



Stockton-on-Tees Borough Council

Adult Social Care Strategy 2021 - 2025



Foreword

Times have been challenging during the development of this Strategy. The global pandemic of COVID-19 has meant providers of adult social care services and the services that we provide as a Local Authority have faced challenges at a scale they have not experienced before. We are proud of the way our providers and our staff have responded to the challenges they have faced.

The pandemic has meant that we have had to reconsider how we commission and provide adult social care services. Working with families and the people who we provide services to, we are identifying what has worked well and what needs to change. We are also working with our partners across the NHS so that we can identify and keep the good practice that has occurred.

Our priority is to ensure that people are kept safe and our plans now and going forward have infection prevention and control as a core factor.

We want to ensure that people remain connected to their communities and that we build on the amazing volunteering that has taken place during the pandemic.

This strategy is our Adult Social Care Strategy for 2021 – 2025. Our collective vision is to ensure that people can get the right level and type of support at the right time to help, prevent, reduce or delay the need for ongoing support and maximise their independence.



Ann McCoy

Cabinet Member for Adult Social Care



Hens have moved into the grounds of Mandale House Care Home as part of the HenPower project. Frank, a resident at Mandale House, enjoys feeding the hens and put his practical skills to use in building them a shelter.

Adult Social Care in Stockton-on-Tees

Stockton-on-Tees has a total population of 197,419* of which 153,398* are aged 18 and over.

There are significant health inequalities in Stockton-on-Tees with the difference in life expectancy from the most deprived to the least deprived areas of the Borough being

14.3 years (males)
and
13.3 years (females)

The Borough has a mix of rural areas and towns.



Adult social care in Stockton-on-Tees has responsibility for ensuring people aged 18 and over are supported to live as independently as possible. The 2014 Care Act places a duty on Local Authorities to assess people's needs and their eligibility for publicly funded care and support. By listening to the views of the person being assessed, and the people involved in their care, a Care Act Assessment identifies a person's needs and strengths and how they impact on their wellbeing and daily life. As part of the assessment process consideration must be given to what preventative services and

community support can be identified to support people other than more formal, purchased care services.

Adult social care also has a responsibility to ensure young people who may need support when they become 18 are assessed and supported to transition into adult social care services, this includes young carers.

The Care Act 2014 sets out a clear legal framework for how local authorities and others, such as health services and the police, should protect adults at risk of abuse or neglect.

Safeguarding adults is everyone's business and Local Authorities have a role in leading a multi-agency safeguarding system that seeks to prevent abuse and neglect and stop it quickly when it happens. There is a Teeswide Adult Safeguarding Board, and further information can be found at www.tsab.org.uk.

The voice of the person receiving care should be heard throughout any involvement with adult social care, through assessment, care planning and any safeguarding concerns. If a person has substantial difficulty in being fully involved in any process and there is no-one appropriate available to support and represent the person's wishes the Local Authority will ensure an independent advocacy service is available to support people who require it.

Adult social care in Stockton-on-Tees provides support to more than 8,000 people every year. Some people will receive life-long support and some people will receive support for a short period of time. People need support for a wide range of reasons. Each year we provide long term support to over 500 adults with a Learning Disability, over 1,500 adults with a physical disability, over 170 adults with a mental health illness, over 2,600 older people and we support over 800 carers. We also provide short term care and support to maximise independence to over 5,000 people who needed reablement or occupational therapy support after spending some time in hospital, residential care or their illness has worsened.

Stockton-on-Tees Borough Council has a wide variety of roles within adult services, this includes social workers and social care officers, adult safeguarding, occupational therapists and therapy assistants, reablement staff and teams that provide 24 hour respite, residential and short-term rehabilitation and assessment and day opportunities. We also have staff who provide support with financial assessments and managing finances, staff who support people to find employment and engage more in their community and a team directly supporting carers.

Stockton-on-Tees Borough Council purchases a broad range of services to support people.

We purchase services from 147 in-Borough and out-of-Borough residential care homes for older people, people with a physical disability and people with a mental health illness. We purchase 350,000 hours of care every year to support people to live independently in their own homes and we purchase more than 40 different housing related schemes. We also purchase many smaller services to help people who care for others, people with financial difficulties and people who are feeling isolated.

There is an annual adult social care budget of over £60 million. 22% of the budget is spent on services provided by the Local Authority and 78% of the budget is spent on services purchased by the Local Authority.

Angie and Nat are being supported by adult social care



Nat loves karting and was delighted to be one of the first to try out the go kart track on Portrack Lane, Stockton



Angie has been an unpaid carer for over 25 years. She now uses her own experiences as a carer to support others, working with the Stockton on Tees Adult Carers Support Service to provide respite opportunities.

The Vision and Priorities for Adult Social Care in Stockton-on-Tees

Our vision for Adult Social Care in Stockton-on-Tees is that people can get the right level and type of support at the right time to help, prevent, reduce or delay the need for ongoing support and maximise their independence.

