

Health

Communities

Prevention Support

Advice

Connected

Universal Support

Lead your best life

look out for one another

Independent

Quality of life

Support



Adult Social Care

Derbyshire County Council

Our shared priorities – Best Life Derbyshire

1. **Outcome focused:** Support people to live to their best life independently at home, connected to the community and local resources, stepping in with more help where needed.

2. **Short-Term Support:** helping people recover and regain stability independence and control following a personal crisis or illness

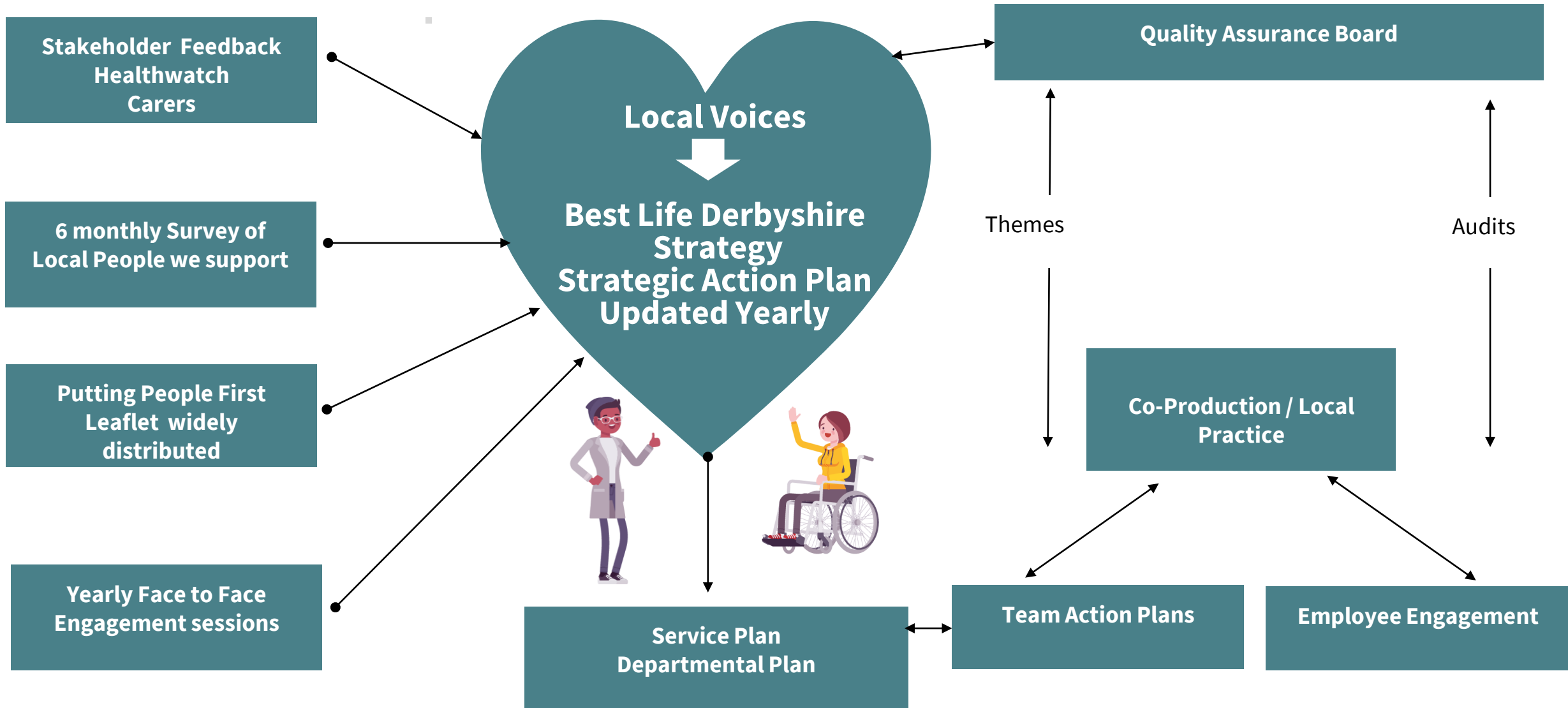
3. **Joining up support:** Working across the system with partners, carers and residents to provide support in a safe, supportive homelike setting

4. **Co –production:** Develop more equal partnerships between people who use services, carers and professionals to deliver better outcomes

5. **Supporting Carers and our workforce:** Recognise and value carers and our social care workforce, and the contribution they make.

