



Redcar & Cleveland
Adult Social Care



Local Account 2022-2023



Contents

This is... Your local account	2
Our Borough.....	3
Our Vision & Commitments	3
What do we do & how we are doing?	4
Information, Advice and Signposting.....	4
Assessing Needs	5
Safeguarding	5
Deprivation of Liberty	6
Caring for our Carers.....	7
Promoting Independence	8
Digital Solutions	8
Housing Adaptations.....	9
Community Reablement	9
Meadowgate Intermediate Care Centre.....	10
Activity & Wellbeing Services	11
Extra Care and Supported Living.....	12
The right support at the right time	13
Homecare.....	13
Residential and Nursing	14
Direct Payments.....	14
Assuring Quality in Care.....	15
Our Workforce	15
Practice Quality.....	16
What did we spend?	17
Your voice matters.....	17
Our plans for the future.....	18





This is... Your local account

Welcome to the Adult Social Care Local Account for Redcar and Cleveland 2022-23.

This annual report is an important part of our commitment to ensuring we are open about how we provide care and support to adults and their carers across Redcar and Cleveland. It provides an opportunity for reflection on the progress we have made and the challenges we face in delivering adult social care within our borough.

The report covers the year from April 2022 to March 2023. It tells you about what we have achieved and improved during this time and also gives us an opportunity to share our plans for the future. We share how we have worked together with our partners to make a difference to the lives of adults, unpaid carers and their families through person centred social care support, enabling people to maximise their wellbeing and independence within their local community.

The last few years have brought unprecedented challenges to adult social care. We continue to face further uncertainties in terms of the current cost of living crisis. In addition to this we continue to struggle with recruitment and retention of staff across the sector at the same time as demand for adult social care continues to rise and people's needs are increasingly complex.

Despite this I am immensely proud of the work we have done to ensure people have remained safe throughout this difficult and often unpredictable time.

Our vision is to continue make the best use of the available resources to help you live safe and well, in the place you call home, with the people and things you love, connected to your community, doing the things that matter to you.

I hope you find the information presented in this account useful and welcome your feedback on how working together we can continue to improve our services.



Patrick Rice
Executive Director for Adults and Communities



Our Borough

We are a diverse borough; with multiple towns and villages, along a coastline, across countryside and in contrast we are home to one of the largest industrial complexes in the country and have the UK's largest freeport.

The communities of our borough are diverse like its geography; although some towns and villages in Redcar and Cleveland are thriving, some are experiencing extreme levels of deprivation with low housing demand, high levels of crime and unemployment, poor health, and low educational attainment.

We serve a total population of 136,500 people with approximately 32,000 people over the age of 65 years; with projected trends, we expect this figure to increase by almost 29% by 2032.

As such we need to work together with our partners to ensure we provide a range of accessible services that target both generic and specific resident populations, who have their own distinct needs, identities, cultures and lived experiences.



Our Vision & Commitments

Our vision: "We will help you live safe and well, in the place you call home, with the people and things you love, connected to your community, doing the things that matter to you."

Our commitment:

We will listen to you, so you shape your own support.

We will provide you with information and advice when you need it.

We will enable you to regain your wellbeing and independence.

We will ensure you have quality care that is value for money.



Our vision, commitments and strategic approaches acknowledge our duties under the Care Act 2014 and align to the white paper People at the Heart of Care whilst prioritising what local people tell us is important to them.



What do we do & how we are doing?

Adult Social Care delivers a diverse range of services from the provision of information and advice, through to safeguarding, assessment, support planning and the provision of care services whether they are in house or commissioned through the private sector. To meet the needs of our residents and gain the best possible outcomes for them we work in partnership with a range of different organisations.

Information, Advice and Signposting

Good information and advice are the starting point of supporting adults and carers to live healthier lives and have choice and control over the way they live their life.

Our website provides a range of guidance documents explaining what Adult Social Care does. These are produced to current accessibility standards and are available in standard, large print, easy read and other languages. Our Access Team provides advice and guidance on an individual basis, signposting to community services as appropriate or referring on to our social work teams for an assessment.

