65 and over receive Self Directed Support. This has recently declined, and remains significantly lower than the national and regional average.

Derby performs comparably with the national average in relation to the following:

- Social care-related quality of life – 19.1%
- Proportion of people who use services who have control over their daily life – 79.5%
- Carer-reported quality of life – 7.8%
- The percentage of adults with learning disabilities that are in employment – 7.5%
- The percentage of adults in contact with mental health services in employment – 9.6%
- The percentage of adults with learning disabilities that are in settled accommodation – 75.8%
- The proportion of people who use services, who reported that they had as much social contact as they would like – 42.2%
- Clients aged 18+ receiving intensive home care – 278.1 per 100,000
- Adults aged 18+ receiving intensive home care on 31st March 2014 – 672 per 100,000
- Adults aged 18+ receiving meals on 31st March 2014 – 43.9 per 100,000

Derby performs significantly better (i.e. higher) than the national average in relation to the following:

- Proportion of people using social care who receive self-directed support – 70.0%
- Proportion of people using social care who receive direct payments – 26.9%

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- Adults in contact with secondary mental health services in settled accommodation – 87.5%
- Percentage of social care clients aged 18-64 receiving Self Directed Support – 50.1%

Compared with benchmark: Better (Green), Similar (Yellow), Worse (Red), Lower (Blue), Higher (Light Blue), Not Compared (Grey)

Worst/Lowest 25th Percentile 75th Percentile Best/Highest

Indicator	Period	Derby		Region England		England		Range	Best/Highest
		Recent Trend	Count	Value	Value	Value	Worst/Lowest		
Social care-related quality of life	2015/16	-	-	19.1%	19.0	19.1	17.9%		20.7%
Proportion of people who use services who have control over their daily life	2015/16	-	-	79.5%	76.4	76.6	60.5%		90.2%
Proportion of people who receive self-directed support	2013/14	↑	4,935	70.0%	65.3	61.9	25.3%		100%
Proportion of people who receive direct payments	2013/14	↑	1,895	26.9%	25.3	19.1	6.1%		78.4%
Carer-reported quality of life	2014/15	-	-	7.8%	7.6	7.9	6.6%		8.9%
Adults with learning disabilities in employment	2013/14	↔	45	7.5%	4.9	6.7	0.8%		22.5%
Adults in contact with mental health services in employment	2012/13	-	165	9.6%	8.5	8.8	1.3%		22.0%
Adults with learning disabilities in settled accommodation	2013/14	↑	455	75.8%	72.1	74.9	47.6%		94.4%
Adults in contact with mental health services in settled accommodation	2012/13	-	1,500	87.5%	54.4	58.5	5.5%		94.1%
Proportion of people who use services, who reported that they had as much social contact as they would like	2015/16	-	-	42.2%	43.4	45.4	35.8%		55.1%
% clients aged 18-64 receiving Self Directed Support	2013/14	-	1,955	50.1%	34.5	33.7	0.0%		55.0%
% clients aged 65+ receiving Self Directed Support	2013/14	-	1,955	50.1%	65.5	66.3	49.8%		100%
% of people who die at home	2012/13 Q3	-	-	-	-	44.0*	-	Insufficient number of values for a spine chart	-
Clients receiving intensive home care per 100,000	2010/11	-	530	278.1	263.0	282.4	0.0		650.2
Adults who attended day care on 31st March per 100,000	2013/14	-	230	118.8	210.4	226.6	0.0		532.1
Adults receiving direct payments/personal budgets on 31st March per 100,000	2013/14	-	710	367	352	289	0		1,247
Adults receiving equipment and adaptations on 31st March per 100,000	2013/14	-	610	315	508	433	0		3,362
Adults receiving home care on 31st March per 100,000	2013/14	-	1,300	672	632	658	200		1,268
Adults receiving meals on 31st March per 100,000	2013/14	-	85	43.9	65.0	44.0	0.0		533.0
Adults receiving other services on 31st March per 100,000	2013/14	-	90	46	84	125	0		2,147
Adults receiving professional support on 31st March per 100,000	2013/14	-	350	181	127	291	0		1,189
Adults receiving short term residential care on 31st March per 100,000	2013/14	-	155	80.1	40.7	30.9	0.0		160.4
Adults receiving community support on 31st March per 100,000	2013/14	-	2,965	1,532	1512	1615	704		5,116
Adults receiving day care services during the year per 100,000	2013/14	-	400	206.6	274.8	301.1	0.0		643.4
Adults who received direct payments during the year per 100,000	2013/14	-	905	467	434	367	0		1,466
Adults who received equipment and adaptations during the year per 100,000	2013/14	-	2,455	1,268	760	844	0		4,073
Adults who received home care during the year per 100,000	2013/14	-	2,030	1,049	1105	1110	386		2,207
Adults who received meals during the year per 100,000	2013/14	-	115	59.4	101.2	75.4	0.0		533.0
Adults who received other services during the year per 100,000	2013/14	-	95	49	107	177	0		2,581
Adults who received professional support during the year per 100,000	2013/14	-	1,005	519	216	460	0		2,107
Adults who received short term residential care (not respite) during the year per 100,000	2013/14	-	595	307.4	191.2	155.1	0.0		638.9
Adults who received any community based support during the year per 100,000	2013/14	-	5,990	3,094	2286	2482	983		6,165

