

Tameside

Adult Services

Local Account 2023/24



Introduction

Welcome to our local account for 2023/24

Our vision sees people living well in the place they call home and being supported to be a part of their local communities to live long, healthy and fulfilled lives. This continues to be at the heart of all that we do.

With increasing asks for support, and celebrating people living longer lives alongside challenges with budgets, we continue to strive for our vision. Our priority to support people to live well in the place they call home is still always at the heart of what we do.

In this document, we will look at our achievements, how our budget was spent and how we are performing against national measures. We will also reflect on feedback from the people who use our support and what we're doing to improve our care and support offer.

From April 2023 to March 2024, we have achieved an incredible amount. There has been a wealth of vital support provided to those that use our support and Carers. Our Learning Disability Service had a great outcome following an inspection and our Carers Centre has had huge successes with their launch of new activities and events for those they support.

We have had opportunities to share our learning, ideas and have joined up conversations by working with partners, the voluntary sector and communities. Not to forget, we took the time to celebrate our dedicated staff and the incredible difference they make in Tameside with our annual Adult Services Awards and World Social Work Week.

We want to develop our support to make sure everybody can live a good life and be connected to their local community. Your voice is important to us, so if you have any views or opinions on Adult Services please email us at adultsocialcarefeedback@tameside.gov.uk

All the data in this account is from the year 2023 to 2024 unless stated otherwise.



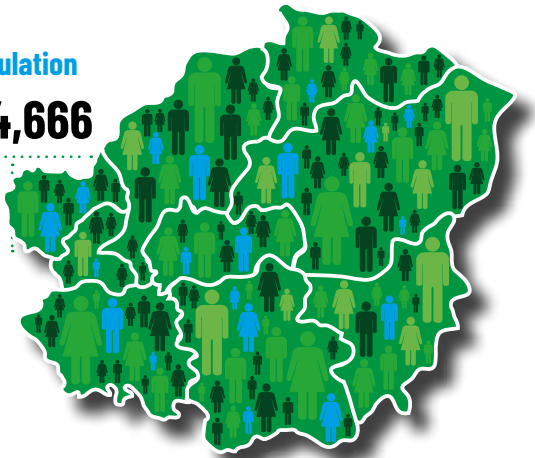
Cllr John Taylor
Executive Member
(Adult Social Care and Inclusivity)



Stephanie Butterworth
Director of Adult Services

Tameside the Place

Population
234,666



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



51%
are female

49%
are male

Healthy Life
Expectancy

56.2



Healthy Life
Expectancy

55.6



Age Group	Number	Percentage
0-17	52,031	22.2
18-64	141,078	60.1
65+	41,557	17.7

Ageing Population

65+ predicted to increase
by **8.6%** by 2028 and by
16.5% by 2032

85.6%
White

14.4%
Minority ethnic
background



Mental health

15.3% of Tameside residents
reported a long-term mental
health condition in 2023. This
is above the English average of
12.7% and slightly above
the GM average of

15.1%.

Who requests support from our services?

Every year we receive lots of requests for care and support, below shows some of the ways we've provided this to people.

Younger Adults (18-64)

Requests for Support

2431

18% led to a short term to maximise independence service or long-term support

Long-term care provided in a residential/nursing home

113 placements

Increase of 48.7%

Community based services including home care and direct payments

1061 people supported

Increase of 3.8%

Older Adults (65+)

Requests for support

6409

32% led to a short term to maximise independence service or long-term support

Long-term care provided in a residential/nursing home

1011 placements

Increase of 16.2%

Community based services including home care and direct payments

1848 people supported

Decrease of 13.1%

Providing Care

1,956

new assessments of care needs

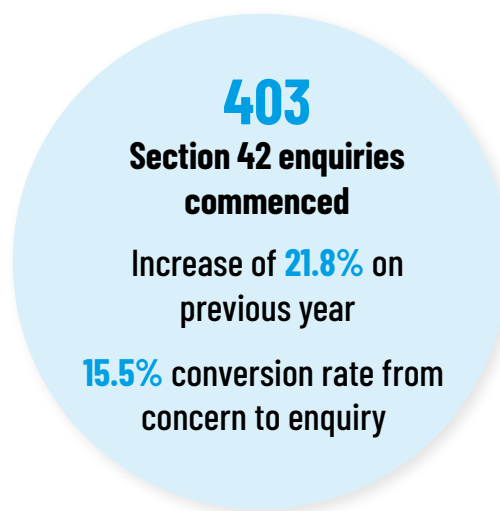
2,625

reviews of care packages completed



Keeping People Safe

We work closely with partners such as our health services, care providers and the police to make sure people are living in places free from harm, abuse or neglect.

