



Information Report

Availability of care in Wokingham Borough and the changing care landscape



August 2016 (Amended)

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1. Executive Summary

Healthwatch Wokingham Borough has received various comments from Wokingham residents talking about how bewildering they find navigating the care environment. You have told us how difficult it is to find out information when searching for care either for yourself or a loved one.

Healthwatch Wokingham Borough decided to write a report on the provision of various forms of care provided by both Wokingham Borough Council and the changing care landscape nationally & locally.

This document aims to help people who want to better understand the **complex** care landscape both nationally and locally

The report covers:

- a) Adults with learning difficulties who need residential care
- b) Residential care homes
- c) Residential care homes able to deal with Dementia/Alzheimer's & nursing
- d) Home care provision
- e) Sheltered housing
- f) Domiciliary care agencies
- g) Extra Care Housing Schemes
- h) Services for people with mental health conditions

The percentage of Wokingham residents who pay for their own care is much higher than national averages and it is difficult to be precise but may be as high as 80%

The care sector in the UK is experiencing significant change, including a reduction in the availability of care home places nationally. This reflects both complex market positions related to the funding of care and an increasing understanding that people want to stay in their own homes for as long as possible.

There are a number of key factors influencing the demand for care homes including a **Change in Demographics: The Wokingham Older Peoples Housing Strategy 2014-2019 produced in June 2014** reported that there has been a 32.5% rise in over 65's in the previous 10 years: (17917 in 2001 to 23789 in 2011). There were 2946 people aged 85+ in 2011 and the figure was estimated to be 4700 in 2020, and those living with Dementia rising to 2,300.

The priority of Wokingham Borough in the current economic climate is to meet **its** statutory responsibilities within its financial means, and commissioning of services has to take place within the financial context of the Council.

Government and local authorities continue to favour the provision of domiciliary home care for the elderly for as long as possible. As part of this approach Wokingham Borough has supported independent living through extra care schemes, sheltered housing and provision of home care and day care services.

Accordingly Wokingham Borough Council believes that there will be a significant increase in the need for domiciliary or home care services, and anticipate an annual increase in demand.

Number of People for year	2012/13	2013/14
Home Care	585	600
Day Care	390	370
Direct Payments	360	425
Total	1335	1395

(source National Adult Social Care Information Service - NASCIS)

It is estimated that only 15-20% of those needing home care in 2016 will be funded by Wokingham Borough, this is reflective of the affluence of Wokingham and the fact there is a high % of self-funders

Wokingham Borough is obliged under the Care Act to undertake assessments of needs, and will assist in advising residents in obtaining care whether the council pays the bill, or whether the person is funding their own care.

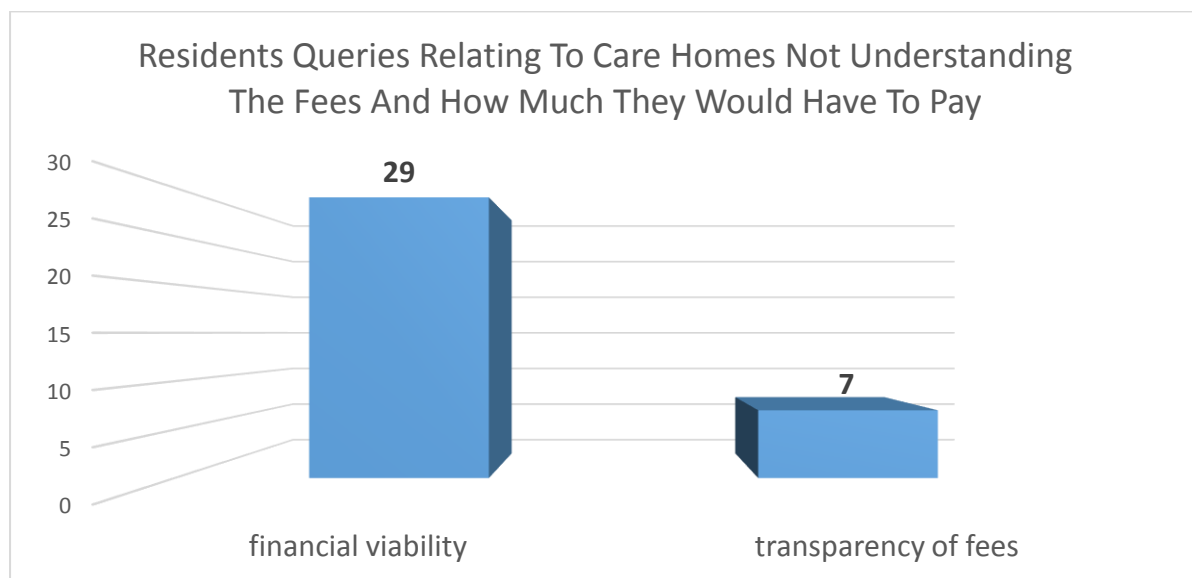
There is also a range of information available to assist people in finding care service. This includes the Berkshire Care Directory, which is commissioned by the 6 unitary councils in Berkshire, and is published every year. It contains information on getting your care needs assessed, alternative ways of meeting your care needs, the financial help available from Social Services, the different types of care homes and how they are regulated.

2. What is this about & why did we do it?

Healthwatch Wokingham Borough, as consumer champion, can help provide information, advice and signposting as well as making sure every voice, especially the voices of those who are vulnerable, are heard.

We recognise how complex the care landscape is both nationally and in Wokingham Borough. The top topics we hear from residents are about the difficulty in finding information relating to care home costs or understanding the information in terms of how much they will have to pay, means testing, financial thresholds and what percentage of care costs that might be met by the local council

Some people have found issues with transparency of fees regarding care home costs. The graph below shows the number of interactions Healthwatch Wokingham Borough have had from local residents over the past year in relation to financing care costs.



Below are some examples of what we have heard recently;

ISSUE IDENTIFIED: COMPLEX PROCESSES AND CONFUSING ADVICE

A lady has recently decided to move her husband, who is suffering from dementia and falls and so cannot be left alone, into residential care in Wargrave. This costs £950pw - the NHS will pay for the care element. The arrangement they had was for both she and her husband to pay £300 pm into a joint account to meet the household bills. The client has been told Wokingham social services that there is a possibility that all their accounts will be frozen as part of the process and she doesn't know which way to turn. The social worker involved has told her that there are another 3 forms to be completed and although one of those is the one her husband's GP will complete. Many people are advising her and all advice seems to conflict.