6. **Standards and value for money:** Make sure there is a good choice of affordable care and support available across the county with a focus on people’s experiences and improving quality

Vision: engagement and feedback



What people said “Prevention”

The adviser deserves a medal. Without her, I certainly would have had a nervous breakdown.”
(Public Health Advisory Service)

“I would just like to say a big thank you for all the work you all do especially to Paula I really appreciate all she has done for me in the short time she has worked with me and all my family. It really feels that I’m being listened to in the first time in a long time and I would not be where I am now without her. I’m so very, very grateful and always will be so once again thank you”
(Health and Wellbeing Coaches)

“Thank you for your support, greatly appreciate it”
(Universal Credit claim supported through Welfare Rights)

Mrs X was very grateful for the outcome of the benefits check which helped her to receive an attendance allowance and pensions credit stating she can “live her life without worrying about the costs”. (Welfare Rights)



What Carers said

Out of the blue phone call to check I'm doing ok. Was lovely to hear someone is thinking about you and your health"

Carer Support has made me feel less isolated. My carer personal budget has been a godsend and enabled me to look after my health by paying for acupuncture"

I had an assessment then I was offered emotional support from the Carers service, which was a great help"

"As a family we have been pleased with the care that we have received throughout this long debilitating period"

I found the support from the carers service invaluable to my experience whilst caring for Dad. I didn't realise the scope of support available until I became part of a carers group"



What people said “Support”

“I would like to sincerely thank you for your support....You have delivered excellent support to me, and I would like to thank you for your advice and guidance with navigating this complex and somewhat challenging field”

(Family member to Discharge and Review Team)

‘Words can never express what you have done for us. You have believed in Bill and enabled him to have a ‘can do’ outlook once more’

(Family member to Hospital Discharge Team)

“Everything is going sweetly and falling into place which it hasn’t for years”
(Person drawing upon support)

Only Social services in conjunction with the local GP seems to realise I desperately needed help and only social services were able to move things along for me. I am very, very grateful for Carole & Pam's timely interventions and want to pass on my thanks for their help and professionalism yesterday as well as their personal support. Both were excellent in their empathetic and knowledgeable / impactful approach’.

(Person drawing upon support to ACATT)



What people and young people said “Community Connectors and Transitions”

“Thank you for everything you have done. You and the community connectors team have made a world of difference!”

“I had a package of support from children’s services, which worked well for me. My adult social worker was allocated early, so she got to know me. Between her and the children’s worker, a DST was done at 17.5 years old, so the right funding was in place ready for me turning 18. My adult’s worker got to know me and stayed the whole transition, meaning she got to know me well. My children’s worker started fading into the background and my adult’s worker became my point of contact. I didn’t feel anxious or worried about transition, as it all felt seamless.”

“K’s life has changed dramatically he is now able to go into the community with his PA ..(without Mum,) and socialise He has had an amazing opportunity at Burton Albion (football is one of his passions) selling 50/50 tickets every home game with the opportunity to watch the game also as paid work!”

“My son has surprised us all. He now goes out most days. He is going swimming this afternoon. These activities are having a positive impact on his physical health”
Parent carer of young person supported to move to his own flat through transition

“Thank you once again for persevering with finding something for J- this was not easy I must admit.” mum



What people said “Living Well and BRS”

All of this works because of relationships. They are so important. I am really happy with everything; I do feel valued. It is nice to know that people are interested in hearing what we think and about our experience.

