



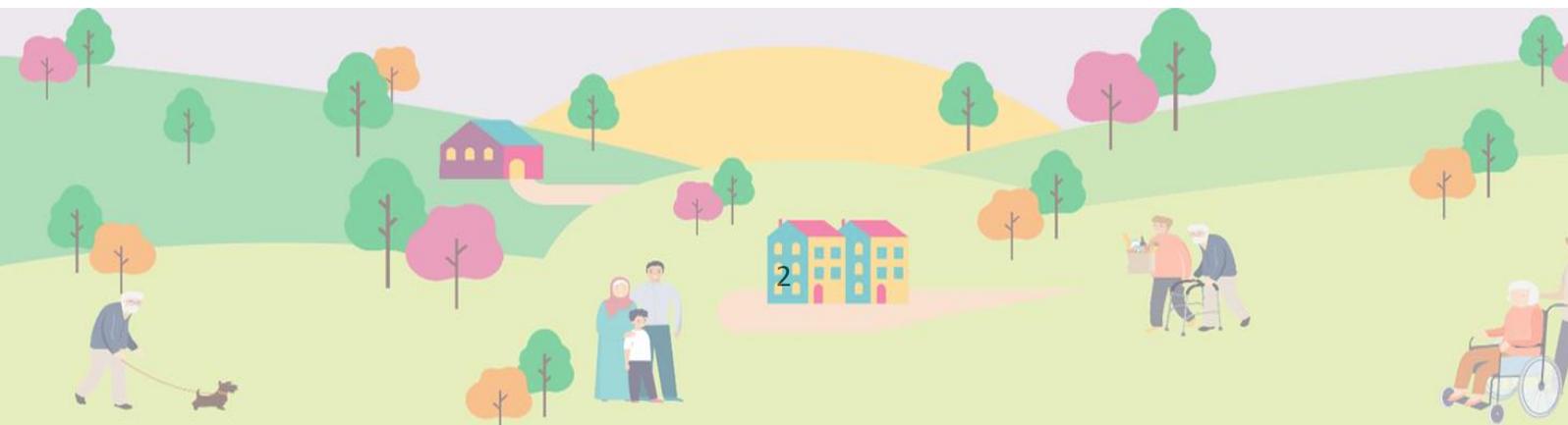
Annual Engagement Report

March 2022 to April 2023



Contents

Foreword.....	3
Current engagement methods and summary.....	4
1.1. Introduction.....	4
1.2. Statutory surveys.....	4
1.3. Satisfaction questionnaires	4
1.4. Exit questionaries	5
1.5 Making Safeguarding Personal.....	5
1.6 Complaints, concerns and compliments	5
1.7 Community feedback mechanisms	5
Engaging with the adults we support and their carers	6
2.1. How effective are we at providing information and advice?	6
3.2. What do adults think of our assessment process, how we plan and provision services?	7
2.3. Keeping adults safe	9
2.4. What are the care and support services provided by the council like?	9
2.5. What feedback do we have from adults who need care and support from the wider care market ..	11
What has happened as a result of feedback?	12
Engaging with our staff	13
Engaging with our partners.....	13
Next years action plans	14



The Annual Engagement Report covers the period 1st April 2022 to 31st March 2023. Engaging with the adults we support, their unpaid carers and communities alongside our staff, care providers and partners sits at the heart of everything we do. By listening we can gain valuable insight into the daily lives and the unique experiences of the adults who use our services.

We regularly monitor the experiences and satisfaction of adults who we support through various mechanisms to help us to continually improve and develop our services. This report details and assesses the effectiveness of the current, routine engagement practices that involve the adults we support along with their families and carers.

Throughout all engagement activity we continue to strive to understand what is working and what is not, learn from previous mistakes, and involve the adults we support more in our service planning and decision-making processes. This is to ensure that services are delivered in the right place, at the right time, for the right people.

We have published our Engagement Strategy for 2023-26 which sets out our approach to the ways we involve adults, their carers, families and a range of additional stakeholders. We are committed to implementing this strategy; and the recommendations arising from this annual report.