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Delaying and reducing the need for care and support

The Care Act 2014 advocates the provision of person-centred care that is tailored to the needs of people and their carers. It also outlines the general responsibility of local authorities to ensure the provision of preventative services that reduce the development of care and support needs. There is also a need for local care and support functions to be integrated with those provided by the NHS or other health-related services.

Compared with benchmark ● Better ● Similar ● Worse ● Lower ● Similar ● Higher ○ Not Compared

Indicator	Period	Derby			Region England		England			
		Recent Trend	Count	Value	Value	Value	Worst/Lowest	Range	Best/Highest	
Permanent admissions to residential and nursing care homes per 100,000 aged 18-64	2013/14	–	-	*	16.8	14.4	44.7		2.5	
Permanent admissions to residential and nursing care homes per 100,000 aged 65+	2013/14	↓	240	606	690	651	1,247		190	
Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital	2013/14	–	170	89.5%	76.0	82.5	50.0%		100.0%	
The proportion of older people aged 65 and over offered reablement services following discharge from hospital.	2013/14	–	190	3.3%	3.4	3.3	0.6%		25.8%	
Total delayed transfers of care	2013/14	–	14	7.2	12.1	9.6	27.0		1.1	
Delayed transfers of care attributable to adult social care	2013/14	–	2	1.0	3.0	3.1	13.7		0.4	
Permanent admissions into residential care per 100,000	2013/14	–	145	74.9	125.8	105.0	214.6		0.0	
Permanent admissions into nursing care per 100,000	2013/14	–	100	51.7	45.9	49.2	120.0		0.0	
Adults in permanent residential care on 31st March per 100,000	2013/14	–	760	392.6	437.5	369.9	825.2		149.0	
Adults in residential care during the year per 100,000	2013/14	–	960	496	539	482	976		218	
Adults in permanent nursing care on 31st March per 100,000	2013/14	–	375	193.7	132.6	132.9	300.5		0.0	
Adults in nursing care during the year per 100,000	2013/14	–	605	313	193	200	448		0	
Emergency readmissions within 28 days	2010/11	–	3,477	13.4%	11.4	11.4	13.4%		7.3%	
Delayed transfers of care per month per 100,000	Oct 2014	↓	14	7.2	15.4	11.6	31.2		0.0	
Adult Social Services gross expenditure (excl Supporting People) £1m per 100,000	2013/14	–	78	40.5	37.9	39.9	30.1		85.6	
Adult Social Services Supporting People gross expenditure £1m per 100,000	2013/14	–	0	0.0	0.9	0.9	0.0		7.2	
Total Adult Social Services gross expenditure £1m per 100,000	2013/14	–	78	40.5	38.8	40.7	30.9		85.6	
Emergency bed days per 1000 population	2008/09	–	-	-	-	563.8	-	Insufficient number of values for a spine chart		

Derby performs significantly worse than the national average in relation to the following:

- Adults in permanent nursing care on 31st March 2014 – 193.7 per 100,00 population aged 18+