Feedback from a parent of a young man in the BRS cohort

They are great, they listened, were supportive, and offered values and opportunities to explore the source of my issues, suggesting checking the areas that possibly I haven't considered so far that might be a trigger to my mental health problems that I have or have been having"

-Feedback on the support received through Living Well

I thought it sounded amazing having a support bubble around you with different people involved in the team. They involve you more with the work. You get feedback from the team, a larger team review my situation, which is helpful, even if they are saying things that I do not like. You get to know what other professionals' thoughts are, it is not just one person you work with"

-Feedback from the voice of lived experience on the High Peak Living Well Prototype

“



Adult Social Care Survey (ASCS) 2022-23 Results

- ✓ **All ASCOFs higher than the previous year (2021-22)** – we cannot be certain increases represent improvement as they are not statistically significant
- ✓ Derbyshire ranked 10th out of 152 local authorities for satisfaction with social services, significantly better than England
- ✗ 29% response rate, down from 31.5% in 2021-22
 - Much higher response rate from community (72%) compared to residential settings (24%) - same last year, seen both regionally and nationally
 - Response rate higher amongst the following groups: females, 65 years and over, PSR of physical support

All ASCOFs are higher than the previous year (2021-22)

1A Social care-related quality of life (composite measure of multiple questions): peak score seen in 2016-17

1B Control over daily life: highest figures seen in 2016-17 and 2019-20

1|1 Social contact: seems to have improved since 2021-22 but in general declining since the peak in 2016-17

3A Satisfaction with care and support: highest it has been since surveys started in 2014-15

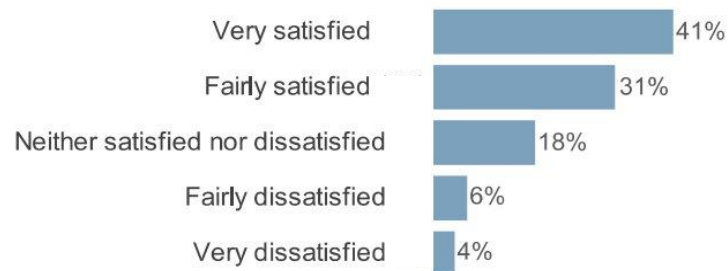
3D1 Ease of access to information: slightly higher than 2021-22 but generally the trend has been one of continuous decline

4A Proportion who feel safe: not as high as seen in 2018-19

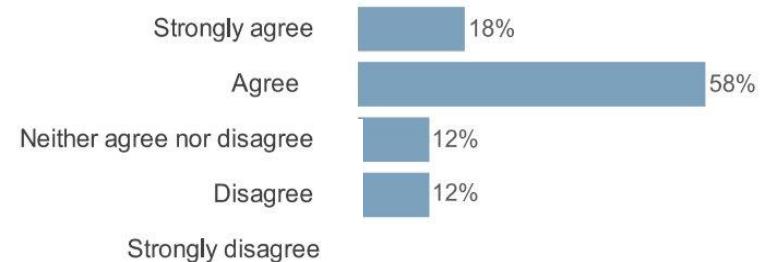
4B Proportion who say that services help them feel safe: higher than most years apart from the highest recorded figure in 2014-15

2023 Short Term Service Survey

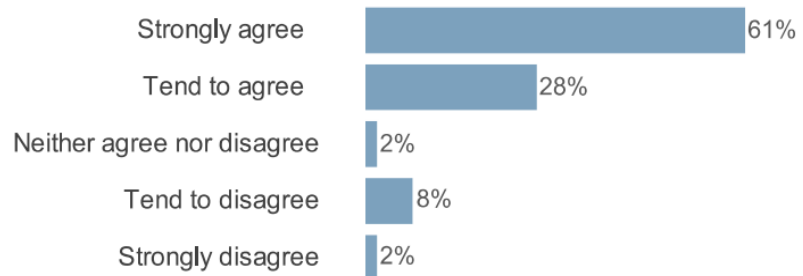
How satisfied or dissatisfied are you that your care and support works well and is responsive to your needs?