Contained in this report are a number of recommendations which include further development of our co-production mechanisms. A 3-year Engagement Action Plan has recently been agreed to improve the way we engage with residents of the Borough and develop a meaningful two-way communication channel that shapes future provision and engagement practices to capture the thoughts, opinions and experiences of our staff and partners.



Patrick Rice
Executive Director for Adults and Communities

Current engagement methods and summary

1.1. Introduction

Our Engagement Strategy 2023-26 establishes our aims and objectives, details the types of engagement methods we use and specifically focuses on feedback around the following areas:

- the effectiveness of providing information and advice, and signposting.
- the quality of our assessment processes, planning and provisioning services and outcomes.
- Adult experience of our statutory safeguarding function.
- the effectiveness and quality of our inhouse care and support provision.
- Adults and unpaid carers using commissioned services and how their lived experience informs service specifications.

This report details and assesses the effectiveness of our current engagement practices. Feedback has been collated from a number of routes as described below.

1.2. Statutory surveys

The Adult Social Care Survey is a national annual survey which the Government requires all Councils who provide Adult Social Care Services to carry out. It aims to learn more about how effectively services are helping adults to live safely and independently in their own homes, and what impact services have on their quality of life, and their general health and wellbeing.

The survey was undertaken in January 2023; 1320 Adults were included in the sample with a return rate of 28.4% equating to 375 returned questionnaires (6% decrease on the previous year). Below are some of the highlights:

- Social Care Quality of life score was 19.5 out of 24 – that equates to 81.3%
- 90.1% of adults overall were satisfied with their care and support (previous year 92.9%)
- 82% stated that they had control over their daily lives (up from 77% the previous year)
- 93% of adults said services made them feel safe and secure (increase of 1% on previous year)
- 88.3% of adults said their home meets their needs but 40.9% said they found it difficult to get out and about, a quarter said they did not leave their home.

Published results can be accessed via the link below:

[Personal Social Services Adult Social Care Survey - NHS Digital](#)

1.3. Satisfaction questionnaires

Satisfaction questionnaires are postal surveys sent to a random selection of adults who recently had an assessment or review by our social work or occupational therapy teams. The questions focus on practitioner presentation and involvement, ability to listen, and their ability to explain our assessment and support planning process.

During the year 805 satisfaction questionnaires were distributed and 216 were returned; equating to a 27% return rate. Overall, the feedback was positive, and Adults were complimentary about practitioners. However, 20% of respondents did not receive a copy of their assessment, review or support plan compared to 12% last year. Following this we have implemented new processes to ensure adults receive a copy of their documents in a timely manner.

1.4. Exit questionnaires

Exit questionnaires form part of our feedback mechanisms and are linked to our in-house provider services providing timely insight into our service delivery. The questionnaires focus is around communication and quality of staff interactions. Exit questionnaires are completed on discharge from both bed based and community intermediate care services.

During the year 104 exit questionnaires were completed by residents leaving Meadowgate Intermediate Care Centre and a further 319 from the community-based Recovery and Independence Service. Feedback continues to be extremely positive and links into our quality assurance processes.

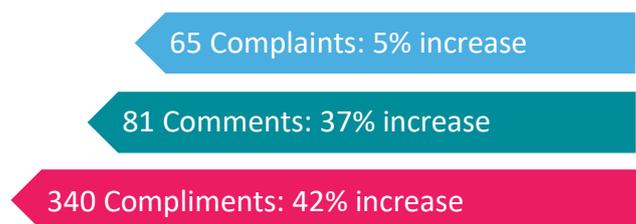
1.5 Making Safeguarding Personal

Making Safeguarding Personal (MSP) aims to develop a person-centred and outcomes focus to safeguarding. Feedback is very positive, and data collected during the year shows Adults in the main felt that their outcomes were being met, with the borough exceeding available national and regional averages.