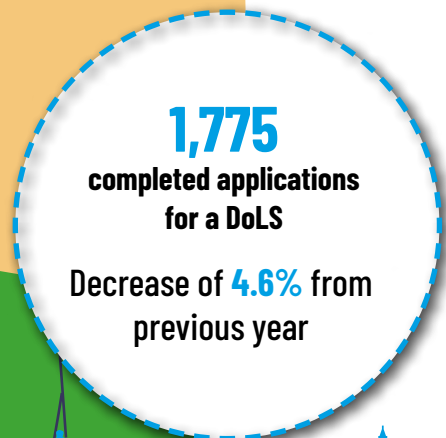
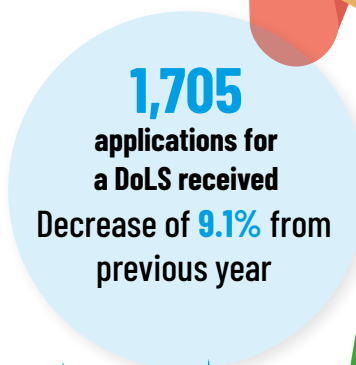


Deprivation of Liberty Safeguards (DoLS)

The Deprivation of Liberty Safeguards (DoLS) form part of the Mental Capacity Act 2005. DoLS ensure people who cannot consent to their care arrangements in a care home or hospital are protected if those arrangements deprive them of their liberty, this makes sure decisions are made in their best interest.

49.9% of completed applications were granted compared to **54.4%** the previous year.

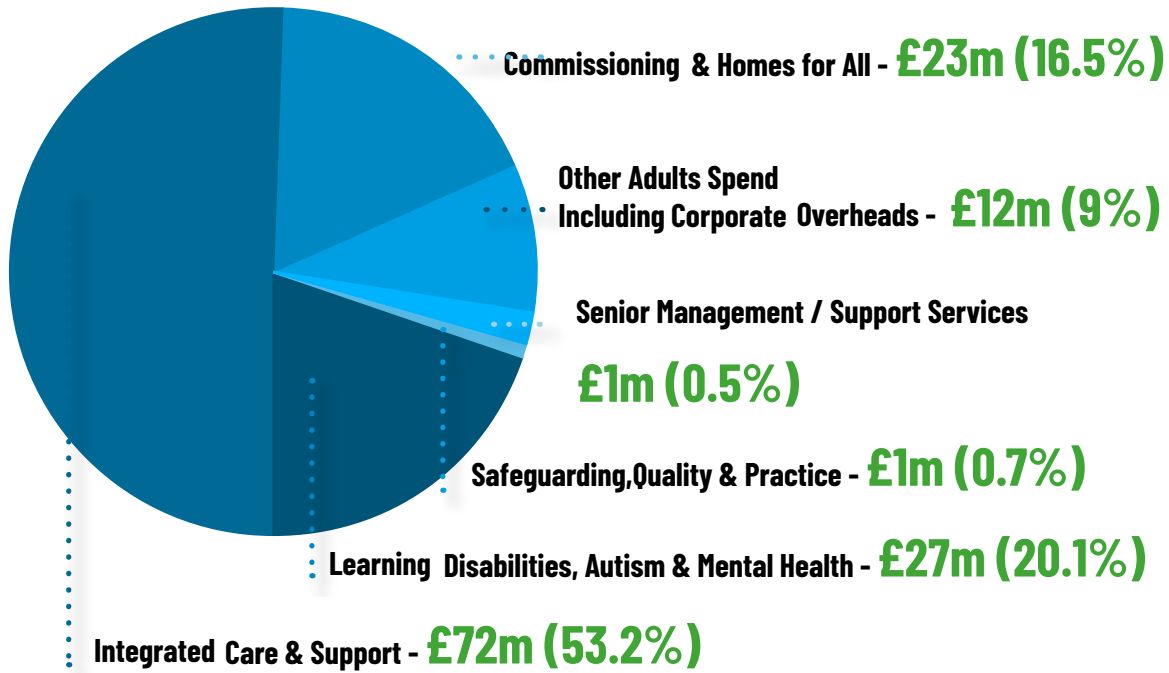
At the end of the year **215** applications were in the process of being completed.



