

Adult Services

Local Account 2022/23



Introduction

Welcome to the 2022/23 Local Account of our adult social care performance in Tameside. This review highlights the strengths of the services and support provided to the people who access our services, their family and carers and our residents. As well as acknowledging the continued work that needs to be undertaken to improve and innovate those services.

The review outlines:

- What we've achieved during 2022/23
- How the adult social care budget was spent
- Our overall performance against the national measures
- How service users and carers rate the services we provide
- What we're working on to improve the services we offer

The last few years have not been easy with the challenge of the pandemic and the recovery period following it. Our residents have also faced financial challenges due to the Cost-of-Living Crisis and our care providers have experienced staffing and resourcing challenges. However it remains our priority to ensure that that all our residents are Living Well at Home, for as long as possible as well as supporting people to access the right services to look after their health and mental wellbeing.

We continue to work with our health partners, care providers and the voluntary sector to provide a joined up approach to services to ensure that our residents receive the right kind of care at the right time.

During the year, we have re-launched initiatives such as the Big Chat to ensure the voice of people with a learning disability who access our services are heard and they are able to share their views on how they would like services to be developed in the future. We've also carried out extensive consultation with people who access our services, carers, residents and our partners to help co-produce our new Adult Social Care and Carers' Strategies which are due to be launched next year.

We've been looking at new ways of working to reduce the waiting times people who use our services are experiencing for a review. The results from our engagement with carers who provide invaluable support to family and friends is helping us to shape our carer's offer. Despite these challenges, we aim to ensure people always receive high quality support and care from us when they need it, helping them to live as independently as possible.

Your voice is important to us, so if you have any views or opinions on the services that are offered in Adult Services, then please do contact us at: adultsocialcarefeedback@tameside.gov.uk



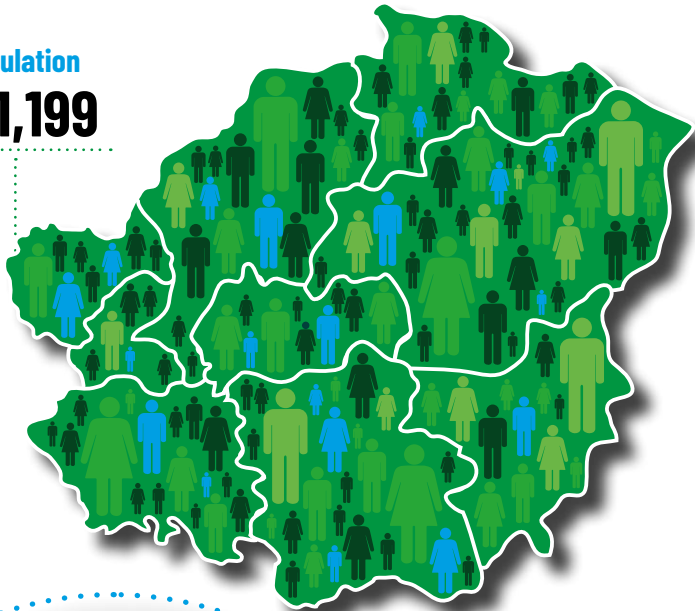
Cllr John Taylor
Executive Member (Adult Social Care,
Homelessness & Inclusivity)



Stephanie Butterworth
Director of Adult Services

Tameside the Place

Population
231,199



3.6%
Previously served in
either regular or reserve
UK armed forces

19.9%
of the population's day
to day activities are
limited a lot / a little



9.5%
Provide
unpaid care



Age Group	Number	Percentage
0-17	51,134	22.1
18-64	139,362	60.3
65+	40,703	17.6

Ageing Population
65+ predicted to increase
by **6.4%** by 2025 and by
16.7% by 2030

Mental health
The estimated rate of
common mental health
disorders (e.g. depression and
anxiety) in Tameside is **19.5%**
for residents aged 16+ and
12.1% for residents aged 65+