Information and advice can be accessed directly from our website at <https://www.redcar-cleveland.gov.uk> or by contacting our Adult Social Care Access Team on 01642 771500.



In 2022/23 our Access Team received
12,818
contacts in total

5,013
of these contacts were referred on for an assessment

Which equates to a conversion rate of
39%

2022/23 operational dashboard

Assessing Needs

A needs assessment is one of the key interactions between a social worker and the adults and unpaid carers we support. It helps adults and unpaid carers to understand their strengths, support needs and what outcomes they want to achieve through a conversation-led approach.

Assessments allow us to identify need based on the strengths and desires of an adult or unpaid carer and determine eligibility under the Care Act. Our approach provides the foundation for positive risk management and a person-centred support plan which can prevent, reduce, or delay the onset of greater needs for the adult and their unpaid carer.

In 2022/23 we completed a total of
5,645
social work and occupational therapy needs
assessments for adults and unpaid carers

This year we experienced a large number of adults needing our support with complex issues. Alongside workforce shortages, some adults waited longer than previous years between referral and assessment.

We responded to this by implementing a range of robust risk-based approaches to ensure adult and carer safety. These measures included triaging of referrals, maintaining contact with the adult and/or carer, and where appropriate signposting to relevant support and services.

We will continue to prioritise urgent need, ensure risks are managed and monitor the time between referral and assessment. We are committed to promoting recruitment and building sustainable staffing capacity across the department.

Safeguarding

Everyone has a fundamental right to live a life free from harm and abuse.

The Council has a statutory responsibility to safeguard Adults with care and support needs to protect them from harm. We promote a highly person-centred multi agency approach to addressing safeguarding concerns.

2022/23 operational dashboard

In 2022/23 we
received
1,910
safeguarding
concerns

Safeguarding concerns per
100,000
1,747
compared to the England
average of **1,313**

In 2022/23 we
averaged
28%
conversion rate from
concerns to enquiries

Last year we experienced increased safeguarding activity; with contacts up 25% from the previous year.

When we receive a safeguarding concern, it is reviewed by a safeguarding officer. As at the year end the time taken from concern start to concern conclusion was on average **3** days. If there is reason to believe that abuse or neglect is taking place or at risk of taking place the concern is progressed to what we call a Section 42 enquiry under the Care Act.

In 2022/23 we received
540
safeguarding S42 enquiries

Safeguarding S42 enquiries per
100,000 Adults
493
Compared to the England average
of **387**

96.5%
of S42 enquiries
the risk was
reduced/removed

2022/23 operational dashboard

Safeguarding enquiries have increased 17% from the previous year. Both safeguarding concerns and enquiries for Redcar and Cleveland per 100,000 adults are higher than the England average, as are the majority of other regional authorities. As at the year-end the average time between enquiry start to enquiry conclusion was **63** days.

Our **Making Safeguarding Personal** feedback is very positive, reflecting our aims to provide a highly person-centred approach to addressing safeguarding concerns. Data collected during the year provided positive indications that people in the main felt that their outcomes were being met. The feedback shows we are exceeding a number of regional and national averages.



National Safeguarding Adults Week took place in November 2022. The key theme was adult exploitation, and we undertook a number of activities to raise awareness and support learning including:

- Linked with Cleveland Police for a project supporting identification of adults vulnerable to exploitation.
- Learnt from the lived experience of an adult supporting her mother through predatory marriage.
- Raised awareness with the public hosting a stand on Redcar high street.

Deprivation of Liberty

Deprivation of Liberty Safeguards (DoLS) ensure adults who cannot consent to their care arrangements are protected if those arrangements deprive them of their liberty. Arrangements are assessed to check they are necessary and in the person's best interests.

In 2022/23
1,990
DoLS applications
were made

1,001
of these applications
were authorised

Which equates to a
conversion rate of
50.5%

Unpaid carers play a fundamental role within the adult social care system and we aim to put carers at the heart of everything we do.