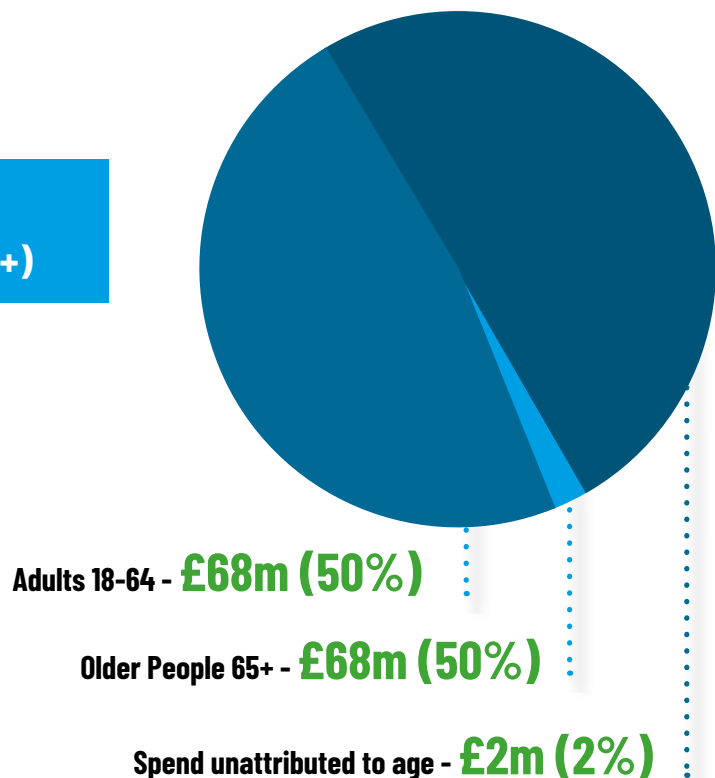
Our Expenditure in 2023/24

A total of **£136m** as per Revenue Outturn (RO) Return was spent on Adult Social Care in Tameside from 2023 to 2024.