51%
are female

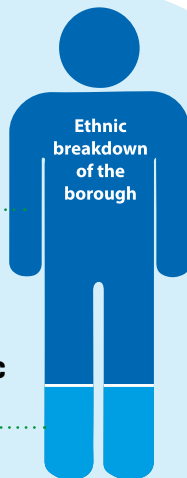


49%
are male

Healthy Life
Expectancy
58.2

Healthy Life
Expectancy
61.6

85.6%
White



14.4%
Minority ethnic
background

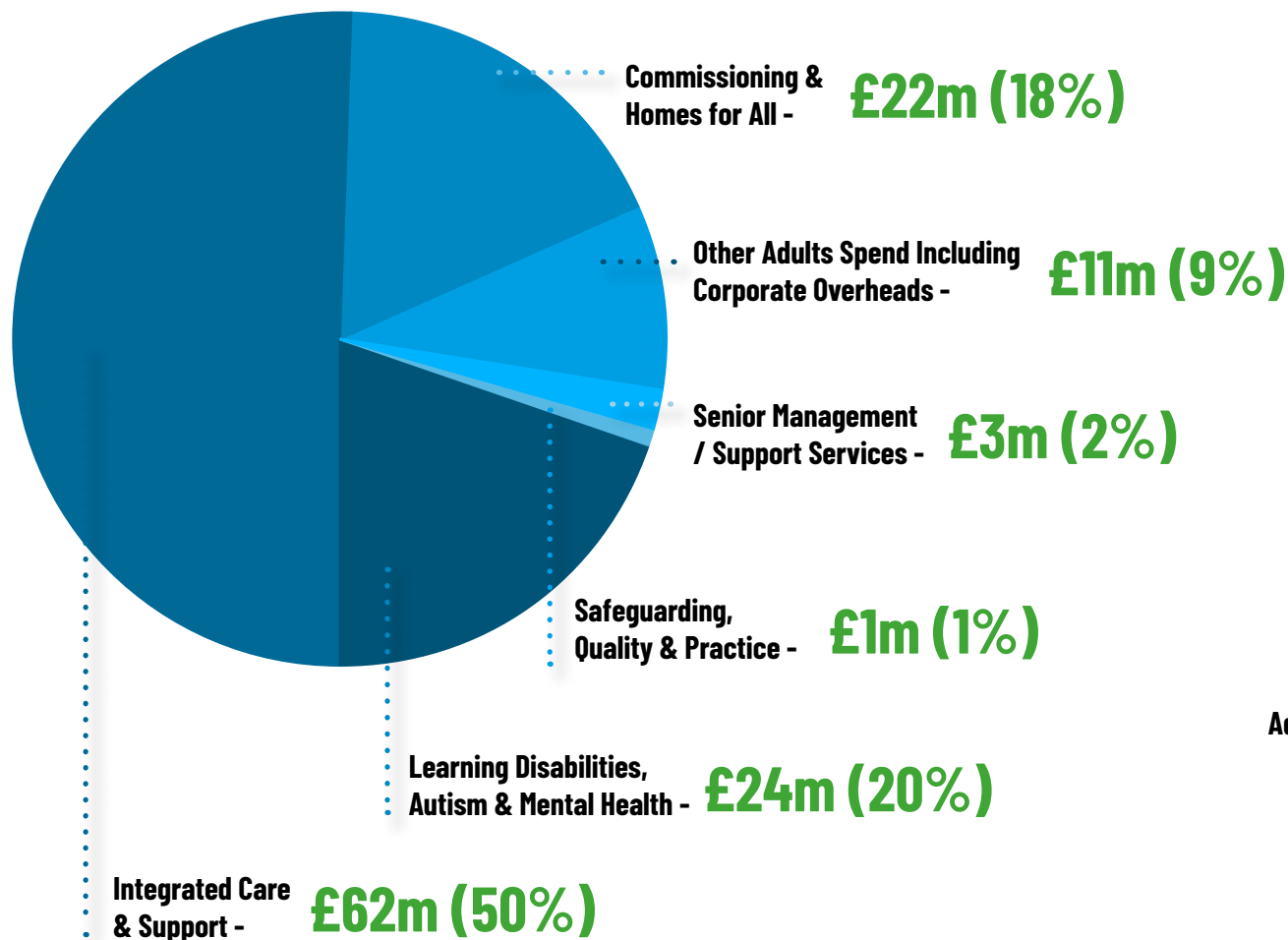
Ethnic
breakdown
of the
borough

In the Index of Multiple Deprivations (IMD) 2019,
Tameside is ranked as the **28th** most deprived
of **317** Local Authority districts in England and
the **5th** most deprived in Greater Manchester.