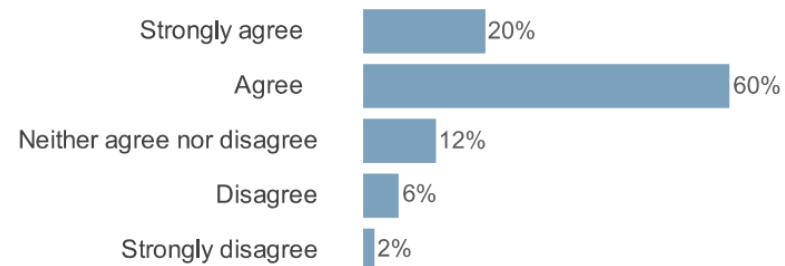
How strongly do you agree or disagree with the following statements (I have help to make informed choices if I need and want it.)



How strongly do you agree or disagree that your support staff are kind considerate and competent when delivering your support?



How strongly do you agree or disagree with the following statements (I have the information and support I need in order to remain as independent as possible.)



Our Transformation Story

Following the pandemic, it that on average 50% of people being identified as requiring reablement home care support was unable to access it.

This was impacting negatively on people's opportunity to be supported in their own home, increasing the challenges faced by hospital providers and resulting in poorer outcomes for people. There was also evidence which highlighted dissatisfaction within the already fragile workforce and that there was significant opportunity to improve the efficiency and effectiveness within the current offer.

Following a previous transformation programme supported by Newton, we had a tool kit of change methodology and set of solutions already in place, we worked collaboratively to look at the performance and identify the barriers for embedding the ways of working and alongside the challenge the pandemic brought identified that a revised workforce model and structural changes would help us embed and sustain the ways of working previously identified.

Following a consultation with 805 front line professionals, the restructure of social work, OT and home care teams across 8 geographical areas and an implementation plan which promotes a culture of high performance, strength-based approaches and collective professional responsibility. Through our sustainability plan we are committed to further integration with voluntary sector and health partners, a process for engagement with people with lived experience and a framework which supports our workforce to thrive.

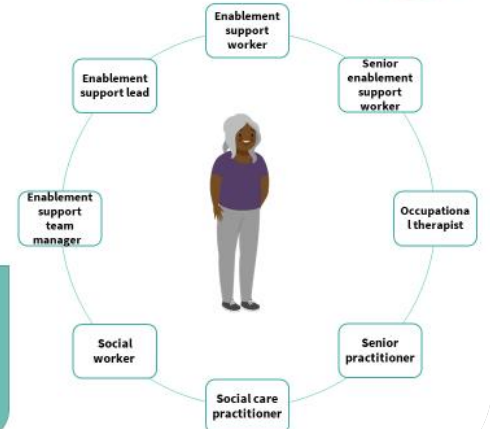
In January 2024 we will implement our key structural changes, supported by the enabling approaches and are confident that we can achieve a 30% uptake in our access to reablement services.