Expenditure by Service

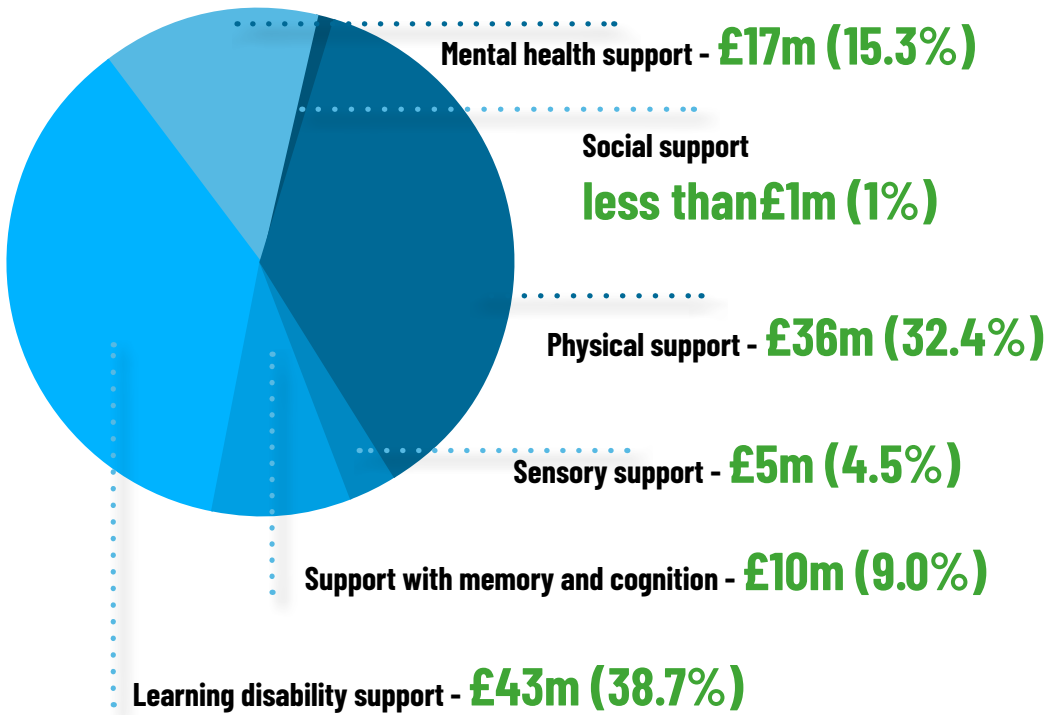


Expenditure by Age (Adults 18-64 vs Older People 65+)

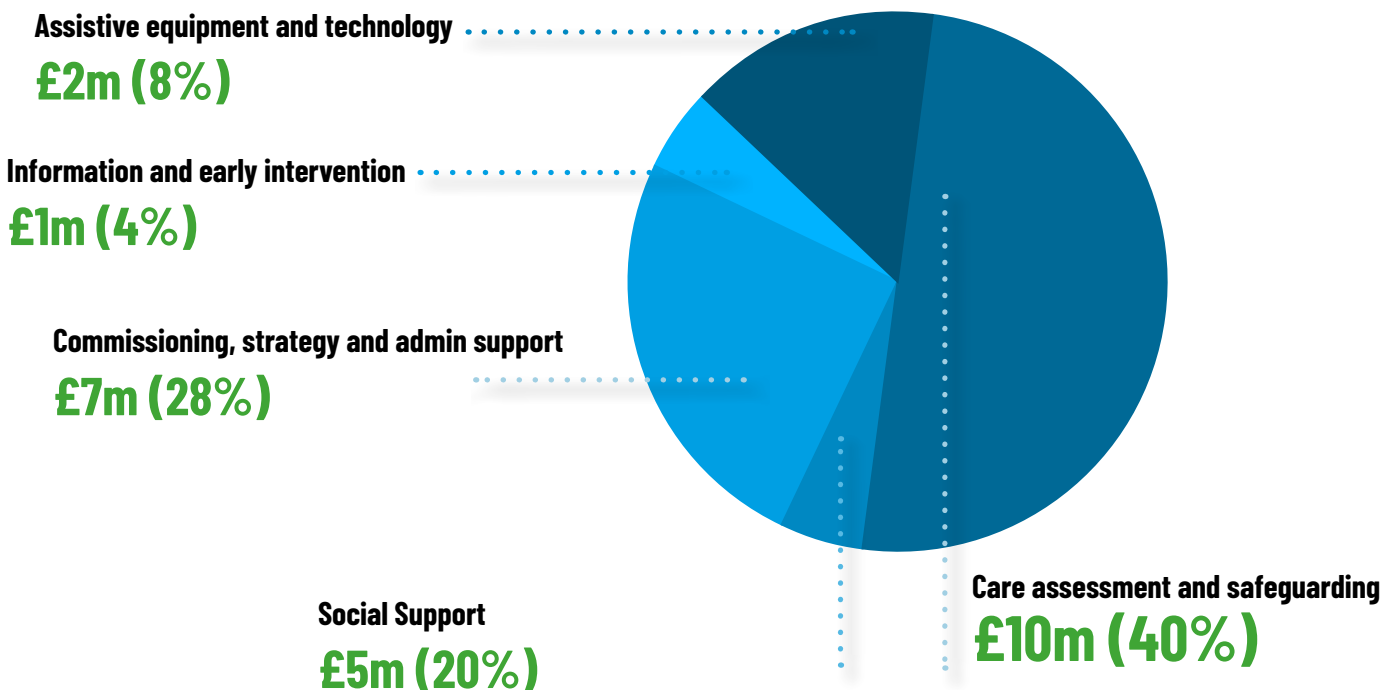


Our Expenditure in 2023/24

Expenditure by Primary Need (£111m)



Expenditure by Secondary Need (£25m)



Keeping People Living Well

Community Response Service

The Community Response Service (CRS) is a telecare/alarm service for anyone in Tameside who is over the age of 18 living in private, rented or owner-occupied accommodation. This service operates 24 hours a day, 365 days a year.