ISSUES IDENTIFIED - COST OF CARE

A lady's father has been resident in a Sonning nursing home for 5 years. He moved there directly from his home in the Midlands to be near his daughter. He has Parkinson's and other health care needs. The daughter says her father has been self-funding, but she has been alarmed by a £12,000 rise in fees for the coming year. The daughter has power of attorney for her father. At the current rate his funds will last a further 5 months before his assets drop to the limit where local authority funding will be available. Her father receives a funded nursing care contribution from Health of £4,500 p/a. The lady is seeking information about future care costs.

NEXT STEPS Referred client to Age UK factsheets on paying for care, see:

ISSUES IDENTIFIED - FUNDING ARRANGEMENTS

A lady's husband died recently after 7 weeks in hospital and before that a short spell in nursing homes. Her husband had been assessed as entitled to £14,000 p/a towards his care costs in residential care but when he went into respite care in a care home in Wokingham, arranged by Wokingham Social Services, she was informed that they would have to pay £153 a week towards his care. However, while he was there the home said that as he needed nursing care they should not have to pay anything. She has now received a bill for about £600 and would like to know if in fact this is payable.

3. Who is this document for?

This document is aims to help people who want to better understand the **complex** care landscape both nationally and locally and covers residential and home care.

We decided to pull together information about the number of residential care homes, extra care schemes, sheltered accommodation and home care agencies to provide information about local provision of these services.

Most people do not know much about social care until they are at the point of needing to access the services - then it becomes your whole world! Healthwatch are interested in the customer experience in the transition between not knowing much about social care and having to find out about it. We have heard that people do not want to read factsheets or websites but want to talk to a real person about their experience.

4. Thanks

Healthwatch Wokingham Borough would like to thank all the providers that took the time to respond to our survey. Thanks to Healthwatch volunteers Margaret Campbell-White, Estelle Merlyn and Tim Kendall for following up with providers.

Wokingham Borough Council publish detailed information on the provision of care and should be congratulated in being so open by producing and publishing much of the data used in this report.

Information on the national provision of care homes was supplied by AMA Research Ltd who kindly allowed Healthwatch Wokingham Borough to use data from a report they published in 2014.

Many thanks to our volunteer researcher Roger Kemp who took time pulling together data and making it accessible!

5. About Healthwatch

Healthwatch Wokingham Borough is the independent consumer champion for health and social care. Healthwatch's function is to engage with local people to seek views about locally delivered services, signpost service users to relevant information and influence the design of local health and social care provision.

We are here to make health and social care better for ordinary people. We believe that the best way to do this is by designing local services around their needs and experiences. Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience.

As a statutory watchdog our role is to ensure that local health and social care services, and, local decision makers, put the experiences of people at the heart of their services.

6 Methodology

Aim of the Report: Healthwatch Wokingham Borough decided to undertake a desktop study of the facts and figures related to care services in Wokingham Borough. We surveyed all care providers locally, we interviewed council officials and looked at intelligence we received from members of the public commenting on care services.

We decided to write a report on the provision of various forms of care provided for Wokingham Borough residents by both Wokingham Borough Council and private providers in order to help people understand the complex system.

The report covers:

- a) Adults with learning difficulties who need residential care
- b) Residential care homes
- c) Residential care homes able to deal with Dementia/Alzheimer's & nursing
- d) Home care provision
- e) Sheltered housing
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Who have we spoken to?

We sent out a total of 212 surveys to domiciliary care agencies, micro providers and residential care home providers requesting data on numbers and type of users. We did not

request any information on individual clients and they were not asked to disclose any confidential, personal or financial details.

Despite follow up phone calls, the response rate was statistically too small to make any generalisations. However, the headlines from what care providers told us are:

- Breakdown in communication between NHS acute care, primary care, community care and home care service providers leads to lack of coordinated care.
- Workforce issues cause problems with capacity.
- Current Council funding not always meeting care expenses. There needs to be more flexibility with care packages for funded/part funded care and an overall review of the commissioning process to ensure sustainability, continuity and equity.
- The demand for residential care is increasing. Clients are far older and are more dependent than they used to be. There is significant difficulty in recruiting 'Registered General Nurses' of the right calibre and this is a major challenge over the last 2 years.

When asked what would improve things for Care Providers they told us:

- One stop shop for all information
- Agencies and other professionals to stop reorganising themselves and giving themselves different names when they are doing the same thing
- More choice of facilities for those thinking about care options

7: The Care Sector in the UK

7.1: The National Picture

The care sector in the UK is experiencing significant change and faces a number of challenges with budget decreases and tightening eligibility criteria imposed by local authorities and the growth in the elderly population. There has been a reduction in the availability of care home places nationally due to budget cuts and perhaps more importantly a recognition that people want to stay in their own homes for as long as possible. Health and Social Services are increasingly aiming to put in place facilities to maintain the elderly safely in their own homes.

There are over 20,000 care homes, nursing homes and residential homes providing adult and elderly care throughout the UK, the majority (around 15,000) are operated by the independent sector (private for profit) or voluntary (not for profit) organizations'. It is anticipated that there will be an increasing need for residential facilities due the increase in life expectancy and the increasing complexity of needs. There does not appear to be a shortage of suitable care and nursing homes in Wokingham, one of the most affluent areas in the country, but the private sector who are the major providers are not building new facilities in the least affluent areas of the UK.

The following table shows an estimate of the mix of both residential and nursing care homes and bed-spaces provided by each organisation in 2013:-

Table 1: Nursing & Residential Care Homes/Bed Spaces by Type of Provider- % mix 2013 in the UK

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Type	Care Homes %	Bed Spaces %
Independent	74	79
Local Authority	5	5
Voluntary	20	15
NHS owned	1	1
Source: Care Quality Commission		

The chart shows that in 2013 74% of all care homes (and 79% of care home places) in England were in the private sector and 25% (20% of places) were from the local authority and voluntary sector. Many care homes in both the private and public sector provide specialist dementia care.

The public sector share of the market has fallen to just 14% nationally, 57% of all elderly care home residents contribute to their care, with only 43% receiving free care. This trend is expected to continue in the future. By contrast, the proportion of Wokingham residents who pay for their own care is much higher than the national average.

The private care home market in the UK is highly fragmented with several key players, but also a large number of small providers. There are currently around **9,500 providers** of care homes in the UK; almost 80% own just one home. The 4 largest for-profit providers are **Four Seasons Health Care**, **BUPA Care Homes (CFG) PLC**, **HC-One Ltd** (the new company formed from the collapse of **Southern Cross**) and **Barchester Healthcare Ltd**, which provide around 71,670 beds in 1,248 care homes. The market leader, **Four Seasons Health Care**, holds around 6% of independent bed-spaces and around 3% of care homes in the for-profit sector.