An unpaid carer is someone who provides unpaid care and/or support to a family member or friend who cannot manage without their help due to disability or illness. Unpaid carers of all ages provide a vital care and support network to their loved ones in our borough.

In Redcar & Cleveland there are **13,840** residents aged 5 and over that provide unpaid care.

Census data 2021 – Provision of unpaid care

We supported **776** unpaid carers in 2022/23

2022/23 Operational Dashboard

The South Tees All Age Carers Support Services was launched in April 2022. This service complements our statutory provision for carers and offers alternative support from more formal to assessment-based services. The services are:



Adult Carers Information and Support Service - Carers Together: Provision of information, advice and practical support to unpaid carers aged 18+ across South Tees. Also includes specialist provision for parent carers of disabled children, working carers or those in education and transitions groups aged 15 to 25 working collaboratively with the Junction Foundation.



Young Carers Information and Support Service (YCISS) - The Junction Foundation: Provision of information, advice, support and age-appropriate development activities to any child or young person under the age of 18 who are caring for adults or siblings.



Mental Health Community Outreach Service - Redcar & Cleveland Mind: Providing specialist support to unpaid carers of mentally ill adults and for unpaid carers who experience mental ill health themselves.



Secondary Care Hospital Liaison Service - Carers Together: Providing hospital-based service for unpaid carers of adults who are in hospital, information and support around discharge on preparing for caring role in community.

Throughout the year we have collaborated with our partners to support a number of initiatives for our unpaid carers including:

- **GP Registration:** we encourage unpaid carers to officially inform their GP of their role. This will ensure they receive support including invitations to relevant vaccinations, help with repeat prescriptions, offering an annual health check and help arranging appointments around their caring role.
- **NHS Carers Passport:** this provides a number of benefits when the cared for adult is in hospital including discounted parking, visits outside of normal hours and regular drinks on the hospital round.



Carers Week: We celebrated carers week in June 2022 which included a full week of activities. We held a full day of celebrations promoting available support networks for unpaid carers throughout the borough and raising awareness in Redcar.



Promoting Independence

Our ethos is centred around an approach of working to achieve the goals and wishes of the adults who use our services. Feedback tells us that adults want to live a life where they are as independent as possible, live within or close to their community and have minimal reliance on statutory services.

Digital Solutions

Digital solutions and the continually expanding range of technology are an important part of our services aimed at preventing needs escalating.

Community alarms provide piece of mind to families knowing that their loved ones have a dedicated and easy mechanism to summons assistance. Telecare solutions build a further layer of assurance with tailored additional equipment (such as falls, bed and door sensors) to over 2100 adults in Redcar and Cleveland.

We are currently reviewing this provision to ensure that it meets the needs our adults in the best possible way. Technology enabled support is a fast-growing area and through exploring various funding options we aim to provide further solutions to prevent needs escalating and promoting independence.

Housing Adaptations

Our Housing Adaptations Team undertake both minor and major adaptations and provide handy person services to support adults to remain living independently in their own homes.

We carried out
2742
minor adaptations in
in 2022/23

We carried out
178
major adaptations in
in 2022/23

This year we exceeded our target for home adaptations with both minor adaptations such as grab and banister rails and major work such as stair lifts and access showers.

In preparation for winter the team also carried out 'warm and well' assessments, as part of the Council's Cost of Living Plan. Draft excluders and reflective radiator sheets were offered to improve heat retention in vulnerable adults' homes.

*“ Thank you for the work carried out at my mum’s house yesterday, she is over the moon with the step and rail. This will make a **big** difference. ”*

Community Reablement

Our Community Reablement Team provides short term community reablement and a rapid response service across the borough to support people regain the necessary skills to continue living at home following illness or a hospital stay.

In 2022-23 the service experienced a rise in the complexity of needs and frailty of the adults that were discharged from hospital. However, despite this the team has been able to achieve good outcomes for the adults they supported.

The majority of adults discharged from the service were either discharged home independently, with some family support or with a package of care at the same level or reduced.