The importance of the team and individuals

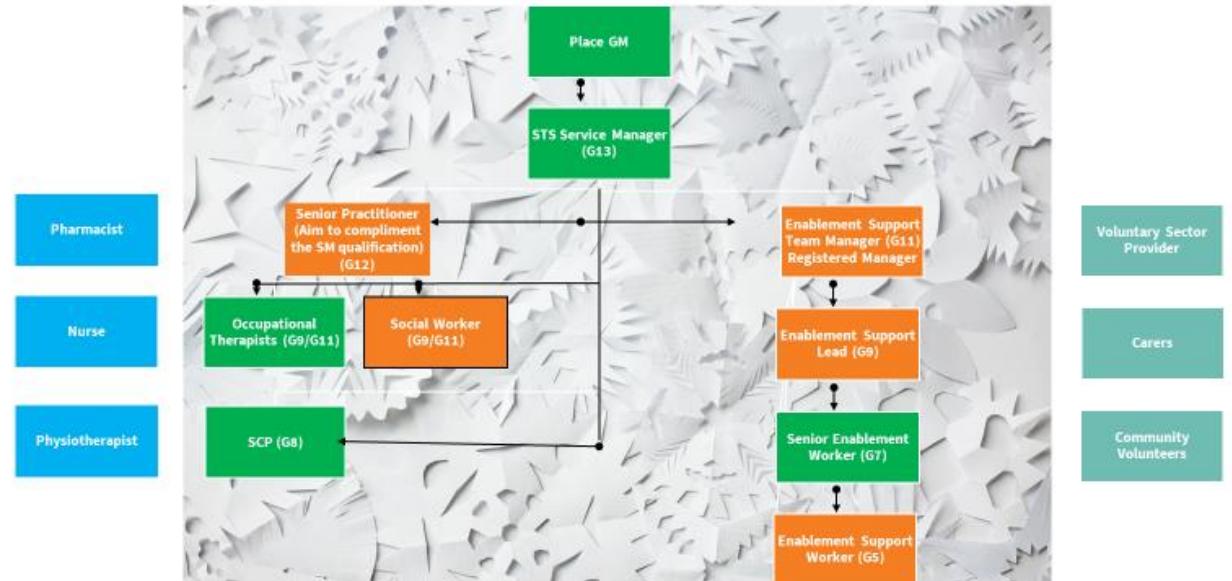
'A principal of reablement, which ensures an effective service, is having a reliable team. This is dependent on having the right structure, roles and a fully competent team of people which understand and operate within the ethos of reablement'. (SCIE)