There has been a significant drop in the number of available places in local authority residential homes, with local authority cuts, combined with the economic downturn, contributing to difficulties currently impacting many in the UK's care home sector.

The main providers of care homes in the not-for-profit or voluntary sector include a number of registered charities and housing associations, who provide care home accommodation alongside retirement housing and support for the over-55s. The top 6 providers - **Leonard Cheshire Disability**, **Community Integrated Care**, **Anchor Trust**, **Orders of St John Care Trust**, **Dimensions UK** and **Methodist Homes (MHA)** The market leader, **Leonard Cheshire Disability**, holds around 2% of bed-spaces and almost 3% of care homes in the voluntary sector.

The future demand for care home places is expected to increase by around 40,000 new places between 2012 and 2020 from 431,500 to 471,500. During this period, independent sector provision is expected to continue to increase as demand for public sector places declines.

Future growth in the sector is expected to be in nursing and dementia care, which requires higher numbers of qualified nursing staff and commands higher weekly fees than the larger residential care home market.

There are various types of care home operating in the market offering short and long-term care to adult and elderly groups including pure elderly care, dementia, mental health, learning disability, alcohol & drug dependence and physical disability.

7.2: Types of Care Homes

It is important to distinguish between the 2 main types of care home:

Residential Home/Care Home - residential basis on either short or long term. They provide: accommodation, meals and personal care.

Nursing Home / Care homes with nursing - similar to care homes, but have registered nurses who can provide care for more complex health needs.

Some care homes may be registered as both ‘with nursing’ and ‘without nursing’ if they take residents who need nursing care, and also those who only require personal care.

The main **types of care** offered by these homes are:

Elderly and old age care

Alzheimer’s / Dementia -care for people with dementia and Alzheimer’s disease

Alcohol and Drug Dependence

Learning Disability - care for people with learning disabilities such as autism, challenging behavior and Asperger’s syndrome

Mental Health (excluding Dementia & Learning Disability) - care for people with mental health problems, including psychosis, bipolar, depression and personality disorder

Physical Disability - care for people with physical disabilities

Nearly all new care home development currently taking place is targeted at private payers in affluent areas of the country; few care home operators are investing in new stock in less affluent areas. Private providers like are primarily focused on privately paying residents benefiting from strong demand in affluent areas of the country and sustainable fee levels and operating margins. Wokingham Borough has benefited by a substantial investment in care homes and over 55 independent living provision

There are national concerns that demand will outweigh supply as smaller, uneconomic care homes go out of business and the ageing population adds to underlying demand. An increasing number of care providers are going out of business as a result of local council funding cuts, with around 67 homes going into insolvency in 2012, compared with around 60 in 2011 and just 30 in 2008.

Despite considerable investment in new and refurbished capacity within the independent sector during the last 20 years, substantial investment will be required going forward as demand for care homes continues to rise in line with an increasingly ageing population.

7.3: What affects quality of care?

There is widespread concern about the quality of care and some very well publicised cases of poor care have reached the press.

The Care Quality Commission (CQC), regulatory body for care, has identified the following key issues;

“Workforce recruitment is a major issue. We’re (CQC) particularly concerned about the shortage of nurses in care homes. Encouraging more nurses to work in the care home sector should be a higher priority. Good leadership is vital to delivering good quality care.

Our inspections have shown that care homes with a registered manager provide better care. We identified care homes that had no registered manager in place for at least six months. Performance against quality standards was 10-15% higher for care homes with a registered manager than for those without. Care homes without a registered manager were more than twice as likely to be non-compliant than other care homes.”

Since the CQC’s new inspection approach began in October 2014, ratings for 1,257 home care providers have been issued. Of these 4% (51) are ‘Inadequate’, 28% (355) are ‘Requires Improvement’, 67% (842) are ‘Good’ and 1% (9) are ‘Outstanding’. For more information visit <http://www.cqc.org.uk>.

In terms of home care, CQC’s Chief Inspector of Adult Social Care, Andrea Sutcliffe, said:

“CQC inspections have found a wide variation in the delivery of home care services - we have seen some great care, but also care that does not meet the standards people who use these services have every right to expect. I hope that staff and providers will use the NICE guideline to improve the quality of care they provide which should help them to achieve a rating of Good or Outstanding.

“I am pleased that the NICE guideline has emphasised the importance of person-centred care and the need to recruit, support and train home care workers appropriately. These are key areas we focus on in our inspections.”

Since the Care Quality Commission introduced its new inspection regime in October 2014, more than two thirds (68%) of home care services inspected so far have been rated Good or Outstanding. However, a report published last year by the Local Government Information Unit (LGIU) highlighted concerns that some working practices could affect the quality of a person’s care.

7.4 Demand for Care

Government and local authorities continue to favour the provision of domiciliary home care for the elderly for as long as possible.

There are a number of key factors influencing the demand for care homes in the UK:

Changes in Demographics - Life expectancy has increased, leading to a growth in the number of older people. There are currently 10.8m people aged 65 or over in the UK and around 1.4m people who are aged 85 and over. The **Office for National Statistics (ONS)** forecasts that the UK's fastest growing population is the over 85s (the age group most likely to require more specialised care). The number of people aged 65+ is projected to rise by nearly 50% in the next 20 years to over 16m. Research carried out by the Office for National Statistics also suggests that by 2066 some 10m people, 17% of the UK's population will live to 100 or more.

Government figures show that the rate of disability/dependence in old age impacts directly upon the demand for residential care services. Of the 431,500 elderly and disabled people currently in residential care, approximately 414,000 are aged 65+. This means that over 95% of care home residents are aged 65 or over.

The Local Government Association (LGA) has forecast that the cost of care will double within a generation unless the current attempt to reform the system is a success. Analysts predict that the social care expenditure would have to increase to £26.7bn in order to fund care for the elderly by 2030.

Changes in Government policy - There is a greater emphasis on personalising care services (including the introduction of individual budgets), alongside a shift towards keeping people in their homes for longer and a greater focus on domiciliary rather than residential delivered care. This has led to a general reduction in care home admissions and a 1%-2% year on year decrease in local authorities purchasing residential care home beds.

Tighter control on **Local Authority eligibility criteria** for care home places as local authorities look for solutions that support people to remain in their own homes has also contributed to the reduction in local authority funded admissions.

There is virtually no chance that there will be “free care” for the elderly in the future and the majority of people who have the funds will have to fund their own care, **as they do now.**

8 The Care Act

The Council has to work within the provisions of the Care Act, which brings together approximately 30 previous Acts in an attempt to create a consistent, fair and streamlined legislative framework. The Care Act sets out a reform of adult social care and brings about major changes in the way social care is funded as well as a new approach to assessments and provision of services.