This is a 7.9% increase from 2021/22.

85.3%
of over 65's who were discharged from hospital and re-abled in 2022/23 remained at home 91 days after discharge in 2022/23

We are performing over the regional average of **83.1%** and the England average of **82.3%** for 2022/23

Feedback from exit surveys continues to be extremely complementary with **97%** of adults reporting staff always treated them with dignity and respect. **96%** said staff always encouraged them to undertake activities themselves and **86%** said their weekly review was always discussed with them.

Ann's Story

Following a fall and hip replacement surgery, Ann experienced problems with her mobility and confidence.

The Community Reablement Team provided support when she returned home, working on goals including personal care tasks and strength exercises, developing these to independently walking outside and shopping using the access bus.

After 6 weeks of continued support Ann was able to achieve all her goals and was discharged as managing independently again.



"I was very nervous after 4 weeks in hospital and 2 weeks in a care home after falling at work. All staff who I have met and who have helped me gain my confidence have been brilliant."

Meadowgate Intermediate Care Centre

The Meadowgate Intermediate Care Centre provides 40 residential beds promoting therapy led reablement by a multi-disciplinary team to support Adults discharged from a hospital stay (or to prevent hospital admission) who need short term care, support and therapies to maximise recovery potential and regain independence so they can return home.

Meadowgate admitted 490 Adults during 2022/23. The service provided high-quality care and rehabilitation support, delivered excellent outcomes.

89.5%

of Adults who received short term services during the year who went on to receive no ongoing support or a lower level of support

We are performing over the regional average of **81.7%** and the England average of **77.5%** for 2022/23

104 exits surveys were completed in 2022/23. **97%** of adults said staff treated them with dignity and respect and were polite and friendly and **96%** said that they felt listened to and supported. **65%** reported they understood how the service was going to help prior to admission in response to this we have revised the information provided to adults, their carers and families upon admission.

Ron's Story

Ron received support at Meadowgate following a stay in hospital due to a below the knee leg amputation.



Ron was supported by the therapy team, including physiotherapists, occupational therapists and therapy assistants to improve his range of movement and in turn increase his independence

With this support Ron was able to surpass initial plans of returning home with a package of care. Instead, he was discharged home with the support of his family.

Activity & Wellbeing Services

Our Activity and Wellbeing Service provides day opportunities and offers support for older adults or those with a learning disability.

From four sites we offer a range of services that helps adults who need care and support to live more independent lives as well as providing crucial support to families, relatives and carers.

Some of this year's activities included:

- healthy lifestyle activities including physical exercise.
- developing and maintaining independent life skills through activities like gardening club and cooking sessions.
- arts and crafts specific to celebrating events for example Valentines Day, Halloween, Christmas, and the Platinum Jubilee.



"I enjoy the day centre very much. The carers are lovely treat you very well and it gets me out of my flat for a few hours we have had some amazing entertainment, and I will enjoy the summer trips again in the summer."

Extra Care and Supported Living are purpose-built properties giving adults the opportunity to live independently for as long as they can. It provides the security and privacy of their own home with a range of on-site facilities and care services available when they are needed.

We currently have
209 Extra Care

units for old adults with care and support needs

We currently have
182 Supported Living

units for adults with learning disabilities or mental health needs

During the year the demand for this type of housing has continued to grow, with many of the schemes at capacity. We have worked with partners to develop additional facilities to address this demand.



Work has started on a new extra care provision in Guisborough. Scheduled to be completed in September 2024, Aldaniti Court will provide 83 beds: one- and two-bedroom apartments and two-bedroom bungalows.

The development will provide residents with modern communal spaces, including a residents' lounge, on-site café and hair salon.

An extra care community is being developed within the Kirkleatham area of the borough. The Tides will offer 18 properties including 3-bedroom houses and 2-bedroom bungalows.

We are also in the early development stages of a supported living scheme on Park Lane in Guisborough with plans to offer 20 further properties.