1.6 Complaints, concerns and compliments

Complaints, concerns, and compliments are a valuable source of feedback and provide us with an opportunity to find out what people think about the services we deliver.

The Annual Complaints, Comments and Compliments Report 2022-23 highlights our performance against timescales, provides assurance that improvements have been made and that we have listened and responded to compliments, comments and complaints received to enhance our future service delivery.



1.7 Community feedback mechanisms

Our connections with partner organisations demonstrate good practice in terms of collaboration and transparency. Over the last year we have strengthened our relationships with a number of stakeholders such as partnership boards, the VCS and our colleagues in Communities, Health Improvement and Public Health. Additionally, there are a number of groups who are attended by adults with lived experience which we link into.

We have built a good relationship with Healthwatch who independently champion the voice of people who use health and social care services. We have systems in place to respond to any feedback; as of 31st March 2023, we received 14 comments and concerns which we looked into. We also commissioned a strategic piece of work to inform Your Future Your Care and have plans in place to continue to work with them.

Engaging with the adults we support and their carers

Comments boxes are in reception areas of our buildings in Redcar; along with an engagement email address, ASCengagement@redcar-cleveland.gov.uk.

Adult Social Care delivers a diverse range of services which provides us with multiple opportunities to communicate and engage. From the provision of information and advice, through to safeguarding, assessment, support planning and the provision of care services we have daily opportunities to engage with the adults we support, their carers and family members.

2.1. How effective are we at providing information and advice?

We have a duty under the Care Act to provide information and advice that is clear, appropriate and timely. We follow accessible information standards to ensure Adults and unpaid carers receive information that they can understand, and for those with a disability or impairment communication support is available.



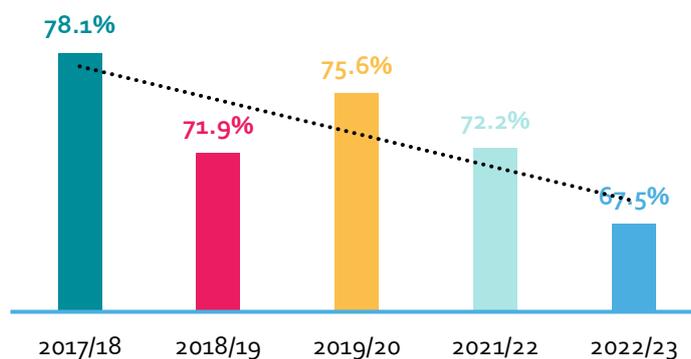
Our website www.redcar-cleveland.gov.uk provides information, guidance, and links to services. We have a range of public guidance documents available at Council reception areas and can be posted on request.

Our Access Team provides vital first contact services and can offer advice and signposting through the provision of a wellbeing pack, specifically tailored to the adult or carers' enquiries and needs. If anyone has difficulty in communicating over the telephone, we offer a texting service via a third party to relay the conversation in real time.

Detailed below is the feedback we have received in relation to information and advice provision.

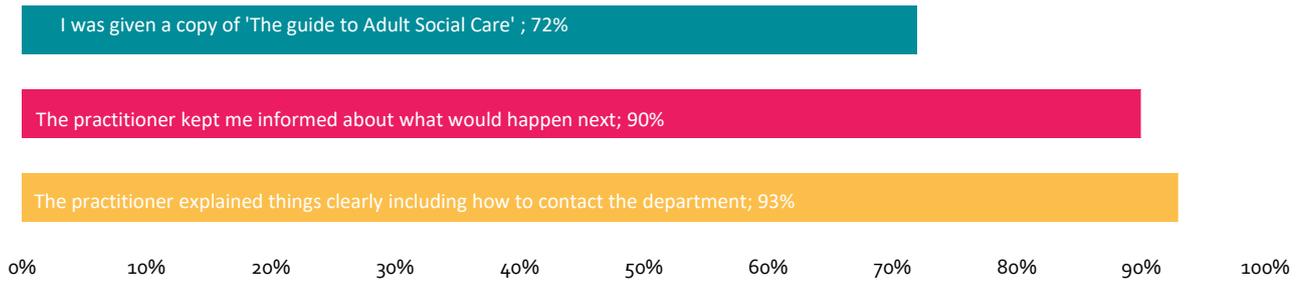
Results from the latest statutory **Adult Social Care Survey** indicate a decrease in the proportion of people who find it easy to find information about services. We need to acknowledge that the question did contain reference to benefit information, but we need to improve our information offer and ensure we fulfil our commitment to ensure Adults have access to information and advice when they need it.