In 2023/24

2,734
service users

13,043
calls required a warden visit

On average **93%**
of calls to CRS
were answered
within **60**
seconds

961
new referrals to the service

42,912
wander alerts activated

On average **86%**
of warden visits
arrived within
20 minutes

179,839
calls received for assistance

1,839
pill dispenser alerts

2,141
smoke alerts

2,915 falls attended
avoided **2,653** ambulances being called

Reablement Service

Sometimes after a spell in hospital or illness, people lose confidence and are worried about their ability to cope at home.

Reablement is a short-term free service provided at home and giving people the opportunity to the opportunity to regain lost skills. The team work with people to find new ways to do things independently, which may be through aids, equipment, or technology.

Number of hours of support provided

30,806

Number of people who received reablement support during the year

898

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

678

A package of care

is a combination of services put together to meet a person's assessed needs as part of their support plan arising from an assessment or a review.



Care Quality Commission

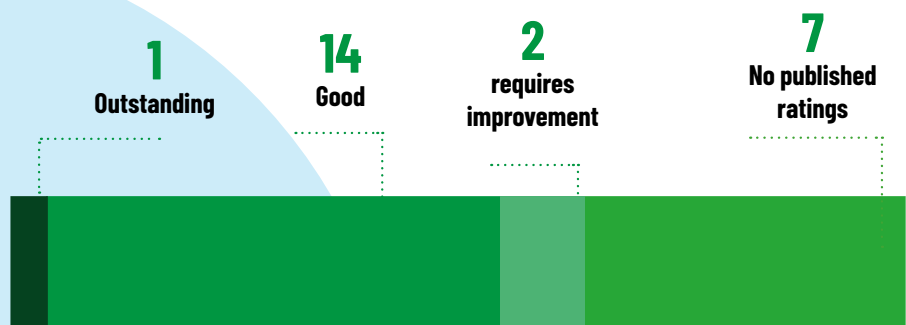
The Care Quality Commission (CQC) are responsible for inspecting adult social care providers as well as other health sector providers to make sure people who access services receive safe, effective, compassionate and high-quality care. Where providers are rated as 'Requires improvement' or 'Inadequate', we will work with them to improve or find another provision for the people accessing support.

Quality of Provision in Tameside

As of March 2024 - there were **36** care homes:



As of March 2024 - there were **24** home care providers:



Making a Difference in Tameside

Launching our Strategies

In March 2024, we launched our Adult Social Care Strategy and Carers Strategy and both plans see people living well in the place they call home. They demonstrate how we strive to enable people to be connected to the things they like to do, form meaningful relationships and meet their hopes and aspirations.

People who access services for support, staff, partner organisations and the Civic Mayor Cllr Tafheen Sharif, attended an event to launch the strategies at The Carers Centre. This was a great opportunity to highlight our vision and plans for the next three-years.

Explore the strategies, including easy read versions, at www.tameside.gov.uk/adults/ourplans. There's also a paper copies which can be collected from the [Tameside Carers Centre](#).



Activities for Carers

Tameside Carers Centre have been offering lots of new courses, activities and meet ups for Carers to take some well-deserved time for themselves. The response has been amazing, and they often have waiting list for events. This has included trip to the theatre, afternoon tea and lots of interesting courses that have been facilitated by some of our wonderful partner services. They also hosted a very successful Carers Christmas Party and continued to host their monthly coffee mornings at the centre.



Learning Disability Service Awarded 'Good' Rating by CQC

In January 2024, the Care Quality Commission (CQC) found that the service maintained its rating as 'good' and continues to provide the right care, culture, and right support for those who access care and support.

The inspection highlighted that the service supported people to have maximum choice and control of their lives. They showed that people were involved in their care planning and that these plans were regularly reviewed and adapted to suit people's changing needs. Feedback also demonstrated that they were encouraged by staff to be as independent as possible, highlighting our hard-working and dedicated workforce who continue to provide high-quality care and support.



Adult Services Awards

It's so important we take the time to highlight our workforce's commitment to supporting people in Tameside. In November 2023, the first annual Adult Services Awards took place, staff from across the service gathered for an afternoon of celebration at Dukinfield Town Hall. This yearly event recognises outstanding achievements and shares good news and current work across the directorate.