We have seen an increase in the level of care adults require in these properties and we are striving to ensure that the schemes we offer are able to meet this need and in the areas of our borough where demand is greatest. We will continue to allocate placement through panel arrangements based on the application of needs and risk criteria.



The right support at the right time

Key to supporting our adults is providing the right support for them at the right time. We do this by providing a range of in house and commissioned service including day care, home care, extra care, supported living and residential care.

Homecare

Home care plays a major role in supporting adults to remain living in their own homes in their communities for longer. The right package of care at the right time will prevent, reduce, and delay adults' care needs escalating to a point where they need residential care. Adults have continued to tell us that they prefer to receive care in their own homes and stay connected to their community.

At the end of 2022/23 we were supporting in the region of

1,500

adults by providing home care

This equated to

43,141 Hours

of care and support per month

We experience some challenges with our home care provision during 2022/23, with continued issues with recruitment and retention within the sector impacting at time on the delivery and allocation of packages in certain areas. Strategies were put in place to manage risk and prioritise urgent support, and through working with our providers we are starting to see a much-improved position.

The Caring Kind campaign launched a number of initiatives to support and promote recruitment to the care sector, particularly in home care.



During the year this included promoting stories from care workers in the borough to tackle the perception of limited development and career progression in adult social care. The campaign will continue into 2023-24. For further detail visit <https://www.thecaringkind.org/>

Residential and Nursing

Our residential and nursing beds provide adults aged 18-64 and older people aged 65+ with the specialist care that they need. We have 44 residential and nursing homes in the borough providing a total of 1391 beds in a variety of settings and locations with different sized homes offering a good range of choices to adults who need residential care. 82% of our residential care homes are rated overall good compared to a national average of 79%.

Compared with the England averages we have high levels of long-term admissions.

We have seen a decrease in the rate of long-term admissions for younger adults (18-64) per 100,000 from **38.3** to **29.7** from 2021/22 to 2022/23. Although the 2022/23 figure is still higher than the **15.3** recorded in 2020/21 which was in line with regional scores. We are working to better understand this and continue to promote alternative provision such as supported living where appropriate.

ASCOF2A(1) 2022/23

We have seen a decrease in the rate of long-term admissions for over 65's per 100,000 from **1070.7** to **767.1** from 2021/22 to 2022/23 which is now more in line with regional scores but still higher than the national average.

ASCOF2A(2) 2022/23

Adults over 65 are being admitted to care homes with more complex needs; this in addition to anticipated increases in people aged 80+, we will continue to see use of the residential sector.

We have a limited number of nursing beds, and particularly low number offering nursing EMI. We are working with our partners and providers to establish stability within this area.

Direct Payments

Sometimes commissioned services are not what some adults are looking for and, in these circumstances, where appropriate we can offer a direct payment.

The proportion of people who receive direct payments is **32.5%** above regional and national averages for this indicator; 11.6% and 5.3% higher respectively.

The proportion of carers who receive direct payments remains at **100%** 54.5% higher than the regional average and 22.4% higher than the national.

ASCOF 1C2B 2022/23

We have several private providers operating via direct payments, mainly for day opportunities. A new Community Opportunities Framework brings together a wide range of quality assured options including day opportunity for those with learning disabilities and complex needs. We want to see a wider range of services being developed and include offers around health, education, training, employment, and inclusion.



Assuring Quality in Care

Quality Assurance is the responsibility of all the professionals working with an individual or service.

Our quality assurance processes promote continued provider self-assessment alongside planned preventative support initiatives. This means we are able to assess, support and manage quality within the sector effectively.

We operate on a multi-agency basis enabling us to share information on provider performance, quality and any arising concerns resulting in a supporting and proactive multi agency response.

Through this, along with effective contract management, we have seen a reduction in the number of providers managed through our Teeswide Safeguarding Adults Board's Responding to and Addressing Serious Concerns procedure. We also continue to raise awareness of quality expectations across the care and support sector.



Our Workforce

Our workforce is our greatest asset. Their development, motivation and skills are critical to achieving the best outcomes for adults and unpaid carers.