ASCOF 3D Part 1: Adults who use services that find it easy to find information



Satisfaction questionnaires confirm reasonably high levels of satisfaction around communication, information and advice. However, we have noticed an 8% decrease from the previous reporting year in relation to adults being given a copy of 'The Guide to Adult Social Care' which includes information on how they can access their records. We have addressed this in year and a new procedure has been implemented.

% of respondents who agreed or strongly agreed to:



Exit questionnaires additionally seek views around the provision of information and advice.

Responses from Adults who have been discharged from **Meadowgate Intermediate Care Centre**:

- 65% of respondents understood what the service did prior to admission

Responses from Adults who have been discharged from the **Recovery and Independence Service**:

- 68% of respondents understood what the service did prior to admission
- 45% of respondents thought the information in the service user guide provided was useful

Our public information offer specifically around care and support services provided by the Council will be reviewed over the next two years and we will continue to monitor these metrics for improvement.

Complaints received in the year concerning communication were related to issues about the quality, accuracy, and timeliness of information provided, and how a lack of information creates perceptions of Adults feeling uninvolved in decisions affecting them. A common theme was that Adults felt unhappy with the way information had been given to them and the terminology or language used. 4 complaints in the year were around communication and information.

We have made progress over the year and learnt lessons from complaints in relation to reviewing published literature, particularly around hospital discharges and financial information. We will continue to act on feedback to improve our information and advice offer.

During the reporting period we received a number of **compliments** in relation to our information and advice offer, and our ability to communicate well. A selection has been identified below:

K put me at ease and explained everything well.

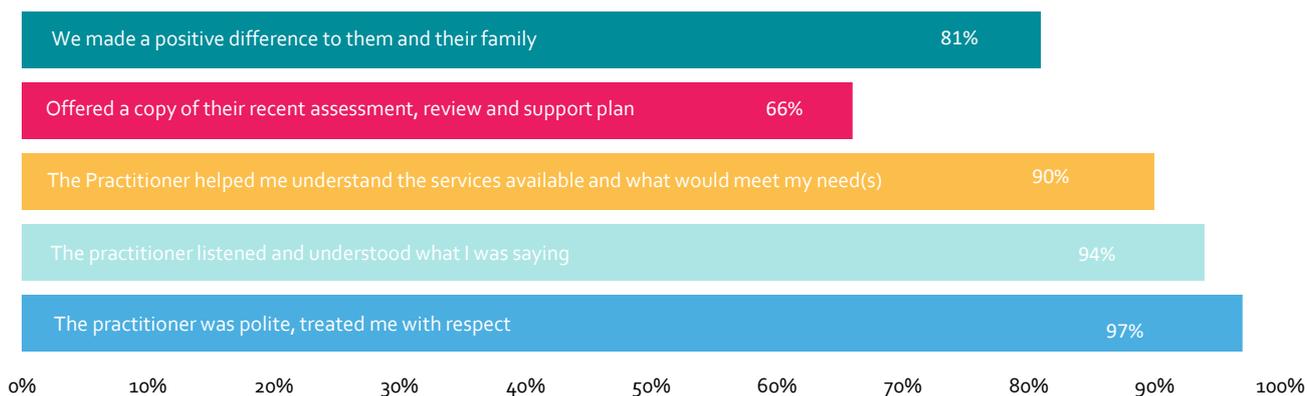
C was thorough, understanding and very good at communicating.