Celebrating Social Work

Our service celebrated World Social Work Day and World Social Work Week 2024 with an event starting key conversations about co-production. Staff discussed how they work together with each other and the people they support, exploring why it is important to co-produce to help people the lives they want to. Later in the week staff attended a drop-in event to network with local community groups, to see how they support our communities and how we can work together to benefit the people we support.

World Social Work Day 2024



Launch of the Tameside Hoarding Guide

The [Tameside Adult Safeguarding Partnership Board \(TASPB\)](#) have launched [The Tameside Guide To Working With People Who Exhibit Hoarding Behaviours](#).

This pivotal guide was developed following a workshop consisting of a multi-agency group of professionals and group of people from Tameside and Salford's Peer Support Groups who exhibit hoarding behaviours.

The launch was supported by [TASPB's partner agencies](#) and included key speakers from GMFRS, our Adult Services and Jigsaw. Following the success of the launch, TASPB supported 120 places for staff training based on working with people who exhibit hoarding behaviours.

The training sessions were facilitated by Psychologist Ian Porter, who coordinates the NW network of 'Hoarders Helping Hoarders' Psychosocial Intervention & Peer Support Groups.



Introducing The Review Team

To tackle the backlog of reviews in the service, a new Review Team was established at the beginning of 2024. The Review Team is responsible for completing annual and 6-week reviews in line with legal duties within the Care Act 2014 and check that the support put in place for people is working and still right for people. In this way the teams supports people to receive the right care and support to live fulfilling and independent lives. They work collaboratively with the people we support, valuing their experience and perspectives to shape their care and empower them with choice and control.

Improving Information: Website and Leaflets

Adult Services [webpages](#) have been completely reviewed by all service areas to ensure all information is up to date. This also included a review of all the language we use, to make sure it's easy to understand and accessible to all.

Leaflets have also been reviewed and attached to the webpages they relate to. Staff can easily access a library of these leaflets via the intranet which makes it easy to find and access.

Working with our Communities

In 2023/24 a total of **£159,511** was allocated to the VCFSE sector from Adults services.

Over **18,729** people were supported in one way or another by the **41 groups** funded by the Winter Pressures Fund. This is money from the government that we use to try and improve resilience and build capacity in the short term, over the winter period.

Groups funded:

- **41** groups were funded to run **42 projects**
- **23** groups supported people from the Global Majority (formerly BAME) and were funded approx. **£90,591**
- **35** of the groups supported families and were funded approx. **£107,446**
- **32** of the groups supported people experiencing mental health struggles and were funded approx. **£106,255**
- **37** of the groups supported older people and were funded approx. **£116,735**
- **16** of the groups supported people experiencing homelessness and were funded approx. **£54,740**
- **40** of the groups supported people struggling with the cost of living and were funded approx. **£128,505**
- **34** of the groups supported food insecurity and were funded approx. **£123, 858**
- **28** of the groups supported people with learning disabilities and were funded approx. **£102,806**
- **13** of the groups supported veterans and were funded approx. **£57,233**

Please note some groups are counted more than once due to having multiple target demographics and providing support for multiple topics.

What support did this funding help to provide?

- Free packed lunches/hot meals
- Emergency food parcels/food banks/pantries/vouchers
- Warm hubs/warm spaces
- Emergency winter packs including:
 - Warm clothes
 - Blankets
 - Hot water bottles
 - Hat/Scarf/gloves
- 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 voice of the people we support

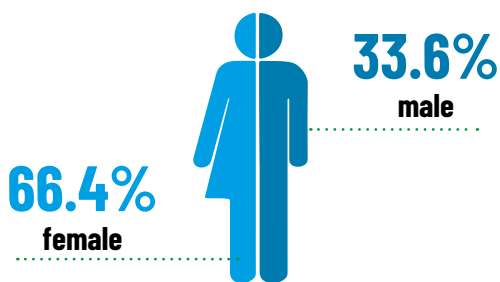
Survey (January and March 2024)