The Care Act covers 4 distinct areas:

- Reform of Care and Support
- Response to the Francis Inquiry on failings at Mid-Staffordshire Hospital
- Health Education England and the Health Research Authority
- Integration Fund (Better Care Fund)

The main part of the Act is Part One which covers the following areas:

- General responsibilities of local authorities (wellbeing, prevention, integration, information and advice, provision of a diverse and quality provider market)
- Putting carers on the same footing as adults with support needs
- Care and financial systems (assessment, eligibility, charging, support and care planning, cap on care costs)
- Safeguarding adults at risk of abuse or neglect
- Provider failure and market oversight
- Transition for children to adult services

The Care Act introduces a national eligibility threshold for adults with care and support needs which consists of three criteria, all of which must be met for a person's needs to be eligible. The eligibility threshold has been set at a level which is intended to reflect the criteria previously adopted by the majority of local authorities under the Fair Access to Care Services (FACS) criteria to enable them to maintain existing access to care and support.

It is based on identifying:

- whether a person's needs are due to a physical or mental impairment or illness
- to what extent a person's needs affect their ability to achieve two or more specified outcomes
- whether and to what extent these have a significant impact on their wellbeing.

9: Finance

Everyone who approaches adult social care is entitled to an assessment of need. Individuals can also be referred by professionals (for example, GPs and district nurses). To meet the eligibility criteria for social care support in the Wokingham Borough, a person must meet the eligibility criteria set out in the Care Act. Social care services will only cover 'unmet' needs. If a person is assessed as being eligible for social care services, they are allocated a personal budget to meet their needs. People who do not have eligible needs will be advised an information about other services which they can directly access which will be able to help and support them.

Unlike NHS care, social care support is means tested. Depending on their financial circumstances some people receiving social care will have all of their services paid for by the Local Authority while others make a contribution and others pay for all of their services. Although anyone can get information and advice from social care services, many people who are not eligible for local authority funding (so called 'self-funders') arrange their support services independently. The information in this section focuses on people who have had their social care support wholly or partly paid for by Wokingham Borough Council's Adult Social Care Service.

The proposed cap on care costs which was included in the Care Act sought to reassure people, by protecting them from significant care costs if they have the most serious needs. It is intended that **the cap will be £72,000 over a person's lifetime, however, this provision of the Care Act has been delayed until 2020 to enable local authorities and the Government to better understand the financial implications of the cap on public sector budgets.**

Harold Bodmer, vice president of the [Association of Directors of Adult Social Services](#), said: *“the pressures of rising demand, punitively reduced budgets and the impending obligation to pay an enhanced national living wage have all put an intolerable strain on social care finance”*.

Other proposals in the Care Act were also intended to provide additional financial help to those with modest wealth. This will ensure that people with the least money get the most support. Currently, only people with less than £23,250 in assets (such as savings or property) and low incomes receive help from the state with their residential care costs from their local authorities. The **Care Act proposals will mean that people with around £118,000 worth of assets or less, will start to receive financial support if they need to go to a care home**. The amount that the local authority will pay towards someone’s care home costs will depend on what assets a person has.

They will also be responsible for:

- any ‘extra’ care costs (for example, if they choose a more expensive care option)
- any support that is not covered in the care and support package, such as cleaners and gardeners employed by the individual
- a contribution to general living costs if they are in a care home if they can afford it. General living costs reflect the costs that people would have to meet if they were living in their own home - such as for food, energy bills and accommodation. People who can afford it will be expected to pay around £12,000 a year towards their general living costs.

Currently where the assets of an individual who funds their own care drop below the threshold, WBC do not have a policy to move the person to another home based on cost grounds and individual circumstances are considered.

In February 2014, Worcestershire council were heavily criticised for moving a man with dementia to a less suitable care home contrary to a social worker’s assessment recommendations that this would be detrimental to his health and wellbeing.

A social worker gave the gentleman’s family the impression they would have to pay an unaffordable top-up of £300 for him to stay at his care home by telling his son that the council would pay no more than its usual rate for a placement. This is contrary to the [Choice of Accommodation Directions 1992](#), which states that a council could not seek a top-up if it could not identify a suitable placement at its usual rate.

On the recommendation of the Local Government Ombudsman the Council agreed to;

* Review social workers’ and other relevant staff’s knowledge of the Choice of Accommodation Directions 1992, which sets out the policy on top-ups to care home fees, and arrange training to correct any deficits;

* Introduce a procedure to manage cases where care home residents become eligible for council funding, including consideration of identified risks from moving and checks on the suitability of alternative accommodation

Personal budgets have been used in social care for a number of years and were introduced for health care by the NHS in October 2014 to help people manage their care in a way that suits them.

A person who is eligible for social care funding will be allocated a **personal budget by the local authority** to cover the cost of meeting their care and support needs. Where other funds such as independent living allowance are included this is sometimes termed an **individual budget**.

10: The Wokingham Picture

10.1: Geography of Wokingham Borough

Wokingham Borough is one of six unitary authorities in Berkshire. The Borough covers nearly 70 square miles with 1/5th of the population living in Wokingham and 2/5th living in the urban areas of Woodley and Earley. The Borough is recognised as one of the most affluent areas in the UK.

10.2 Population projections of Wokingham Borough

Wokingham Borough generally has a healthy population which is ageing and is doing so quicker than the national average. Wokingham has a higher than average population of adults with learning disabilities needing council funding support. Wokingham also has a higher proportion of people who fund their own care compared with the national average.

A study of the local area has indicated that the number of people with Dementia are expected to rise in Wokingham by 69% by 2025, with the number of people living with Dementia rising to 2,300. A growing number of adults with learning difficulties are living longer experiencing the associated health needs of ageing.

Table 2: Wokingham Adult Population Projections to 2030

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Wokingham Adult Population Projection	2014	2015	2020	2025	2030
People aged 18-24	11100	11000	10800	11000	12200
People aged 25-34	17900	18000	18300	18200	17600
People aged 35-44	23600	23600	23100	23400	23700
People aged 45-54	24900	25100	24700	24100	24000
People aged 55-64	18400	18800	21500	22900	22600
Total Population Aged 18-64	95900	96500	98400	99600	100100
People aged 65-69	8700	8800	7900	9000	10400
People aged 70-74	6300	6600	8200	7500	8500
People aged 75-79	5100	5200	6100	7700	7000
People aged 80-84	3700	3800	4500	5300	6700
People aged 85-89	2100	2200	2900	3500	4300
People aged 90 and over	1300	1400	1800	2600	3400
Total population 65 and over	27200	28000	31400	35600	40300
Total population all ages	159800	161400	169000	175400	180300

Source: PANSI and POPPI

It can be seen that there is a substantial increase in over 65's, and a significant proportion will need to access care of some type. The Government and local authorities are keen to support people living in their own homes for as long as possible, and this will increase demand for home care services. It is anticipated that a large majority of the elderly will have to fund their own care, whether residential or at home.