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- Adults in nursing care during 2013/14 – 313 per 100,000 population aged 18+
- Emergency readmissions to hospital within 28 days of discharge – 13.4%

Derby performs comparably with the national average in relation to the following:

- Permanent admissions to residential and nursing care homes – 606 per 100,000 population 65+
- The proportion of older people aged 65 and over offered reablement services following discharge from hospital – 3.3%
- Total delayed transfers of care – 7.2 per 100,000 population aged 18+
- Permanent admissions into nursing care – 51.7 per 100,000 population aged 18+
- Adults in permanent residential care on 31st March 2014 – 392.6 per 100,000 population aged 18+
- Adults in residential care during 2013/14 – 496 per 100,000 population aged 18+

Public Health England provide a range of indicators in relation to the use of residential and nursing care homes. Derby performs significantly better than the national average in relation to the following:

- Proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital – 89.5%
- Delayed transfers of care attributable to adult social care – 1.0 per 100,000 population aged 18+
- Permanent admissions into residential care – 74.9 per 100,000 population aged 18+
- Delayed transfers of care per month – 7.2 per 100,000 in October 2014

Ensuring a positive experience of care and support

Compared with benchmark ● Better ● Similar ● Worse ● Lower ● Similar ● Higher ○ Not Compared



Indicator	Period	Derby			Region England		England		
		Recent Trend	Count	Value	Value	Value	Worst/Lowest	Range	Best/Highest
Overall satisfaction of people who use services with their care and support	2015/16	–	-	58.1%	64.1	64.4	51.9%		78.6%
Overall satisfaction of carers with social services	2014/15	–	-	46.7%	42.9	41.2	19.6%		56.4%
Proportion of carers who report that they have been included or consulted in discussion about the person they care for	2014/15	–	-	73.3%	68.9	72.3	50.7%		85.9%
Proportion of people who use services and carers who find it easy to find information about services	2012/13	–	-	68.1%	70.3	71.4	51.9%		83.0%
Proportion of people who use services who find it easy to find information about services	2015/16	–	-	70.2%	71.0	73.5	61.7%		95.4%
Referrals of new clients that resulted in further assessment of need per 100,000	2013/14	–	3,975	2,053	2259	2347	0		8,748
Referrals of new clients dealt with at point of contact per 100,000	2013/14	–	3,775	1,950	3144	2759	104		14,482
Total referrals of new clients per 100,000 population	2013/14	–	7,750	4,003	5403	5106	1,027		16,507
Adult carers receiving assessments per 100,000	2013/14	–	1,935	1,000	821	968	0		5,565

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Locally, the proportion of people who are either extremely or very satisfied with how staff help them is significantly lower than the national and regional average.

Derby performs comparably with the national average in relation to the following:

- Overall satisfaction of carers with social services – 46.7%
- Proportion of carers who report that they have been included or consulted in discussion about the person they care for – 73.3%
- Proportion of people who use services who find it easy to find information about services – 70.2%
- Adult carers receiving assessments – 1,000 per 100,000 population aged 18+

The following are significantly lower than the national average:

- Referrals of new clients that resulted in further assessment of need – 2,053 per 100,000 population aged 18+
- Referrals with new clients dealt with solely or near the point of contact – 1,950 per 100,000 population aged 18+
- Total referrals of new clients – 4,003 per 100,000 population aged 18+

Safeguarding vulnerable adults

It is important that appropriate measures are in place to ensure that vulnerable populations are protected from harm and ill health. In Derby, the rate of hip fractures in older people aged 65 and over is significantly lower than the national average (478 per 100,000 compared with 571 nationally).

