

## **COUNCIL**

### **16 FEBRUARY 2023**

# **REPORTS OF CABINET MEMBERS WITH RESPONSIBILITY – CABINET MEMBER WITH RESPONSIBILITY FOR ADULT SOCIAL CARE**

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## **Introduction**

1. It gives me great pleasure to be able to bring my report to Council. It continues to be my aim to build on the vision as set out in our refreshed Corporate Plan, which underpins everything we do. *“It is our priority, working with partners, to ensure Worcestershire residents are healthier, live longer, have a better quality of life and remain independent for as long as possible.*
2. We continue to work with partners to provide the framework, support, and guidance to enable more adults to live healthy, independent lives and be active for as long as possible, while also ensuring we can provide the best support that people need in times of crisis. Adult Services in Worcestershire is on a transformation journey to ensure the best outcomes for our residents, in line with our core adult social care functions and ensuring best value.
3. We continued to see challenges through 2022, including increasing demand from our communities, which is intensified further by the continued pressure and demand through Worcestershire’s NHS, including primary and acute care, in particular the services we provide to support people leaving hospital to be rehabilitated and supported to return home.
4. The over 70 population in Worcestershire is estimated from the 2021 census to be around 102,400, up from 76,000 from the previous census in 2011.
5. The increase is largely due to an increase in those in the 70-74 age group due to the ageing of the baby boom cohort, but there have been increases in all older age groups as people in Worcestershire are generally living longer, with the 90-plus age group growing by over 1,300. The number of people in the oldest 75+ age group is projected to increase by almost 17% up to 2025, and by over 30% by 2031. People in the oldest age group are likely to have higher needs associated with frailty, comorbidity and living alone. Overall, almost 23% of the Worcestershire population are now aged 65 and over, representing over 138,000 people.
6. Our vision and strategy will continue to focus on ensuring as many of our vulnerable residents remain independent, for as long as possible. We are now continuing our transformation journey and are building on our learning from the pandemic and working with partners to develop a more integrated way of working.
7. We remain flexible in the types of support we provide and work with people intensively if they are in a crisis to help them regain control of their life, and, wherever possible. Supporting them to return to independent living.

8. Our approach promotes “strength based” social work and focuses on listening and connecting with people to understand their needs. In doing so, we can reduce the long-term care costs for individuals and reduce the numbers of people entering long term care homes or having very expensive services at home.

9. We continue to work with our trusted service providers to ensure that we can offer the right services, in the right place, at the right time, which deliver quality outcomes and value for money for our residents and users.

10. I must again pay tribute to our carers, there are approximately 81,000 carers, including 66,250 voluntary carers in Worcestershire. It is important to recognise and value carers’ vital role in society. Carers form a key link within our communities and are vital in enabling the growth of community capacity and resilience to support independent living.

11. The Council's main support for carers is delivered by Worcestershire Association of Carers (WAC) – which receives around £1.6m to carry out their essential role in assessing carers, supporting individuals and advocating for carers as an invaluable group.

12. Our People Strategy focuses on supporting people to stay safe and remain independent for as long as possible. Protecting people from the experience or risk of abuse or neglect is a key element in achieving this. In 2021/22 there were 3310 safeguarding concerns started of which around 33.3% of these were converted to Section 42 and other discretionary enquiries (*this data relates to concerns that were started in 2021/22 and have subsequently concluded all relevant activity*). The three priorities of Worcestershire Safeguarding Adults Board (WSAB) for 2023/24 are:

- I. Further development of the Safeguarding Adult Review (SAR) and Rapid Review process following the recommendations from the assessment currently being undertaken, including:
  - a) Clarity on how we engage people with lived experience in the process
  - b) Development of a shared learning framework for dissemination of learning and good practice from the SARs
  - c) Implementing any required changes to policies and strategies
  - d) Development of an assurance approach which links into the learning framework
- II. Further development and embedding of the CARM (Complex Adults Risk Management (CARM) framework\*.
- III. Implementation of the Exploitation Strategy\*  
*\*both of the above should include recommendations on managing the manifestation and impact of domestic abuse*

### **Key Areas of Success**

13. Adult Social Care have continued on their journey of transformation, during and since the pandemic, which is a credit to the new Strategic Director for People, his management team and the staff across the service. Over the last 12 months we have:

- Reviewed and refreshed the provision of **Day Opportunities** services across Worcestershire, enabling people to become more independent and receive modern services to support their ongoing independence and life skills – whilst significantly reducing the cost of the provision for those with Learning Disabilities.