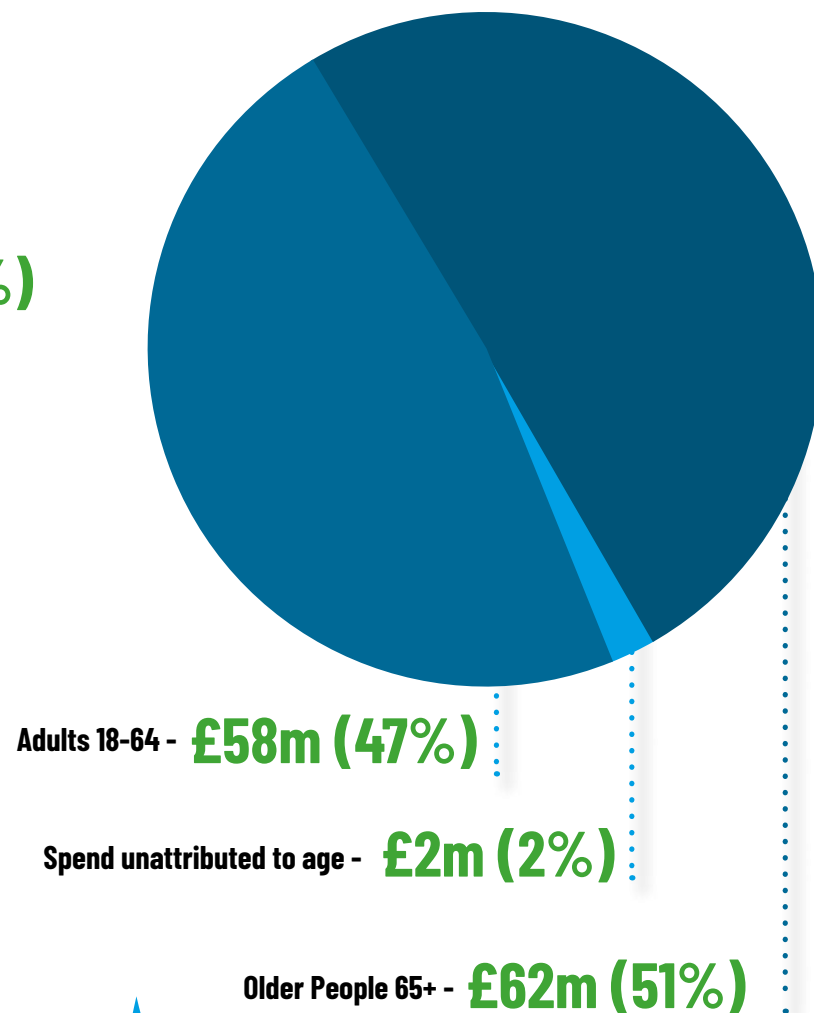
Adult Social Care Expenditure 2022/23

Total expenditure on Adult Social Care in 2022/23 - **£122m** as per Revenue Outturn (RO) Return