1,860

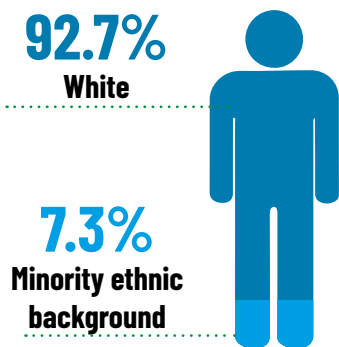
People who accessed our services randomly selected

360

responses received **19.4%** response rate



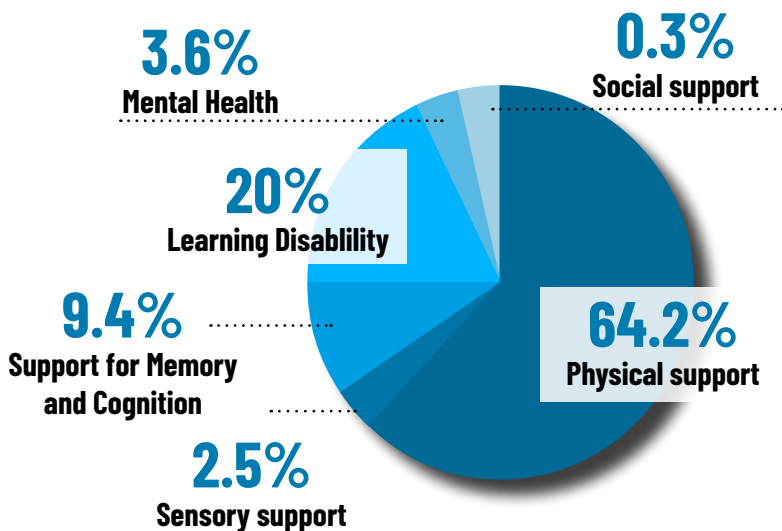
Age of respondents ranged from **18-100**



Average age of service user **71**

Service user reported quality of life **19.2** out of **24**

Primary support reason of the cared for:



- 74.6%** said they have enough control over their daily life
- 49.2%** reported that they had as much social contact as they would like
- 64%** 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
- 72.1%** said that they feel safe
- 82.4%** said that adult social care services have made them feel safe and secure

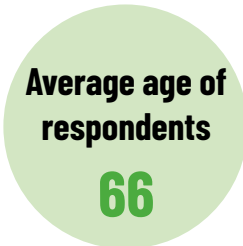
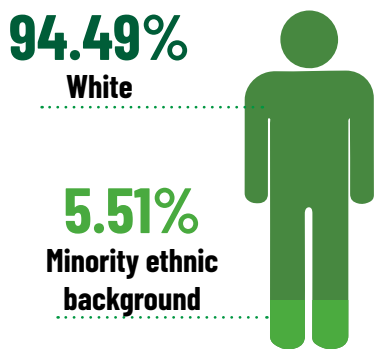
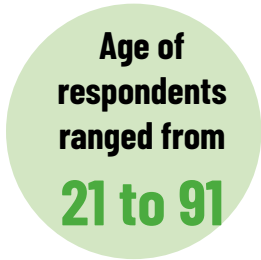
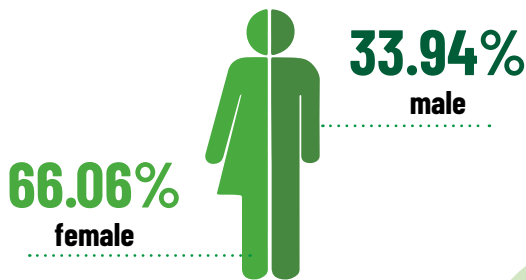
Understanding the views of unpaid carers

644

Carers randomly selected to receive the survey

277

responses received **43.01%** response rate



26.9% of carers reported that they had as much social contact as they would like



29.3% of Carers said they were satisfied with the social care support they received