The Council has a workforce of approximately 440 staff working across Adult Social Care. In addition to this a wider workforce of approximately 3,060 employees provide care and support services to adults across the borough in both commissioned and non-commissioned services.

In 2022-23

68%

of the direct care providing workforce in Redcar and Cleveland held a relevant adult social care qualification, above the national average of **46%**.

Skills for Care

We believe everyone in our workforce should be able to take part in learning and development so that they can carry out their roles effectively. We invest in resources and training to ensure continuous professional development, career progression and retention of our staff.

We understand the importance of capturing and learning from the views of our staff. This year we have taken steps to improve our internal communications by holding quarterly workshops.

Staff enjoyed the events and really appreciated the visibility, interaction and hearing from senior management.

Feedback from staff has helped improve our internal communications mechanisms.



Practice Quality

We recognise that all our staff are responsible for maintaining quality, so we promote a culture of continuous performance improvement. We are committed to ensuring high-quality practice and support for adults and unpaid carers.

Under our Safeguarding & Practice Quality Assurance Framework we carry out several activities to support quality of practice. These include reflective supervision, management oversight, practice quality audits that include the Adult and their unpaid carer, practice observations and sharing good practice, for example, through practice workshops.

Satisfaction surveys are sent to adults and carers who have recently been assessed or had their support plan reviewed. We ask for feedback in relation to their assessment and the practitioner who saw them. We sent out over 800 satisfaction surveys and received 216 replies in 2022/23.

97%

said the practitioner was polite and treated them with respect

94%

said the practitioner listened and understood what they were saying

93%

said the practitioner explained things clearly

Overall, the feedback was positive and adults were complimentary about our practitioners and the quality of the service they had received.

We have however seen an increase in respondents indicating that they did not receive a copy of their assessment, review or support plan. This led to a review and a new process to ensure that adults receive a copy of their documents in a timely manner. Further results can be found in our annual engagement report for 2022/23.

During the year we also participated in a peer review which provided supportive challenge and has enabled us to gain valuable learning.



What did we spend?

In 2022/23 Redcar & Cleveland spent 30% of its expenditure on Adult Social Care; the net spend for 2022-23 was approximately £46 million.

In 2022-23 Redcar and Cleveland spent

£540.52 per adult

on adult social care. This was greater than the overall spend per adult for England of **£523.95**

UOR 2022/23

Overall spending will likely be affected by the proportion of older people in our population and the level of deprivation. 23.6% of our borough is aged 65+ compared to the North East average of 20.7% and the England average of 18.6%.

Redcar and Cleveland is ranked 33 among all English single-tier and county councils on the Index of Multiple Deprivation (where a low rank indicates a high level of deprivation). Redcar and Cleveland has higher deprivation than the average for all English unitary authorities.



Your voice matters

By listening to the adults we support, along with their carers and family we can gain valuable insight into their unique experiences which can help us improve services for the future.

This year we launched our Adult Social Care Engagement Strategy which sets out our approach of working together to plan, design, commission and evaluate services. We strive to offer a variety of channels for customer engagement that suits the complex range of needs of the adults we support.

Our Annual Engagement Report details the range of activities we have undertaken during the year and includes the adult social care statutory survey, local surveys, and consultation exercises.

Our Annual Complaints, Comments and Compliments report provides further details around the 62 complaints we received last year and also the 340 compliments. The compliments we receive indicate examples of good practice across our workforce and affirm when services have made a positive impact on the adults accessing them.



Our plans for the future

Over the next few years, we aim to build on our achievements and continue to drive improvement, ensuring we respond to the needs and desired outcomes of the adults we serve.

Our main focus for the next year is to embed our engagement framework and take the first steps towards co production.

Over the year we will be undertaking a review of our information and advice offer, looking at improvements around access points. We will also review our unpaid carers offer in response to feedback received.

We acknowledge we need to get better at managing our performance and making data driven decisions along with realigning our strategic priorities and a programme of work to address this is planned for 2023/24.