A was extremely friendly, polite, and professional; explained everything clearly and encouraged questions.

3.2. What do adults think of our assessment process, how we plan and provision services?

The main indicators from which we can draw upon come from our satisfaction surveys which overall show positive feedback results although we do need to significantly improve our practices around adults receiving a copy of their assessment, support plan and review documents – our target for this is 100%.

% of respondents who agreed or strongly agreed to:



We have received a number of **complaints** in relation to social work activity of which our core focus is upon assessing needs and support planning for adults. 15 complaints related to poor service delivery; 19 related to staff conduct; 1 complaint related to finance; and 4 were categorised as other. Whilst not all of these complaints were upheld these figures provide an indication of the areas of complaint.

Learning from complaints during the reporting year show we need to be clear with adults and their families about timeframes for an assessment, what happens next and who to contact in the absence of their allocated practitioner.

We will ensure our records are accurate and fully document information provided at the start of social care involvement to evidence how we keep adults, their families and carers fully updated on the funding for care when adults move into a care home.

112 compliments were received relating to our social workers and occupational therapists.

Our social worker was very good and very helpful.

A was very helpful and pleasant when she came to do my assessment.

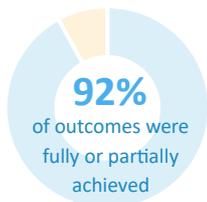
I was very professional, helpful, understanding, patient and generally wonderful.

We received 5 comments from **wider community feedback mechanisms**, in this case Healthwatch in relation to assessment, support planning and provisioning – the main theme was around waiting times for assessments.

We also identified further learning opportunities around social work practice and recommendations to be completed. We have seen an increase in waiting times for assessments over the last year as a result of workforce capacity issues and fully acknowledge the impact this has on Adults and their families. We are actively recruiting but the national sector remains under pressure. We have implemented robust risk assessment processes for those waiting for an assessment. Toward the end of this reporting period, we have seen some improvement in waiting times and we will continue to monitor and endeavour to do everything we can to reduce these waiting times.

2.3. Keeping adults safe

Feeling safe is a fundamental right and something which we should all experience. 592 safeguarding enquiries were completed during 2022-23; 546 were asked what their desired outcomes were. 389 responded of which 254 stated that their desired outcomes were fully achieved, 103 partially achieved.

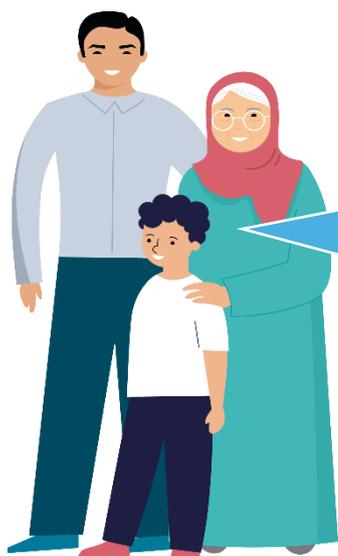


I would like to thank the safeguarding team for investigating the incidents that have taken place. A was amazing in her due diligence of looking through and validating records, questioning attitudes Pass on my personal thanks to her.

The **Adult Social Care Survey** asks the question, “How safe do you feel?” and looks at whether services have made the Adults we support feel safe.

69% of adults reported that they felt as safe as they wanted to, down from 72% the previous year.

ASCS Question 7a - Which of the following statements best describes how safe you feel?



We have to acknowledge wider social factors for the Adults we support when they say they do not feel safe; one comment received is detailed below:

I do not feel safe because a house in the street has been used for drug dealing and violent people. The local police seem to do little to stop this problem even though I have reported drug dealing outside my own house. I feel threatened by such behaviour from people who don't understand our language. I believe that some houses are using property as multiple occupation with a high turnover of residents.

Positively services are reported to help the Adults we support feel safe; 92% reported that services made a difference in line with reporting from the previous years.