Indicator	Period	Derby		Region England		England			Best/Highest
		Recent Trend	Count	Value	Value	Value	Worst/Lowest	Range	
Proportion of people who use services who feel safe	2015/16	–	-	67.6%	68.2	69.2	55.1%		80.4%
Proportion of people who use services who say that those services have made them feel safe and secure	2015/16	–	-	84.9%	88.5	85.4	69.4%		98.6%
2.24i - Injuries due to falls in people aged 65 and over	2014/15	–	948	2,175	2057	2125	3,462		1,392
Fuel Poverty	2011	–	18,710	18.9%	18.4	14.6	23.7%		3.4%
% of people aged 65+ receiving winter fuel payments	2011/12	–	35,860	92.9%	96.9	96.7	67.1%		100%
Adults receiving a review as a percentage of those receiving a service	2013/14	–	4,430	61.7%	67.2	66.2	30.2%		100%
4.14i - Hip fractures in people aged 65 and over	2014/15	–	214	478	575	571	743		379
4.15i - Excess winter deaths index (single year, all ages)	Aug 2014 Jul 2015	–	137	19.4	29.4	27.7	50.7		10.0
Statutory homelessness: rate per 1,000 households	2015/16	↑	377	3.6	1.9	2.5	12.5		0.1

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Derby performs significantly worse than the national average in relation to the following:

- Percentage of households in fuel poverty – 18.9%
- Percentage of people aged 65+ receiving winter fuel payments – 92.9%
- Adults receiving a review as a percentage of those receiving a service – 61.7%

Derby performs comparably with the national average in relation to the following:

- Proportion of people who use services who feel safe – 67.6%
- Proportion of people who use services who say that those services have made them feel safe and secure – 84.9%
- Excess winter deaths index ratio – 19.4

Better Care Fund

The Better Care Fund (BCF) is designed to improve the lives of vulnerable groups through the provision of integrated health and social care. It involves collaboration between the Department for Communities and Local Government, NHS England, Department of Health and the Local Government Association. The four partners help local areas to deliver integrated health and social care services as part of the vision set out in the NHS five year forward view.

Compared with benchmark: ● Better ● Similar ● Worse ● Lower ● Similar ● Higher ○ Not Compared

Worst/Lowest 25th Percentile Benchmark Value 75th Percentile Best/Highest

Indicator	Period	Derby		Region England		England		Range	Best/Highest
		Recent Trend	Count	Value	Value	Value	Worst/Lowest		
Delayed transfers of care per month per 100,000	Oct 2014	↓	14	7.2	15.4	11.6	31.2		0.0
Total delayed transfers of care	2013/14	-	14	7.2	12.1	9.6	27.0		1.1
Delayed transfers of care attributable to adult social care	2013/14	-	2	1.0	3.0	3.1	13.7		0.4
Permanent admissions to residential and nursing care homes per 100,000 aged 65+	2013/14	↓	240	606	690	651	1,247		190
Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital	2013/14	-	170	89.5%	76.0	82.5	50.0%		100.0%
The proportion of older people aged 65 and over offered reablement services following discharge from hospital.	2013/14	-	190	3.3%	3.4	3.3	0.6%		25.8%
1.18i - Social Isolation: percentage of adult social care users who have as much social contact as they would like	2015/16	-	-	42.2%	43.4	45.4	35.8%		55.1%
1.18ii - Social Isolation: percentage of adult carers who have as much social contact as they would like	2012/13	-	-	36.9%	37.6	41.3	23.9%		60.9%
2.13i - Percentage of physically active and inactive adults - active adults	2015	-	-	58.3%	56.8	57.0	44.8%		69.8%
2.24i - Injuries due to falls in people aged 65 and over	2014/15	-	948	2,175	2057	2125	3,462		1,392
2.24ii - Injuries due to falls in people aged 65 and over - aged 65-79	2014/15	-	282	1,002	961	1012	1,923		643
2.24iii - Injuries due to falls in people aged 65 and over - aged 80+	2014/15	-	666	5,575	5234	5351	8,611		3,292
Reducing avoidable emergency admissions	Mar 2013	↓	478	190.8	182.1	178.9	322.9		30.5

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In Derby, the percentage of adult carers who have as much social contact as they would like (37.6%) is significantly lower than the national average and comparable with the regional average.

Derby performs comparably with the national average in relation to the following:

- Percentage of adults achieving at least 150 minutes of physical activity per week – 58.3%
- Injuries due to falls in people aged 65 and over – 2,175 per 100,000
- Injuries due to falls in people aged 65-79 – 1,002 per 100,000
- Injuries due to falls in people aged 80+ – 5,575 per 100,000
- Rate of avoidable emergency admissions – 190.8 per 100,000

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