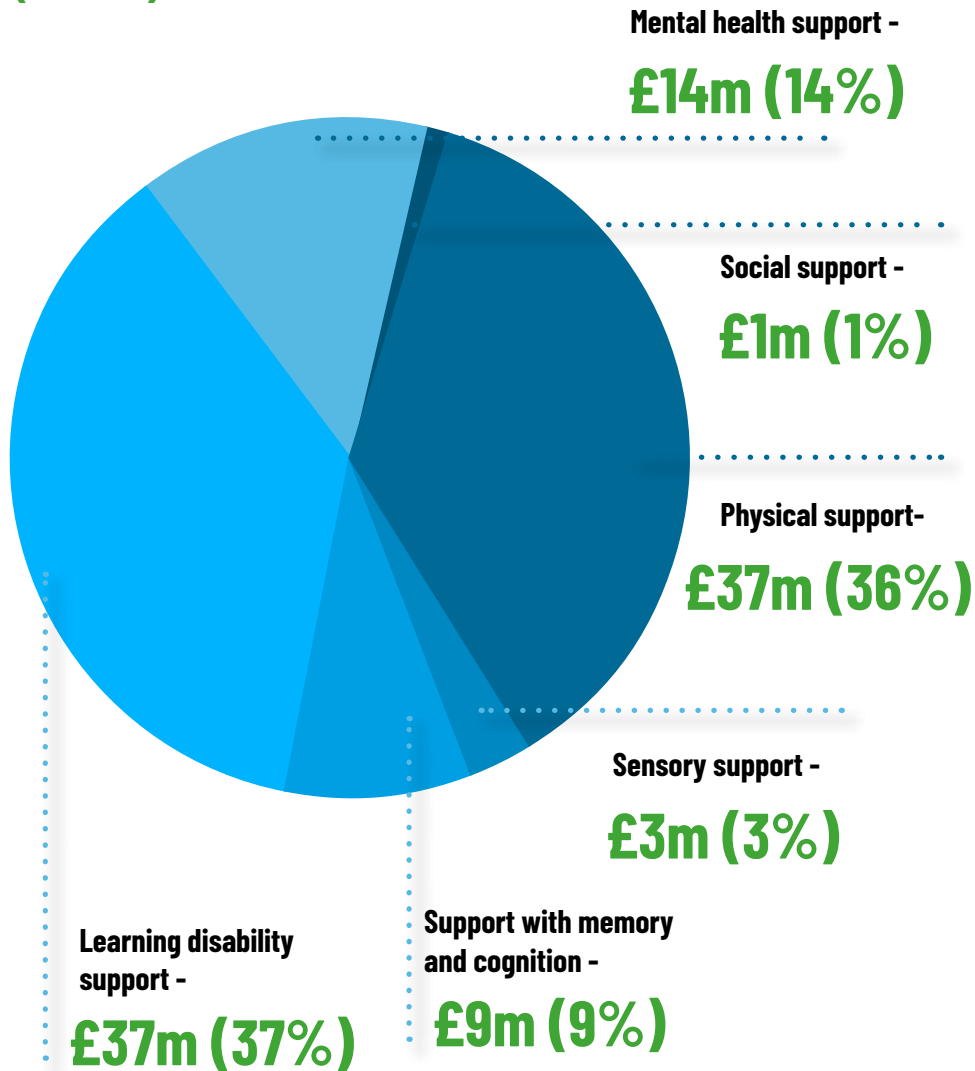
Expenditure by Service



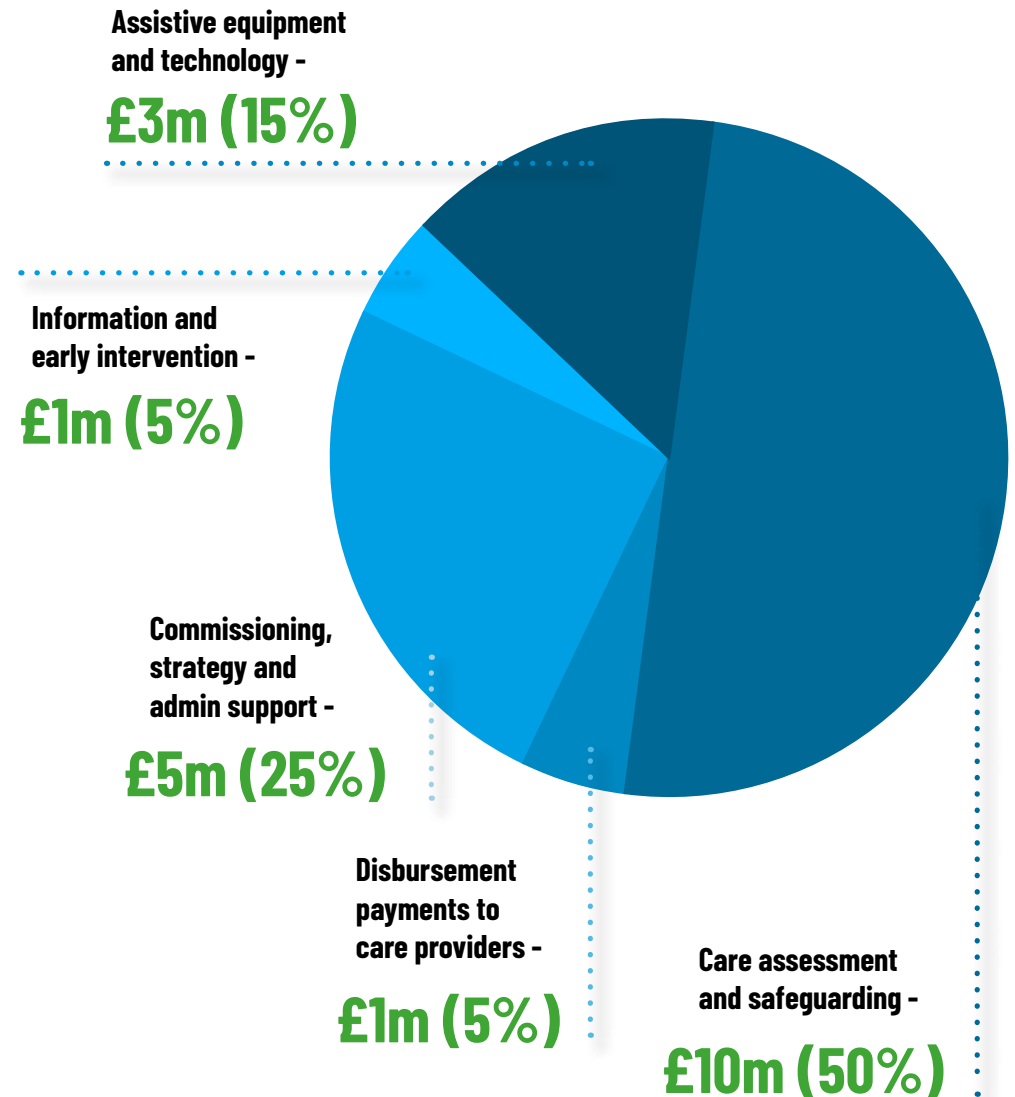
Expenditure by Age (Adults 18-64 vs Older People 65+)



Expenditure by Primary Need (£101m)



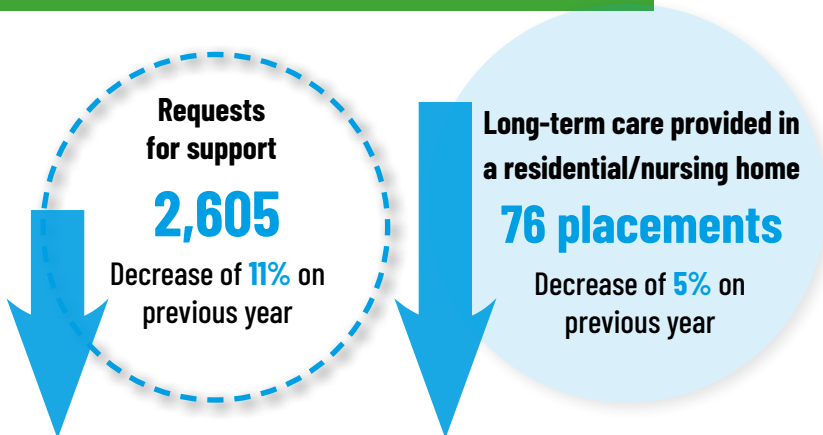
Expenditure by Secondary Need (£20m)