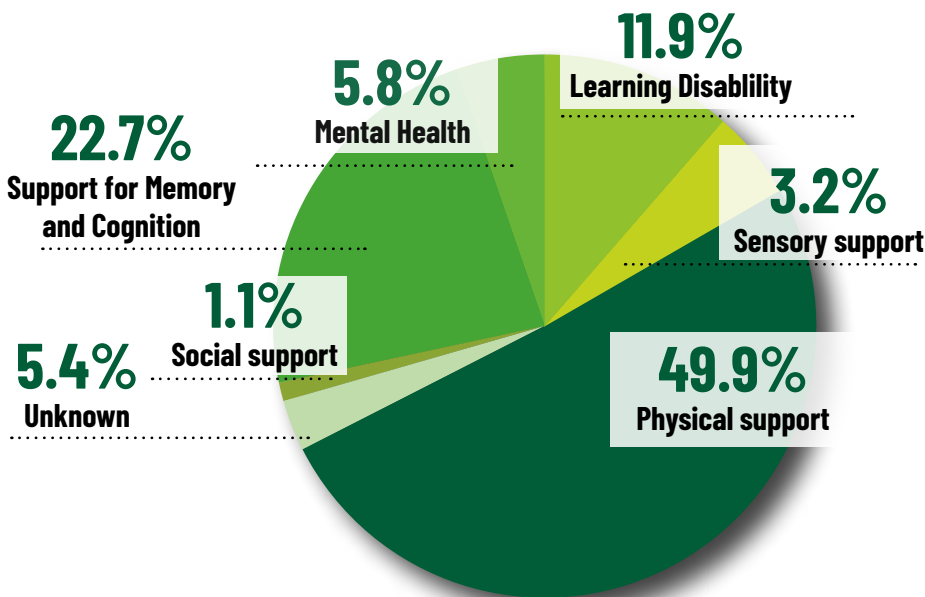


58.5% of Carers said they find it easy to find information about services



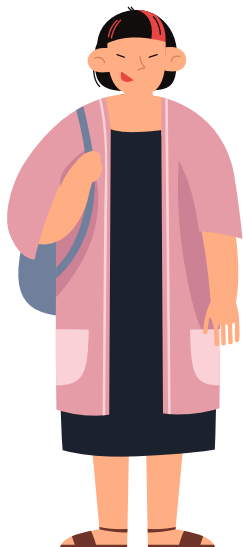
58.4% of Carers who feel that they have been included or consulted in discussions about the person they care for

Primary support reason of the cared for person:



The voice of the people we support

Person receiving long-term support



"My regular carers are all excellent, patient and kind. Both pairs work well with each other. I actually look forward to seeing them, even though they sometimes wake me up, as I count them as friends. We laugh and tell jokes, and sometimes even have a singsong! They make what may not be a pleasant experience, for me or the carers, a lot easier."

Person supported by reablement

"The team has been brilliant, thank you for all the support you've given my mum, it's helped her so much. In such a short space of time her confidence had grown, and she was able to do her daily living tasks independently."



Person supported by Neighbourhood Team including Occupational Therapy

"I'm grateful for your visit this morning, I cannot thank everyone enough for all the help and support which I received so quickly."

Person Supported by Tameside's Community Response Service

"Thank you for the support when I fell, I was very shaken and panicked as I suffered a wound to my head. After pressing my pendant, I felt very reassured your worker talked to me and called an ambulance, staying there until the warden arrived. I really appreciate your help."



Comparing ASCOF Results

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. View the results for Tameside and compare to national averages and peer groups [here](#).

What's next?

- ESAH Early Support and Advice Hub (ESAH) will be established, a new team who are dedicated to keeping people living well at home, and ensure people are able to do the things that are important to them. The team will provide a response to new referrals into our service, triaging urgent and non-urgent work.
- Review and redesign of the Reablement Service to ensure the service runs as efficiently as possible for the people we support and our workforce. It will also provide a more joined up approach to hospital discharge to enable people where appropriate to be discharged back to their own homes.
- The transformation of the Adults Mental Health Team and introduction of the Learning Disability team. These teams will provide specialist support to those with a learning disability, autism and/or mental health condition.
- Introduction of CONTROC, our new finance system, which will enable us to monitor our contracts more effectively and give people an idea of their financial contributions towards a package of care through a self service portal, to help them understand and make decisions sooner.
- Focusing on increasing the uptake of direct payments, which are all about working with the people who access support and helping them to make the best use of their personal budget. Our dedicated Direct Payments Team will be based in our new Early Advice and Support Hub, to have those conversations as early as possible.
- Discuss with Carers what they want from the service and what we could change, via a Carers Focus group.