We conduct an annual survey for residents living at **Jervaulx Road** which is a residential home for adults with a learning disability that additionally offers respite and an independent flat to develop living skills. 93.3% of respondents said the Adults using the service were kept safe within the home environment; the remaining 6.7% said they were mostly safe.

2.4. What are the care and support services provided by the council like?

There are a number of care and support services provided directly by the Council:

Meadowgate Intermediate Care Centre is a 40-bed care and therapy-based rehabilitation facility designed to prevent hospital admission and enable timely discharge from acute settings. 7 complaints and 228

compliments were received during the year. The service regularly collects feedback from Adults who are discharged from the service via an exit survey; high levels of satisfaction continue to be achieved.

- **97%** said staff were polite and friendly.
- **97%** said their dignity and privacy was respected.
- **96%** said staff listened to them and supported them.

The **Community Reablement Team** provide short term community reablement service and a rapid response service across the borough to support people to regain the necessary skills to continue living at home. 87% of all Adults who passed through the service completed an exit survey; the majority of adults who used the service understood it, felt communicated with and listened to, had positive experience of staff interactions and felt the service had benefited their quality of life.

- **83%** said their views were taken into account.
- **91%** said staff were polite and friendly.
- **90%** said staff listened and supported them.
- **91%** said staff respected their dignity and privacy.
- **86%** said staff spent time helping them to do things for themselves.
- **80%** said their quality of life had improved as a result of the service.
- **90%** said they rated the service as outstanding, very good, or good.



Activity and Wellbeing Services provide a range of day opportunities for older people (The Dunes and St Germain's) and people with a learning disability (Redcar Satellite and Guisborough Central).

Jervaulx Road provides a permanent residential home for Adults with a learning disability, respite beds and a self-contained flat to develop independent living skills. The home has a comments box and satisfaction surveys are sent out annually. Results are shared with residents and staff; together an action plan is developed. Responses are positive in terms of overall satisfaction, staffing and environment. Areas of focusing for the next year include support planning and promoting respect of cultural and religious beliefs.

It is brilliant for the local community to have a place they can go to, to chat and relieve the loneliness sometimes felt by people living on their own.

I have never had such good care.

Thank you for all your support.

The **Handyperson and Housing Adaptations Service** offers assistance to older, disabled, and vulnerable people around minor and major housing adaptations as well as delivering a handyperson service for small jobs.

Pass on my thanks to the Handymen that visited today ... they were very polite and professional.

Thank you so much for all your help and support with B and the installation of her shower room. You have been extremely helpful, and we both really appreciated it. The team were also lovely in helping B to cope in the situation where building was ongoing all week. They were lovely with her. Thanks again for all your help.

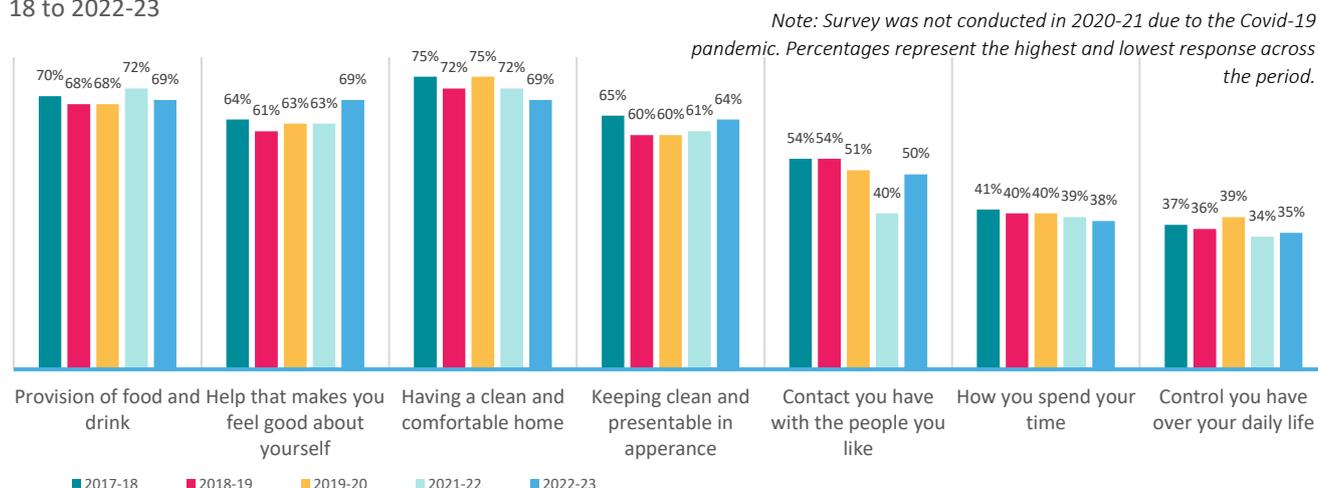
2.5. What feedback do we have from adults who need care and support from the wider care market?