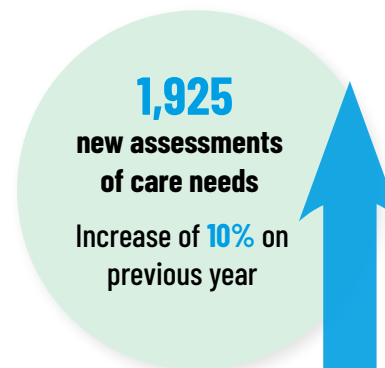
Support for Adult Social Care Users

Every year, the local authority receives a large number of requests for support for adult social care. These are some of the ways we've provided assistance to individuals to ensure they can safely lead fulfilled and independent lives wherever possible.

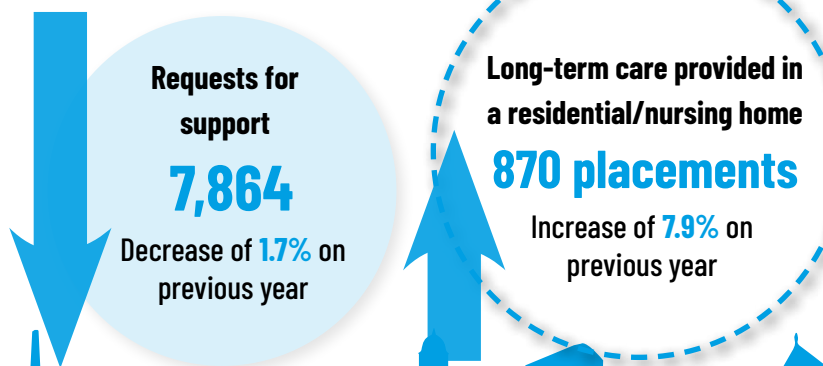
Younger Adults (18-64)



Providing Care

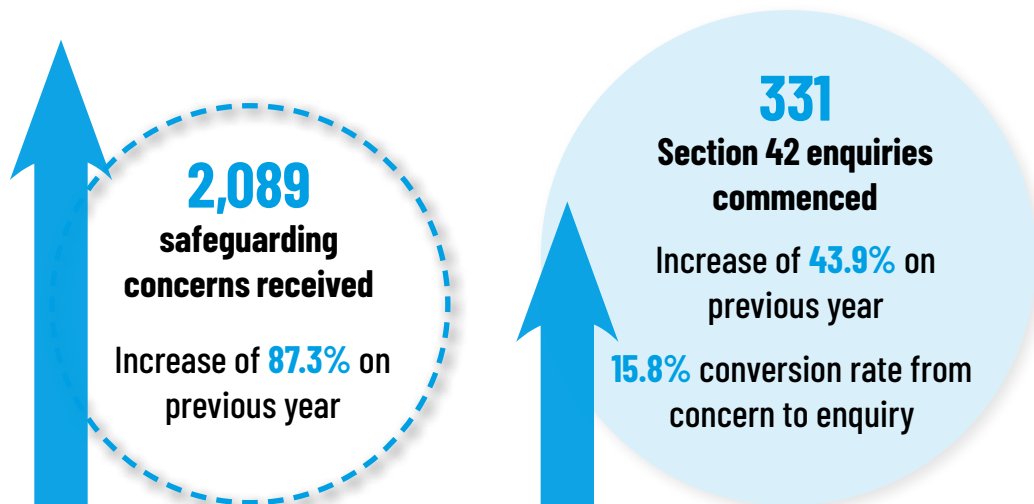


Older Adults (65+)



Safeguarding & DoLS

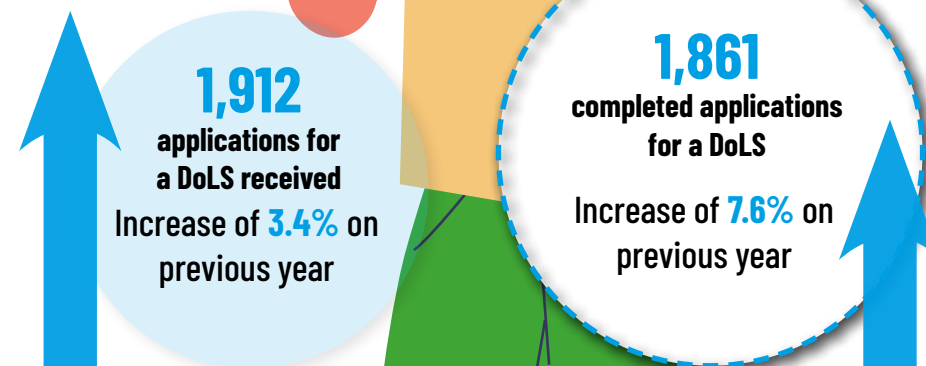
One of our key responsibilities is to ensure that adults with care and support needs are safe from abuse or neglect. We work with our partners e.g. health services, care providers and police to ensure these adults live in a safe environment, free from harm. This year we have undertaken a significant review into how we manage the safeguarding process making it easier for people to report their concerns.