Care Act 2014 commits local authorities to

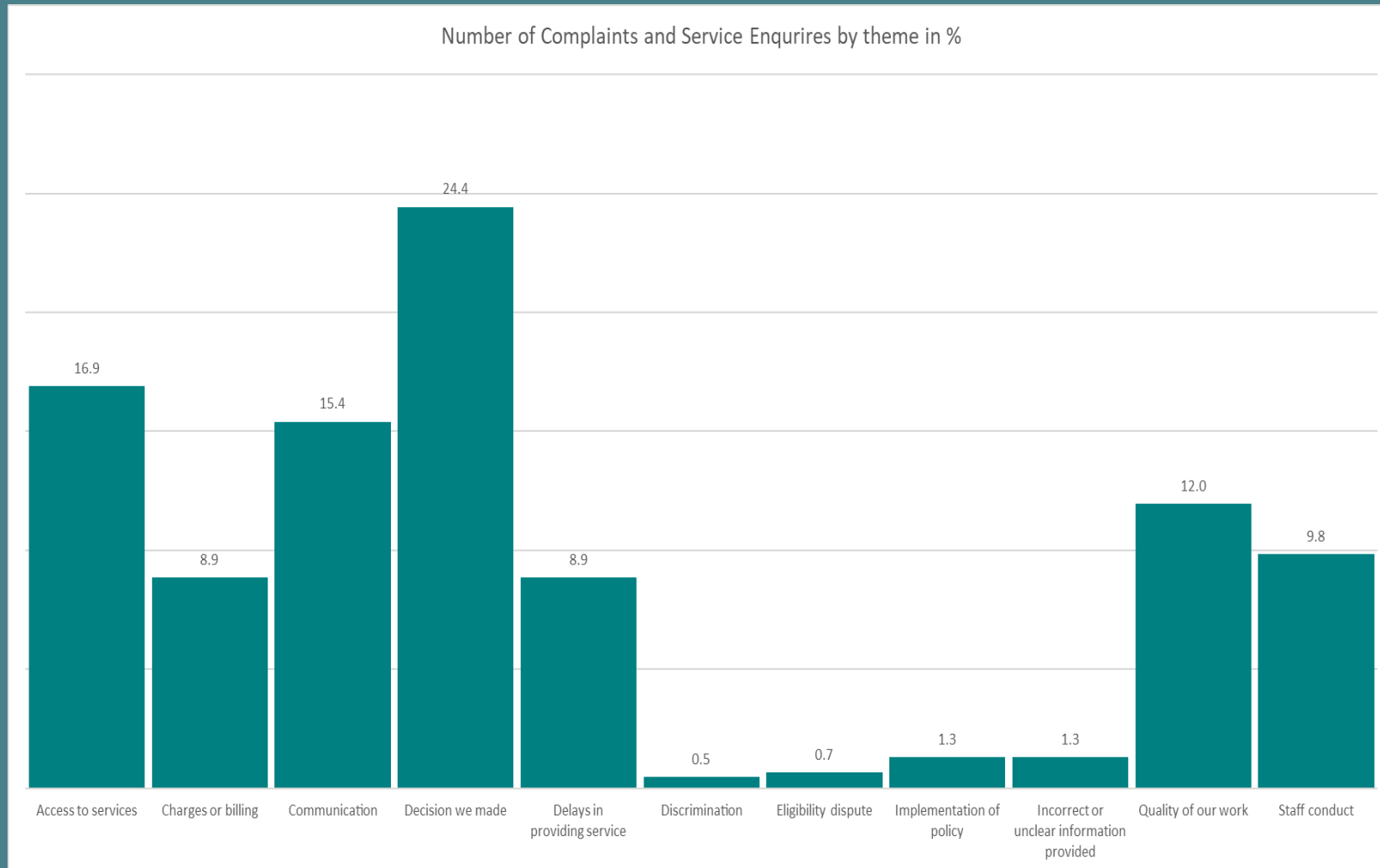
- working with their communities and providing or arranging services that help to keep people well and independent.
- providing or arranging services aimed at reducing needs and helping people regain skills, for instance after a spell in hospital.
- working with partners, like the NHS, to think about what types of service local people may need now and in the future.



Team around the individual



Themes from Complaints and Service Enquiries



Themes from Complaints and Service Enquiries

Our top three themes received through formal complaints and service enquiries were decision we made, access to services and communication.

Decision we made (24.4%)

In 2023/2024 a consultation around Community Care charging was completed in October 2023. This is reflected in the increased feedback received, with 24% of our complaints being around the theme 'decision we made'.

Access to services (16.9%)

The majority of the complaints and service enquiries received in this category were not upheld but there was a theme around where communication could have been better.

Communication 15.4%

This is a key area as a department for development and continue to look at ways to improve in this area.

- **In response we have implemented the following-**
- From December 2023, after every complaint, a themes and learning form is completed with the investigating officer to ensure that all identified learning can be looked at and reviewed. This is centrally overseen by the quality team who report on this at performance DMT meetings
- Monthly meetings are taking place with area senior managers to look at open complaints and service enquires and identify any learning.
- A financial review panel has been implemented to provide consistency in response to financial concerns.
- Performance reports are completed quarterly by the quality team to ensure that any thematic trends are identified and can be addressed within local area or the department when necessary
- There has been bespoke training sessions for operational colleagues with the introduction of the new recording policy, this is to support with improving quality around recording and written communication.
- There has been an internal webpage produced to support with the quality of complaint and service enquiry investigations and responses. There has also been an internal webpage created to share learning from feedback

Response to the Feedback

- We used this feedback to inform our Adult Social Care improvement plan
- We use this feedback to support ongoing transformation work
- Feedback is shared with teams and individuals to shape improved practice
- Relevant feedback is shared with partners to influence systems developments
- Specific systems in place as referred to on the previous slide