The Council commissions a wide range of care and support services for residents of the Borough. The services we commission include residential care, home care, extra care, supported living and a number of additional specialist support services for specific needs.

The **Adult Social Care Survey** collates responses from adults that live across different care settings.

Overall satisfaction levels have decreased slightly from the previous reporting year down to 90.1% from 92.2%. Adults who are quite/extremely/very dissatisfied has increased over the last five years from 1.1% in 2017/18 to 3.8% in 2022/23.

ASCS Questions 3a, 4a, 5a, 6a, 8a, 9a, 10: Percentage responding all needs met for each need, 2017-18 to 2022-23



It is through annual re-assessment that we will capture unmet need unless Adults come forward prior to their scheduled review date and ask for their needs to be reviewed. Adults and Carers can request this at any time.

We need to focus improvement initiatives around social aspects of life and the control Adults have over their daily life. We are developing plans to provide integrated voluntary and community support to assist in boosting social quality of life and providing access to a range of meaningful activities.

The survey provided useful insight into the daily lives experienced by the Adults we care for and support. Comments have been collated in relation to paid carers not attending at agreed times, care consistency and quality. Positive feedback was also received.

The carers I have are excellent they take care of my needs in a professional and polite way I making sure I am well looked after they take care of me very well.

We received 15 complaints in the reporting period in relation to commissioned services along with the payment for those services. Lessons learnt include recommendations around medication administration charts being consistently and accurately kept up to date and the explanation and provision of alternative mechanisms around QR codes used for logging in and out of online care records.

We received 9 comments from **wider community feedback mechanisms**; Healthwatch shared information relating the poor quality of care mainly in residential settings. Useful insights were provided from unpaid carers who felt they did not have enough time with the Adults they cared for and supported and there was an acknowledgement from a number of sources in relation to capacity challenges facing the sector.

Additionally, through Healthwatch we commissioned **Your Future Your Care** to inform future planning and sustainability of residential care and care at home. This presented an opportunity to explore perceptions and experiences of current care provision across the borough, to inform what is needed now as well as in the future. 194 responses were received in total which provided us with the following findings:

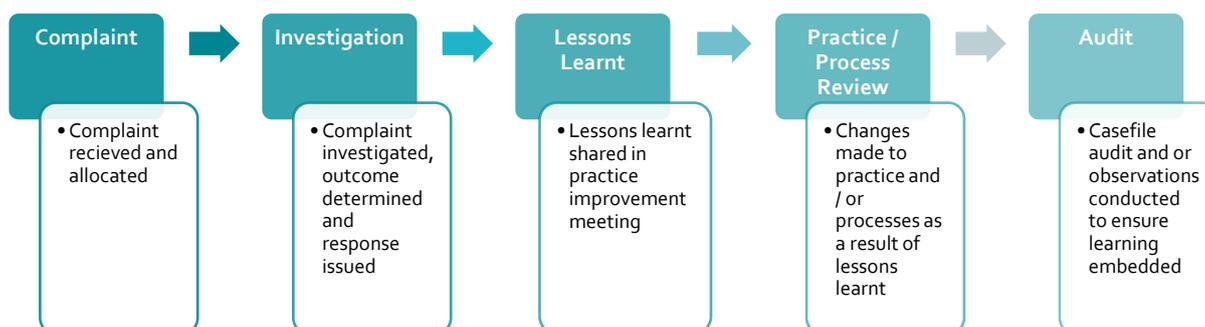
- Poor perception of care homes; inconsistent care, high staff turnover and outdated environments.
- Care quality and safety are what is important to adults.
- Adults want to remain living in their own home for as long as possible.
- Lack of quality community carers; need greater investment, better pay, opportunities and training.
- Increase supported living throughout our communities.