Deprivation of Liberty Safeguards (DoLS)

The Deprivation of Liberty Safeguards (DoLS) form part of the Mental Capacity Act 2005. The purpose of the DoLS is to make sure that adults in care homes and hospitals who cannot consent to their care arrangements are protected if these arrangements deprive them of their liberty. The arrangements put in place are checked to ensure they are necessary and in the adult's best interest.

54.4% of completed applications were granted compared to **58.1%** the previous year
At the end of the year **274** applications were in the process of being completed.



Preventative Services

Community Response Service

Our Community Response Service is an alarm service to help people live safely and independently in their own home. It operates 24 hours a day, 365 days a year.



Reablement Service

Reablement is a free service provided by Tameside Adult Social Care and is about giving Tameside adults (18+) the opportunity and confidence to re-learn/regain some of the skills lost as a consequence of poor health, illness, impairment, or from going into hospital or residential care. The support enables people to re-learn skills or gain new skills that help to maintain long-term independence. We also work with people that may be lacking confidence due to a fall, prolonged hospital stay or illness. The team work with each person in their own home for a period of anything from one day to a maximum of six weeks.

in 2022/23

2,664
service users

13,024
calls required a warden visit

1,221
new referrals to the service

14,165
wander alerts activated

151,551
calls received for assistance

3,419
pill dispenser alerts

2,279
smoke alerts

3,078 falls attended
avoided **2,805** ambulances being called

Number of people who received reablement support during the year

438

Number of people who left without a package of care or a reduced package of care

284

Number of hours of support provided

11,814

Care Quality Commission

The Care Quality Commission (CQC) has responsibility for inspecting adult social care providers as well as other health sector providers to ensure people who access services receive safe, effective, compassionate, high quality care. Where care providers are rated as "Requires Improvement" or "Inadequate", the local authority will work with them to improve their service offer or find alternative provision for people accessing care and support.



Quality of Provision in Tameside

As of March 2023 - there were **36** care homes:



As of March 2023 - there were **25** home care providers:



Making a Difference in Adult Social Care

Developing our Workforce

Recruiting qualified social workers is difficult in the current climate, so in Tameside we've been investing in developing the skills of staff within the service who want to fulfil their ambition of becoming a social worker. In 2022/23, three members of staff became newly qualified social workers after three years of hard work studying at Manchester Metropolitan University for one day a week, whilst continuing to work in the service.

As part of this programme, participants were assigned mentors from within the organisation to support them in their development. Through the second and third years of the course the group had placements in different areas to build their academic and practical knowledge. On graduation, participants have the skills needed to practice as newly qualified social workers that can cover all ages and services.

This continued training and development drive is part of Tameside Council's plan to build new skills, providing opportunity for development and progression in social work. We have two more groups of staff working towards this qualification with plans for further groups to follow.



CRISTAL Care Awards

CRISTAL stands for **Celebrating Remarkable and Inspirational Stars, Teams And Leaders**, and celebrates some of the excellent care that is delivered to the people of Tameside by the independent provider care sector covering both care homes and domiciliary services. There are many people within the sector who do amazing work to improve individuals lives and can often in a small way be life changing and both Tameside Council and NHS Tameside aim to recognise this through these awards.

In October 2022, health and social care professionals from across Tameside and Glossop attended an awards ceremony at Dukinfield Town Hall, the first face-to-face event since covid. We received a huge number of nominees which demonstrates all the hard work, dedication and commitment staff put into looking after local people's loved ones.

Carers Centre Opens it's Door

In June, CARERS Week was marked by an open day at the Carers Centre in Ashton. It doubled as a chance for carers to find out about the advice and help on offer to them, and to give us their views on the best way to bring back face-to-face support. Carers provide vital support to the people they care for and the Carers Centre is available to anyone offering care who needs advice, support or just a chat. The Carers Centre contact details are: **0161 342 3344** or carerscentre@tameside.gov.uk

Co-Producing our Vision – Developing the Adult Social Care and Carers Strategy

Following the launch of the Governments 10-year vision for adult social care in December 2021, it was felt that this was the right time to start developing new strategies for Adult Social Care and Carers. Both strategies will address the challenges we face and outline how we will work together to help the people of Tameside live long, healthy and fulfilled lives. The strategies will help us determine future commissioning of care services, determine how care is managed and how we work effectively with our partners in the health and voluntary sector to provide better outcomes for our residents.