- Commenced our transformation of the **Adults Front Door** through:
  - Introduction of self-service for referrals from professionals, through digital enhancements with effect from 30 January 2023.
  - Development and training of staff at the front door, with the key skills to have appropriate conversations with residents. This is helping to reduce demand into social work teams
  - Refreshed the Adults Social Care presence on the Council's website, which will be live in February, with support from Healthwatch who have mystery shopped and help us re-shape our on-line presence.
  
- Contracts have been issued with domiciliary care providers for the delivery of an **outcomes focused Domiciliary Care service**. The county has been divided into 10 zones, each with a primary and 2 secondary providers for each zone. Some providers will work across more than one zone and commissioners are currently seeking tenders for the small outstanding number of contracts available. The providers will work closely with Adult Social Care's Reablement Service and social work teams to support people to remain at home for as long as possible. The focus of the service will be to support people to achieve outcomes. The Council will be commissioning additional providers for South and West Worcestershire in the final quarter of 2023/24.
  
- Continued to show a move to **more independent living** for the people we support, which is demonstrated by comparing performance from December 2021 with December 2022:
  - 2% reduction in those living in long term residential and nursing care
  - 5% increase in those living in Supported Living
  - 3% increase in people living in Extra Care
  - 7% increase in those supported to remain at home through domiciliary care support
  - 17% increase in those supported to remain independent through the use of Assistive Technology
  
- Completed our internal self-assessment against our **readiness for CQC Inspection** and prioritised areas for improvement which will be delivered, ahead of the new national inspection regime commencing in October 2023

## Looking Ahead

14. Looking ahead we are preparing for the Government's new CQC Inspection Regime of Adults Social Care and have a comprehensive improvement plan now in delivery. We are also preparing for the implementation of Liberty Protection Safeguards (LPS) which will replace the Deprivation of Liberty Safeguards (DoLS).

15. We recognise that we need to continue to deliver high quality, person-centred services. Given the pressures we are facing, our ways of working need to continue to evolve.

16. We have partnered with Newton Europe to work collaboratively with staff and understand the challenges we face and future opportunities across Adults Social Care.

17. They are taking an evidence-based approach to identify what we need to change and we will work with them to develop a refreshed transformation plan to deliver this change.

18. We have refreshed our People Strategy and our priorities for 2023/24 are to:

- **Collaborate with our system partners** (health, primary care, community, voluntary, businesses and education) to ensure people who use our services and their carers experience seamless, high-quality care and support which meets individual need.
- **Work with care provider organisations** to deliver good quality and accessible services, which present good value for money and provide stability for people
- **Continuing to increase people's independence** and expand the opportunities for them to support and promote their wellbeing and help prevent, delay or reduce the need for ongoing support - to improve the outcomes for individuals in line with Worcestershire's Health and Wellbeing Strategy.
- **Ensuring effective engagement and collaboration** with people, who use our services and their carers/advocates/residents to help shape, develop and deliver services across Worcestershire
- **Work with partners** including those across Herefordshire and Worcestershire Integrated Care System (ICS) to ensure people and communities can access services and receive appropriate support to improve their independence and wellbeing
- **Work with our Communities and voluntary sector** to maximise opportunities for residents of Worcestershire and ensure an appropriate range of community services are available to enrich the lives of Worcestershire's residents.
- **Support high quality care and support** and meaningful engagement through the promotion of personalised budgets
- **Increase the availability and range of accommodation** for people with care and support needs to meet the changing and complex needs of individuals
- **Encourage and develop further social enterprise** through voluntary groups, local businesses and communities
- **Use technology to help to continue to reshape our 'front door'**, provide joined up and personalised care, which enables people to maximise their independence.
- **Provide more accessible and inclusive information** which is communicated more effectively
- **Ensure good budget management** to work within available resources without compromising the quality of care and support

### **Looking Forward to a Few Strategic Priorities Over the Next Two Years**

19. There is general consensus that the only viable solution to the rising demands for care must be a national funding solution and we continue to lobby Government in this regard. Whilst acknowledging a more favourable than expected settlement from Government, for 2023/24 along with the delay in implementing wider reforms – despite this we must continue with our move towards a Fair Cost of Care which will bring further significant challenges and implications for our care providers and the County Council.

21. I would just like to thank all our staff for their help and support over the year. I would also like to recognise the support from others across our Cabinet portfolios, in particular

the corporate support that continues to help us with our transformation journey, from our colleagues in Digital, Transformation and Change and wider.

**Adrian Hardman**

Cabinet Member with Responsibility for Adult Social Care