11: Wokingham Borough projections of people needing adult social care

POPPI predictions from 2015-2030 of the number of persons needing adult care provided by the Borough Council.

Table 3: Prediction of Social Care Needs in WBC 2015-2030

Table 3: Prediction of Social Care Needs in WBC 2015 -2030	2015	2020	2025	2030
Number of people aged 18 -64 predicted to have a serious physical disability	2,329	2,466	2,538	2,530
Number of people aged 18+ predicted to have a moderate or severe learning disability	536	547	555	561
Number of people over 65 with a limiting long term illness whose day-to-day activities are limited a lot	4,442	5,290	6,309	7,280
Number of people aged 65 and over unable to manage at least one self-care activity on their own	9,165	10,659	12,507	14,478
Number of people aged 65 and over in residential or nursing care	816	1,035	1,287	1,553
Source: POPPI				

The 2011 Census indicated that **there are about 14,000 people in Wokingham Borough providing unpaid care for another person** with 2,300 persons providing in excess of 50 hours care per week. The Government is keen to promote greater joint working and commissioning of integrated services, and this approach is enshrined in the new legislation governing social care. The transfer of public health responsibilities and budgets to the council, together with the Wokingham Clinical Commissioning Group (CCG) taking over responsibility for commissioning Health Services, has provided scope for more integrated, jointly funded health and social care services.

12: Wokingham Borough current provision of care

The Council currently has contracts with almost 200- care providers and

35+ Domiciliary Care providers

- 45+ Residential & Nursing Care
- 35+ Supported Living providers
- 20+ Day care providers
- 45 Other providers (e.g cleaning services, Personal Assistance, micro providers)

There is a resource section at the back of this report with links to useful websites and directories

The Berkshire Care Directory, commissioned by the six unitary councils in Berkshire, is published and updated every year. It contains information on getting how to get care needs assessed, alternative ways of meeting your care needs, the financial help available from Social Services, the different types of care homes and how they are regulated. The Directory also contains list of care homes and the needs they cater for and domiciliary home care agencies. It can be obtained from each of the contributing local authorities

13: Wokingham Borough Council Social Care Spending: Health & Wellbeing

The priority of Wokingham Borough in the current economic climate is to meet the statutory responsibilities within its financial means, and commissioning of services has to take place within the financial context of the Council. Wokingham Borough Council has made savings in expenditure of £4.5 million in 2012/13 and £6 million in 2013/14.

Wokingham has a population of 154,000 who generally enjoy good health. The total Net Council Expenditure in 2014/ was £113,456,000, of which £43,551,000 was allocated to adult social care (health and wellbeing).

<http://wokingham.moderngov.co.uk/Data/Council/201502192000/Agenda/349479.pdf>

Following “ Putting People First” (The Government’s shared vision and commitment to transform adult social care) and the introduction of personal budgets, over 1000 people representing more than half of those receiving community based services have personal budgets. The council has moved from block to spot contracts to facilitate choice and flexibility for Council funded customers.

The table below gives the spending and budget for social care for 2014 and budgets for 2015/6

Table 4: Council’s total spending on Social Care 2012/13- 2015/16.

Millions of pounds (rounded)	2012/13	2013/14
GROSS TOTAL COST	£56.4	£51.9
INCOME	£16.1	£8.1
NET TOTAL EXPENDITURE	£40.2	£43.7
GROSS CURRENT EXPENDITURE	£46.2	£44.7
GROSS TOTAL EXPENDITURE	£46.4	£49.7

Source PSS-EX1 expenditure data NASCIS.

Table 5: Council's total spending on Social Care 2014/15- 2015/16.	2014/15 £000 (net expenditure)	2015/16 (budget) £000 (net expenditure)
Adult Social Services (Health & Wellbeing)	43,551	42,851
Source: www.wokingham.gov.uk Adult Social Care Services: Market Position Statement 2013/14		

<http://wokingham.moderngov.co.uk/documents/g1376/Public%20reports%20pack%2018th-Feb-2016%2020.00%20Council.pdf?T=10>

The table below shows projected growth in Health and Wellbeing expenditure by Wokingham Borough until 2018/19

Table 6: Adult Social Care growth in Wokingham Borough

WBC Medium Term Financial Plan	2016/2017	2017/2018	2018/2019
Growth projections	£'000	£'000	£'000
Care Act - increased demand for services due to government changes	800	1,300	1,500
Homelessness	100	100	100
Learning disability - increase in complexity and cost	200	400	600
Mental Health - increase in complexity and cost	200	400	600
Older people - increase in complexity and cost	230	450	650
Older people domiciliary care - increase in complexity and cost	290	580	900
Physical disabilities - increase in complexity and cost	120	250	410
Prevention - investment in preventative services	0	0	300
Transitional children - children entering adult social care	495	750	1,000

14: What services are available for people in the Wokingham borough?

Care and support services fall mainly into three broad categories:

Residential and Nursing care: Services provided to people who are unable to live at home due to physical or mental disability or illness. The council currently provides or commissions residential or nursing care for about 550 adults a year.

Domiciliary (Home) Care: Services provided at a service users home to enable them to continue to live at home. Services primarily involve personal care, such as washing, dressing and help with meals. The council currently provides or commissions home care for about 600 adults a year adults.

Day Care/support: Services based at specific venues to provide care and support during working hours or funding for support to access activities in the community. These services include personal care, meals and activities. The Council provides or commissions day care or support for some 400 adults.

In addition the council provides direct payments to around 500 clients to enable them to purchase their own care and support and this figure is increasing.

15: Residential Care for Wokingham Borough Residents

The table below shows the total provision of residential care and sheltered housing in the Wokingham area. Some of the provision is outside the borough but is used by residents. Nearly all the establishments are provided by the private sector or charities, One home, Suffolk Lodge, is run by the Council’s adult social care provider arm, Optalis. There are currently 3 extra care schemes at Alexandra Place, Beeches Manor and Cockayne Court where support is provided on site by Optalis. The Council also owns a number of sheltered housing schemes in 9 locations spread around the Borough (including Dickins Court, Glebe Gardens, Palmer Court, Meacham Court, Polehampton, Harman Court, Spring Gardens, Treacher Court and Sale Gardens). The Council’s Housing Needs team manages admissions to these schemes and maintains waiting lists.