A full summary of findings is available in [Healthwatch’s annual report](#).

Following on from Your Future Your Care and as part of our longer-term plan, in 2023-24 we have scheduled in a programme of work that is driven by our pre-contract process of the Commissioning and Procurement cycle. It is a great opportunity for residents in the borough to become involved, tell us what they think so we can understand their experiences of care at home, extra care and residential care provisions. By working together, we will be able to develop quality services and help Adults remain living at home for as long as practical. If residential care is needed later down the line, we can help shape those services to include what is important to them. We look forward to explaining what we did and how we improved services as a result in next year’s Engagement Annual Report.

What has happened as a result of feedback?

We have a robust process in place in relation to the feedback we get from complaints, how we learn lessons and share our learning through to implementing the necessary changes and reviewing those changes. This is well embedded and is working well.



We have replicated this model to ensure feedback gathered from multiple sources is used to make positive changes to improve the Adults' experience of services. The approach has expanded opportunities given to the Adults we support, Carers and families to engage in a more meaningful way.

Engaging with our staff

We have developed a continuous programme of staff engagement events to ensure we understand social care, and its challenges through the eyes of our staff. We are assured and proud that our staff are the greatest advocates for the Adults we care for and support.

Reflecting on 2022/23 we held an Adult Social Care Staff Engagement Event at Kirkleatham Walled Garden on 2nd March 2023. Staff told us that they enjoyed the event, felt well engaged on topics relevant to their roles. They enjoyed the networking, putting faces to names and getting to know different teams, their roles and responsibilities. More staff face to face events were requested with 91% saying they are very likely/likely to attend another engagement event again in the future.

Engaging with our partners

Engaging with our partners helps us to understand the wider system, its challenges, and how it affects the adults and carers we support.

We engage with our partners on an individual basis each and every day either through case management, market management, on a contractual basis or through regional forums. It is however important to set aside the day to day and provide focused time to engage, share organisational views and provide feedback on behalf of adults and carers with different needs. A programme of scheduled time with our key partners is being planned for 2023/24 to promote continual improvement and development opportunities.

During the year we have undertaken a mapping exercise to identify all key groups, partnerships and networks in the local area. We are confident we have robust mechanisms in place for engagement with strategic, health, voluntary and community and wider partners however the numbers of forums attended by adults with lived experience is lower than we would like and is something which we will promote further.

Next year's action plans

We will continue to support good practice where we have identified it, benchmark from other Local Authorities and address the gaps highlighted in this report. Our approach will support and enable Adults to live and lead their best possible lives, be healthier and independent for as long as possible.

Redcar & Cleveland Borough Council is committed to ensuring high-quality, person-centred services for the diverse communities we serve. Our aim continues to improve the quality of life for everyone who lives in our borough. Engaging with our communities, partners, local businesses and our workforce sits at the heart of everything we do.

Based on the feedback we have received in this year, our priorities for engagement in 2023/24 will be to:

- Promote our engagement strategy, develop our engagement plan and strengthen our approach to coproduction.
- Report quarterly to our senior management team on our engagement activities and what we have done in response to feedback.
- Undertake a detailed pre commissioning and contracting survey to inform future service models.
- Listen to the voice of the workforce through a series of face to face engagement events.
- Provide feedback through “you said, we did”.
- Work with our key stakeholders and partners to collect whole system feedback to inform joined up services.