The key to developing these strategies was to understand the experiences and views of the people who access our services, carers, residents and partners. We started with a blank piece of paper and talked to a wide range of key stakeholders and people who use care services, their families and carers, in a variety of different ways about their experiences of adult social care. We based the conversation on:

- what support they were accessing,
- what they needed and wanted,
- what worked well and where we could improve.

We asked people about their own care and support and of those they provide care for. These are some of the activities that took place to gather this insight:

- **Partnership Engagement Network (PEN)** - we attended a PEN conference where we captured views of attendees about what makes them feel confident to live independent lives, what good quality support looks like and how we could offer more choice and control.
- **Big Chat** - This was an engagement and information event held for adults with a learning disability and autistic adults. A range of partners were invited to ask people their views, answer any questions and share information about the support they could offer.
- **Carers week and Carers Rights Day** were used to ask Carers about their views, accessing The Carers Centre, and also rate how they felt about the Carers services offered. Carers were also asked for their views on what services they need the Carers Service to provide to support them in their role.
- **Big Conversation** - consultation with residents, people who access services, carers, businesses, partners to test the themes we found from our previous consultation work.

Going into the new year, we will be continuing this work with targeted work with community groups, our partnership boards and the launch of our Voice of the User work. We hope to be in a position to launch our new strategies towards the end of 2023.



Supporting the Voluntary Sector

In 2022/2023 a total of **£200,000** was allocated to the VCFSE sector from Adults to support the most vulnerable people in Tameside.

Over **15,000** people were supported in one way or another by the **51 groups** funded by the Winter Pressures Fund.

Groups funded:

51 groups were funded out of the **73** that applied- *please note some groups appear twice due to having multiple target demographics and providing support for multiple topics.*

27 of the groups supporting people experiencing poverty or supported vulnerable people through the Cost-of-Living Crisis approx

£106,516

12 of the groups supporting people who are homeless approx.

£53,355

30 groups supporting older people were funded approx.

£94,283

12 of the groups specifically supported BAME communities and were funded approx.

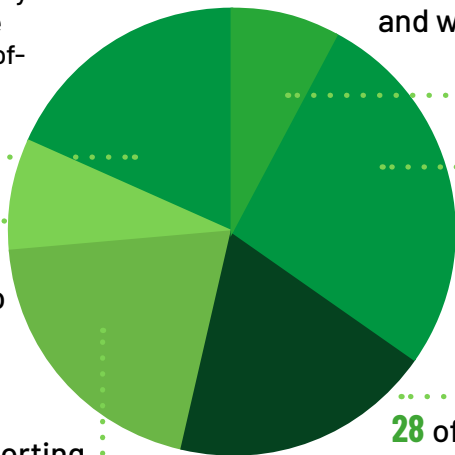
£54,798

40 of the groups supported families and were funded approx.

£134,865

28 of the groups supported people experiencing mental health struggles and promoted wellbeing were funded approx.

£72,103



Examples of support include:

- Provision of free packed lunches/hot meals
- Provision of emergency food parcels/food banks/pantries/vouchers
- Provision of Christmas hampers/dinners
- Provision of warm hubs/warm spaces
- Provision of emergency winter packs including:
 - o Warm clothes
 - o Blankets
 - o Hot water bottles
 - o Hat/Scarf/gloves
 - o Home thermometer
 - o Flasks
- Fuel poverty advice and support/Fuel top ups/heat packs
- Activities to reduce social isolation
- Activities to address the cost of living crisis and food poverty such as cooking classes and provision of slow cookers
- Mental health support groups
- Dementia support groups
- Befriending Services

The impact this has had on people's lives is demonstrated in the following quotes:

A homeless man visited for a hot breakfast; he had been sleeping on the streets and was in need of some medical attention for skin problems on his hands and feet, but thought he wasn't registered with a GP. One of our volunteers is a district nurse and was able to find out where he was registered and advise him what to do to access medical care. Also liaising with the voluntary sector we were able to advise him how to access emergency accommodation via ABEN (A Bed Every Night).

New Life Church

We are really grateful to get the Winter Pressures Fund it helped us develop as an organisation and continue to deliver high quality arts for free to vulnerable people. Being able to provide a meal was an absolute bonus and people were so grateful. Any left overs were gleefully taken home by participants.

Phantasmagoria

To know someone has thought about me really cheered me up.