Table 7: Provision of Residential Care and Sheltered Housing in Wokingham Borough 2015

Table 7: Provision of Residential Care and Sheltered Housing in Wokingham Borough 2015			
Type	No of beds	No of providers	Comment
Residential Care Homes	876	29	Some duplication because some providers offer residential & nursing
Residential care with full nursing capability	743	14	Some duplication because some providers offer residential & nursing
Residential care for learning disabilities	401	41	Provision in Wokingham is greater than national average because of Ravenswood Village. There will be a % of residents from 18 onwards in this type of care.
Sheltered Housing provided by WBC	Flats 1199 Bungalows 154	38	
Total	Beds 2020 Flats 1199 Bungalows 154	122	
Source: Healthwatch Wokingham Survey May 2015			

Table 8 is our calculation of residents in Wokingham in Residential and Nursing Care beds in homes for older people in the borough (based on the Berkshire Care Directory). We have not been able to include the beds that Wokingham Borough Council purchase outside of the borough.

Table 8: Care Homes located in the Wokingham Borough		
Home	Beds	CQC Registration
Alexandra Grange	55	Care Home Without Nursing
Belamie Gables	20	Care Home Without Nursing
Down Lodge	16	Care Home Without Nursing
Liberty of Earley	35	Care Home Without Nursing
Lovatt House	26	Care Home Without Nursing
Murdoch House	27	Care Home Without Nursing
Suffolk Lodge	34	Care Home Without Nursing
Valerie's	17	Care Home Without Nursing
Warren Lodge	41	Care Home Without Nursing
Wild Acres	26	Care Home Without Nursing
Total Residential	297	
Austen House	79	Care Home With Nursing
The Berkshire Nursing Home	58	Care Home With Nursing
Bridge House	47	Care Home With Nursing
Glebelands	42	Care Home With Nursing
Lord Harris Court	90	Care Home With Nursing
Lynden Hill	28	Care Home With Nursing
Sunrise	100	Care Home With Nursing
The Mount	37	Care Home With Nursing
Thamesfield	12	Care Home With Nursing
West Oak	63	Care Home With Nursing
Woodbury	45	Care Home With Nursing
Total Nursing	601	
TOTAL RES & NURSING	898	

The numbers of people projected to be living in care homes in the borough is projected to almost double by 2030, according to POPPI projections

Table 9: People over 65 living in a care home in Wokingham

Table 9: People over the age of 65 in a care home in Wokingham. Projection by POPPI	2014	2015	2020	2025	2030

People aged 65-74 in a LA care home with or without nursing	3	4	4	4	4
People aged 75-84 in a LA care home with or without nursing	12	13	15	18	19
People aged 85 and over living in a LA care home with or without nursing	22	23	30	39	49
People aged 65-74 living in a non-LA care home with or without nursing	64	66	68	70	80
People aged 75-84 living in a non-LA care home with or without nursing	194	198	233	286	302
People aged 85 and over living in a non-LA care home with or without nursing	485	514	685	870	1099
Total population aged 65 and over living in a care home with or without nursing	780	816	1035	1287	1553
Source POPPI					

Wokingham is an affluent part of the country and life expectancy is higher than the national average, but this is balanced by a higher % of residents continuing to live with or without care in their own homes. Most people in the Wokingham area will be responsible for their own care home costs

The private providers of residential and nursing care are concentrating their efforts on building new facilities in affluent areas where clients have the financial resources to pay for their own care.

There is always a challenge to find a suitable place for someone with a need for residential or nursing care, and private funders often rely on family or friends to find a suitable place for a vulnerable relative, often needing to make the arrangement quickly because of a rapid change in circumstances.

For people who are eligible for funding by the Council, Wokingham Borough will assess the needs of the individual and will find and make an appropriate placement. There is also support available from Optalis to advise people who are funding their own care home costs.

16: Specialist Housing for Wokingham Borough Residents

Sheltered housing

Sheltered housing usually has a scheme manager or warden and an alarm system but does not provide regular care. There are a variety of sheltered housing providers:

- Wokingham Borough Council has a number of establishments
- Housing provided by voluntary sector and charities
- Private for profit provision

Wokingham Borough has maintained a number of sheltered housing facilities, most of them are retirement bungalows in small blocks with a warden. Examples are Sale Garden Cottages and Meacham Court.

There has been a rapid growth in private provision of over 55 living in Wokingham with a number of high end living, often a combination of residential care and nursing with flats or individual bungalows which are for independent living. An example is Imperial Court close to the centre of Wokingham which has a mix of apartments with one and two bedrooms and guest suites for visitors.

Table 10: Provision of Sheltered Housing in Wokingham 2015

Table 10: Provision of Sheltered Housing in Wokingham 2015 approximate numbers		
Type	Flats	Bungalows
Sheltered Flats/Bungalows	833	118
Source: Healthwatch Wokingham Borough		

New developments for over 55's provided by the private sector have been established over the last 10 years, and there is high occupancy for most housing schemes. Many of the over 55's have downsized from detached housing and are seeking less maintenance, particularly with their gardens, and want to be nearer the centre of Wokingham or nearer local shops and medical centres.

There are also examples of charitable housing associations adding or improving their stock. One good example is Wokingham Area Housing Association (WAHS) who have just finished building 24 self-contained flats for over 55's near California crossroads. This scheme replaces 12 bungalows which were demolished to make space for the flats.

The private sector provide more housing compared with charities and the local authority, and because there is a demand in Wokingham and a retired population who can afford the prices asked for the new developments, we anticipate that the private sector will meet any future demand.

Extra care housing

Extra care housing is a concept that is used to describe a range of developments including;

- Purpose built retirement village
- Large block of apartments with a restaurant or other linked buildings
- Development of bungalows and a mix of apartments and a central resource building that houses community health services or other facilities serving the occupants and local people
- self-contained homes with design features & support services available.

The specialist housing that Extra Care Schemes offer are a growing and popular part of the housing with care market. There are now approximately 60,000 units of extra care housing in England (source Elderly Accommodation Counsel, June 2015).

Most 'extra care' consumers are older people and they often find it attractive because it offers them independent living in a home of their own with other services on hand if they need or want them. Extra care housing can enable people to continue to self-care and enjoy their independence.

Why not use the community hospital instead of extra care for rehabilitation?

The advantage of good extra care (and some sheltered housing with well- designed living units) is that the living environment is designed to support people who could manage independently with care and support and rehabilitation but who cannot go home because their home isn't suitable, or sufficient support cannot be arranged. Having bathrooms and kitchens that help people self-care gives them the ideal environment to build up their daily living skills and confidence. Extra care housing based solutions can give people a much better and safer environment than home.

Wokingham Borough has 3 extra care schemes and 1 enhanced sheltered accommodation

Alexandra Place

South Lake Crescent, Woodley, Reading, Berkshire, RG5 3QW.

Beeches Manor

Reading Road, Wokingham, Berkshire, RG41 1AA.

Cockayne Court

109 Arnett Avenue, Finchampstead, Wokingham, Berkshire, RG40 4ED.

Kennet Court (enhanced sheltered accommodation – no onsite care)

Woosehill, Wokingham, Berkshire, RG41 3DB.

There are plans for further extra care schemes underway - such as the £4 million development on the site of the former Fosters Care Home in Fosters Lane, 34 self-contained flats for elderly people will include communal facilities such as a lounge and dining room, as well as a specialist dementia facility. The flats will allow elderly people to live independently in the security and privacy of their own home, with additional facilities and care staff if needed. There will also be a new development at Bulmershe with 60 units for people with a wide range of needs.

The new extra care housing developments in the borough over the next five years are anticipated to meet growing demand for this type of accommodation and which may reduce the demand for residential care.

Stuart Rowbotham, director of health and wellbeing, said: "*We made a commitment to retain older people's accommodation on the site at Fosters. Our proposals mean older people in Woodley can remain in the community they're familiar with, and close to their family and friends.*"

Healthwatch Champion, Roger Kemp said "*if you feel connected to your neighbours and there is a sense of community - it impacts positively on your physical and mental health.*"

Supported Living

Over the last 20 years people with learning disabilities and mental health problems have increasingly been housed in supported accommodation where they live more independently.

According to the most recent figures from the [Health and Social Care Information Centre](#), there are 122,085 adults with serious mental health conditions living independently in England. The majority will either be in supported living accommodation, and receiving home help with shopping and cleaning as part of that support, or using day care centres, all of which are unregulated by the CQC.

Healthwatch England have written to the Department of Health expressing concerns about the lack of oversight and regulation of certain social care services including ‘supported living environments’, day care centres and care support provided in people’s own homes.

17: Domiciliary Home Care Provision for Wokingham Borough Residents

Many people need help and **support to live as independently and safely as possible in their own homes**. Home care is one of the main ways in which this support is provided, either funded/part-funded through local authority social services or privately funded. Wokingham Borough is an affluent area, so residents are better placed to fund their own care and the majority of home care is provided by the private sector. **It is estimated that only 15-20% of those needing home care in 2016 will be funded by Wokingham Borough.**

The NICE guideline for home care says that a ‘one size fits all’ service is not the best way to provide good home care. Instead, it advocates a ‘person-centred’ approach where the needs and wishes of the individual are heard and respected. Increasing number of residents will have to and want to stay in their own home.

Bridget Warr, chief executive of the United Kingdom Homecare Association (UKHCA), chaired the group of experts which developed the guideline on behalf of NICE. She said: *"As people age, many will need some support to achieve their wish to remain at home, near to friends and family. The help each person needs will differ and it is important that the homecare delivered is tailored specifically to the individual; his or her needs, wishes and aspirations.*

"The guideline emphasises the importance of people receiving support from trained and competent staff with whom they are familiar. For this to happen, those commissioning and delivering home care must work together with the person wanting support to plan the right co-ordinated care in the way the person wants. They should be sure that there is adequate time allowed for the home care worker to provide good, sensitive support in a way that protects and enhances the person's dignity, wellbeing and independence.

Healthwatch Wokingham Borough has undertaken a study of care providers in the locality and the table below is our estimate of the available care providers in this area

Table 11: Provision of home care services to WBC and private commissioning 2015

Table 11: Provision of home care services to WBC and private commissioning 2015	
Care provider type	No
Optalis	1
Private Providers	48
Total	49
Source: Healthwatch Wokingham	

WBC believe that there will be a significant increase in the need for home care services, and anticipate year on year increase in demand.

WBC are increasingly giving residents personal budgets so that they can decide on their own needs and providers. Projections by WBC indicate that they will be funding fewer people year on year. The recent trend has been down, reflecting the national trend, but total hours provided to individuals is upwards. There are extra responsibilities placed on local authorities by the Care Act and the implications are being evaluated by WBC

All but a small number of available services are provided by private and charity providers. Local authority direct provision is almost non-existent because the Council commission private providers to provide care services to clients they fund.

Optalis is a separate company owned by Wokingham Borough who coordinate all the services offered by the council and have an informative web site and is a good contact to find out what services are available.

There are a number of national care providers who are often subsidiaries of facilities management companies who offer a range of management activities including commercial cleaning and have decided to set up national agencies for providing care and home services. The majority of providers are locally based companies, some very small and offering a limited range of services. Cleaning companies will offer a full range of cleaning services. Gardening companies can offer regular gardening services. The Wokingham Volunteer Service offer a subsidised scheme “Green & Tidy” gardening scheme for the vulnerable.

Professor Gillian Leng, deputy chief executive and director for health and social care at NICE, said: *“The need for support at home is something that is likely to affect many of us. As we age, most of us will want to continue living in our own homes, surrounded by a lifetime of memories, for as long as we can.*

“Helping a person remain as independent as possible is an important component to maintaining their wellbeing. Without good support, older people can suffer from social isolation, malnutrition or neglect. They may also be at risk of injuring themselves, perhaps from a fall or other accident, if they do not receive adequate help and could end up in hospital.” (Extract from NICE new guidelines for home care from press release on 23rd September 2015)

Figures for 2008-2010 on end of life care produced the following statistics which will not be very different in 2015.

Table 12: Wokingham residents: Place of death 2008-10

Table 12: Wokingham residents: Place of death 2008-10	
Died in hospital	54%
Died at home	18%
Died in care	17%
Source: National End of Life Care Intelligence Network	

National figures also indicate that: 40-50% of those who died in hospital could have died at home and 70% of people do not die where they chose.

Services for People with Mental Health Conditions

Most mental health services are run by NHS organisations as well as voluntary sector organisations and private companies that are commissioned- by the NHS. Wokingham also has a Joint Health and Social Care Community Mental Health Team (CMHT) which supports people in the community.

18: Other care and support services available for Wokingham Borough residents

For those not needing “formal” paid care there are **a number of ways in which you can stay independent and safe living in your own home;**

Gadgets at home (known as “assistive technology”) is a market that is really developing. There is a wide range of equipment available to help, examples include:

- Making you aware that there is a fire or gas leakage (smoke alarm, gas detector)
- Letting someone know if you’ve had a fall (fall detector)
- Alerting someone if you're not feeling well (Pendant connected up to a call centre)
- Locating vulnerable people in the community if they get lost (GPS tracking systems)

Day Care/Support

There are a number of specialist day centres for older people in the area which include, the WADE Day Centre in Wokingham, Twyford Age Concern and Crowthorne Older Age to Teens Society (COATS).