Being There

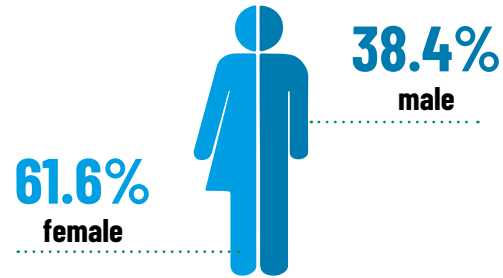


Understanding the views of people accessing our services 2022/23

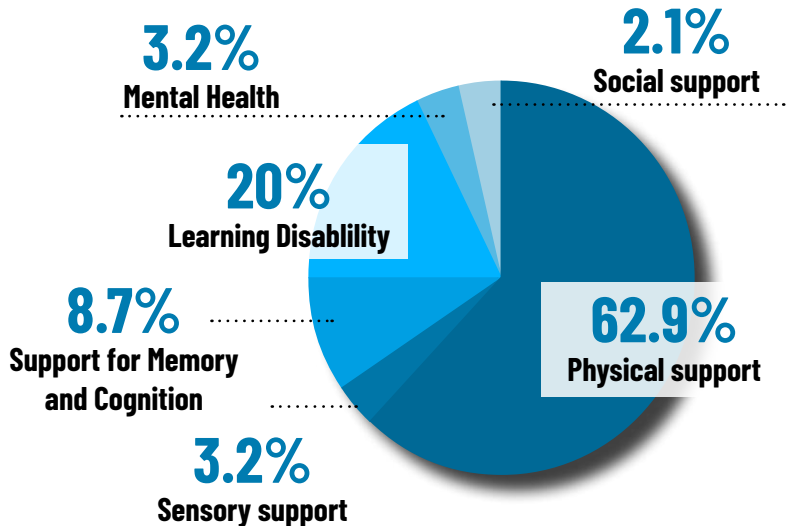
Survey took place in January and February 2023

1,724
people who accessed our services randomly selected to receive the survey

380
responses received **22%** response rate

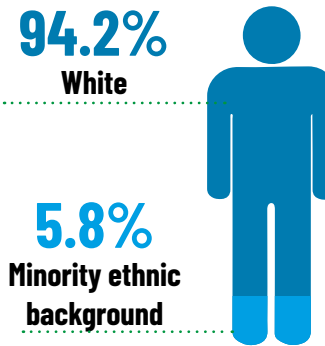


Primary support reason of the cared for:



Age of respondents ranged from **18-102**

Average age of service user **69**



Service user reported quality of life **18.5** out of **24**

- 75.4%** said they have enough control over their daily life
- 43.6%** reported that they had as much social contact as they would like
- 57.8%** of respondents said they were satisfied with the social care support they received
- 69.5%** said they find it easy to find information about services
- 71.3%** said that they feel safe
- 79.7%** said that adult social care services have made them feel safe and secure

ASCOF Results compared to last year

The Adult Social Care Outcomes Framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people. The ASCOF is used both locally and nationally to set priorities for care and support, measure progress and strengthen transparency and accountability.

Type	Indicator		2021/22	2022/23		
			Tameside	Tameside	NW average	England average
Survey Data	1A	Quality of life	18.5	18.5	18.9	19
	1B	Control over daily life	73.9	75.4	76.8	77.2
	1 1	As much social contact	36.3	43.6	44.4	44.4
	3A	Overall satisfaction with adult social care services	57.3	57.8	64.2	64.4
	3D1	Ease of finding information	57.7	69.5	66.9	67.2
	4A	Feeling safe	72	71.3	68.9	69.7
	4B	Services help with feeling safe	78.5	79.7	86.3	87.1
	User Data	1C1A	Self-Directed Support	100	100	84.3
1C2A		Direct Payments	13.2	14.0	24.7	26.2
1E		LD Employment	3.4	4.2	4.1	4.8
1G		LD Accommodation	94.9	93.9	89.1	80.5
2A1		Permanent Admissions to care home (18-64)	11.7	11.5	14.7	14.6
2A2		Permanent Admissions to care home (65+)	592.9	680.5	635.3	560.8
2B1		At home 91 days after reablement	73.2	74.8	81.9	82.3
2B2		Had reablement after hospital	4.3	4.7	3	2.9
2D		Outcome of Short-Term services	61.8	59.4	79.9	77.5
Carers Data		1C1B	Self-Directed Support	100	100	88.2
	1C2B	Direct Payments	100	100	80.2	76.8

What' next for Adult Social Care in Tameside in 2023/24?

Next year will see a number of new initiatives being launched for adult social care, these include:

- Launch and implementation of the new Adult Social Care Strategy that will ensure we continue to support people of Tameside to Live Well at Home for as long as possible and ensuring the right care is in the right place at the right time.
- Launch and implementation of the new Carer's Strategy setting out clearly how we will support unpaid carers in their role so they understand what support is available to them, ensuring they are able to maintain their own health and wellbeing and that of the person they support.
- Continuing to work with our partners and providers to ensure we can deliver the right kind of care in the right location for our residents, and ensuring high quality services are available in the future.
- Redesign of our services to make them more efficient and easier to access along with the establishment of a new Review Team to tackle the back-log of annual re-assessments.
- After feedback from residents and people who access our services, we're making information about our services easier to understand and access.





J006138



LIVING WELL AT HOME

Tameside
Metropolitan Borough