Centres typically offer social activities and lunches during the day but can also offer additional services such as, bathing, chiropody and hairdressing.

A number of local voluntary sector organisations also provide services in the community for people with learning disabilities, physical disabilities and mental health problems. The Acorn centre in Wokingham is a purpose built community centre with the ability to meet the needs of people with a learning disability. It is run on behalf of the Council by Optalis.

Details of all these services can be found on the Wokingham Council Information Service

<http://www.wokingham.gov.uk/care-and-support-for-adults/search-the-adult-services-directory/>

20: The future of health and social care

The Council have drawn up the ‘strategic housing market assessment’ which includes some information about the needs of older people <http://www.wokingham.gov.uk/planning-and-building-control/planning-policy/housing/>

The picture going forward is complex and challenging - Wokingham is predicted to have issues with a lack of capacity in housing suitable for older people. It’s also one of the least affordable places to live in Berkshire, so alongside establishing housing and care needs, you have to consider affordability issues. Then there’s the availability of carers in the future - likely to be an enormous problem in Wokingham due to its buoyant local economy, proximity to London and very high cost of living.

This [timeline \(https://prezi.com/qkvxxbhgiwzc/future-of-health-and-social-care-2013-2033/#share_embed\)](https://prezi.com/qkvxxbhgiwzc/future-of-health-and-social-care-2013-2033/#share_embed) picks out some of the key trends from changes in population make-up to advances in technology - that will affect how health and social care is delivered over the next 20 years. <http://www.kingsfund.org.uk/time-to-think-differently/timeline>

21: Healthwatch Wokingham Borough Commentary

Healthwatch Wokingham Borough acknowledges the complexity of the health and social care landscape. It is difficult for people to access information. Most people come face to face with information about care when they or a family member is in a crisis and needs support and help - this makes it even harder to decipher and digest the plethora of data.

Wokingham Borough does have an independent care brokerage team that can offer support and advice (call 0118 974 6251, e mail independentbroker@optalis.org or visit <http://www.optalis.org/supported-living/our-independent-care-broker>)

Healthwatch Wokingham Borough recognise how confusing the terminology, jargon and language used is when talking about care. We have identified a case whereby a care provider was using the same word “care review” but Wokingham Borough Council Social Workers meant something completely different when talking about “care reviews”

Healthwatch Wokingham Borough acknowledges the lack of transparency around care home fees. We would encourage care home owners to be up front about the “hotel costs” (which should remain the same for each resident), we understand the “nursing costs” varying depending on individual need.

22: Next Steps

This report has been shared widely, in particular with:

- Wokingham Borough Council
 - Wokingham Clinical Commissioning Group
 - The Director of Public Health
 - Wokingham Community Navigators
- (<http://directory.wokingham.gov.uk/kb5/wokingham/directory/service.page?id=yYqaGJp3Cv0&familieschannel=205>)

We are now interested in YOUR experience of trying to navigate through the social care system in Wokingham Borough. What worked for you?

23: Bibliography, Information & Research Sources

Wokingham Borough Council, Adult Social Care Services: Market Position Statement 2013-14.

Home care: delivering personal care and practical support to older people living in their own homes
NICE guidelines [NG21] Published date: September 2015

Age UK www.ageuk.org.uk

Kings Fund www.kingsfund.org.uk

Care Quality Commission www.cqc.co.uk

Office for National Statistics (ONS) www.ons.gov.uk

Local Government Association (LGA) www.local.gov.co.uk

Pansi www.pansi.org.uk

Poppi www.poppi.org.uk

Wokingham Clinical Commissioning Group www.wokinghamccg.nhs.uk

Berkshire Care Directory

Association of Directors of Adult Social Services www.adass.org.uk

Choice of Accommodation Directions 1992 www.gov.uk

Putting People First www.cpa.org.uk

NICE Guidelines for home care www.nice.org.uk

UK Homecare Association (UKHCA) www.ukhca.co.uk

24: Resource section

I am looking for a care home what questions should I ask?

First Stop Care Advice - <http://www.firststopcareadvice.org.uk/faq-looking-for-a-care-home-questions-to-ask.aspx>

Saga - <http://www.saga.co.uk/care/care-homes/questions-for-care-homes.aspx>

Age UK Factsheet and guide

<http://www.ageuk.org.uk/home-and-care/care-homes/finding-a-care-home/>

Care Home Checklist

http://www.ageuk.org.uk/Documents/EN-GB/Information-guides/AgeUKIL5_care_home_checklist_inf.pdf?dtrk=true

Care homes for those with dementia

http://www.alzheimers.org.uk/site/scripts/documents_info.php?documentID=150

Wokingham Information Network

<http://www.wokingham.gov.uk/care-and-support-for-adults/>

Extra Care Housing Factsheet

http://www.housinglin.org.uk/_library/Resources/Housing/Housing_advice/Extra_Care_Housing_-_What_is_it.pdf

The Housing Corporation maintains an innovation and good practice database - for information go to www.housingcorp.gov.uk/server/show

The Joseph Rowntree Foundation regularly publishes reports and papers on housing and care issues - go to www.jrf.org.uk/housingandcare

Wokingham Borough Council Social Care Team

If you think you or someone you care for might benefit from support, you can talk to an adviser in our social care team. They will let you know if you are eligible for an assessment. If not, they will be able to advise you about local services and suppliers that you can access directly. You can contact us on 0118 974 6000.

Care and Support Jargon Buster

A plain English guide to the most commonly used social care words and phrases and what they mean. The definitions are plain English rather than legal, and were developed and tested by a steering group that included people who use services, carers, representatives from local authorities, information providers and key stakeholders from across the social care sector

<http://www.thinklocalactpersonal.org.uk/Browse/Informationandadvice/CareandSupportJargonBuster/>

www.twitter.com/HWwokingham

Your feedback

Healthwatch Wokingham Borough is keen to find out how useful this report has been to you, and/or your organisation in further developing your service. Please provide feedback below or via email.

We found the report to be: Useful / Not useful

Why do you think this?

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We have made the following changes since reading this report:

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.....
.....

Any other comments

.....
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.....

Please mail to: Healthwatch Wokingham Borough
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Or e mail to: enquiries@healthwatchwokingham.co.uk

Contact for further information:

Other formats are available upon request.

This Report is published on the www.healthwatchwokingham.co.uk website.

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