We recognise that we cannot achieve this vision on our own. We have a Council Plan that focusses on what we do as a Council and we have a number of partnership strategies that set out the work we are doing with others to bring our collective aspirations to life:



The Adult Social Care Strategy is a vital part of the overall plan for the Borough as we are setting out our vision and plans to provide support and care for the people who need it. Collaborative working across the Council and with partner organisations is key; we will be working with others to drive forward the plans

identified in these strategies to make sure that together they deliver the greatest possible benefit to the people of the Borough.

We want the people in our Borough to feel connected to their communities, for people to feel safe and for people to live the most fulfilled and happy life they can.

We want our staff to know they are valued and that we will support them to continue to develop the skills and experience they need to provide excellent care and support.

We want the organisations we work with: the NHS, Care Homes, Home Care, Housing, Police, Fire Brigade, the voluntary sector and charities to see us as a partner in the care they provide to the residents of Stockton-on-Tees. We all want to provide the best services possible and we can help each other to achieve that aim.

In identifying our priorities for this strategy we have undertaken a number of consultation events with Stockton-on-Tees residents, organisations and people who have an interest in adult social care and we have taken into account the views of people who are receiving services from adult social care and our staff.

Consistent themes emerged across all of the consultations we did. People said they wanted us to work more in partnership with communities to help to prevent people from needing long-term social care support; they wanted us to promote self-care and to help people to maximise their independence; they wanted to see social care services appropriately staffed and see that there is a consistency of staff who provide care in care homes and in people's own homes; they wanted to see more support being provided in people's own homes and more support for carers; they wanted us to have stronger links with the voluntary sector and to ensure we work in partnership with other organisations who provide support to residents; they wanted us to be clear on what help is available and how that help can be accessed.

Our residents were particularly keen to ensure that we have good quality care homes and Extra Care Housing Schemes in the Borough, that we work more with communities and maximise the care that is provided in people's homes.

Our voluntary sector organisations and other organisations we work with were particularly keen to ensure we supported people to prevent the need for long term social care, that we support people to be independent, that we worked with communities to do this and we ensured we communicated to the public the support that is available.

Our staff within adult social care wanted us to have more partnership work and engagement with communities and the voluntary sector, for us to empower people to be supported in their ability to be independent and for us to support our staff to see their own strengths in a strength based approach to care. They also wanted us to explore the increased use of technology in the provision of care, building on the success of how technology has been used to successfully engage with people we support.



We are working with the visiting dogs charity, Wag & Company, to befriend older dog lovers in their own homes. Margaret looks forward to her weekly visits from Elsa the cockapoo and they have become great friends.

Our elected members were keen to ensure that young people transitioning from young person's services into adult services had the support they needed to do so and the best experience they could have of that transition. They also wanted us to work with our partners on improving palliative care for people who are nearing the end of their life.

We asked consultees what they thought we should do more of. People said they wanted us to provide more befriending opportunities, to have more emphasis on the quality of care provided, to ensure staff in social care were good at listening, to provide more day opportunities, to work more with communities and other organisations and to be better at letting people know what support is available.

We asked consultees what they thought we should do less of. This was more difficult for people to answer but some themes did emerge. People wanted us to ensure there were as few as possible delayed discharges from hospital, they wanted to ensure the adult social care budget was not reduced, they wanted less transition between teams, less frequent telling of the same story to different people and to ensure the voices of those we provide care for are truly heard.

Feedback from people who receive adult social care tells us quality of care is the most important factor, followed by caring and friendly staff and the location, environment and activities available.

Taking into consideration the feedback we have received and being mindful of our duties within the Care Act, we have identified the following as our priorities for the coming four years (2021-2025).



Our day services provide a range of opportunities for people with learning disabilities.

Priority One

To provide support to people to prevent, reduce or delay the need for ongoing support and maximise their independence.

Fundamental to everything we do in adult social care is having the person we are providing care for at the centre of our care; their wellbeing and welfare is our priority. Where people receive care is vitally important. People want to be independent and they want to remain in their own homes, for older people this is often a home they have lived in for years and that has been at the heart of the family. For younger people this can mean having the exciting opportunity of living independently for the first time in their lives, with all the new experiences this brings. It is our aim to ensure people have good quality services provided, whenever possible, within their own homes.

We will:

- Develop more services to help people to remain safely and independently in their homes for as long as possible and to make sure that they are not lonely.

- Work with housing providers and care providers to develop new supported housing schemes to ensure our residents have the best opportunities to remain living independently within the Borough.
- Maximise opportunities to support carers.
- Ensure that the person who needs care, their families and those most important to them have the full opportunity to identify their own way forward.
- Ensure that we embed the principles of prevention and early intervention through every aspect of work that we do.
- Fully explore the use of technology to support people who need care.
- Ensure that young people transition from young persons' services to adult services seamlessly and to continue to protect young people who may be at risk.
- Continue to work with all providers of social care to continuously improve the quality of care provided to our residents.

Priority Two

To ensure people can get the right level and type of support at the right time.

We want to ensure residents of Stockton-on-Tees can receive good quality care when they need it, either within their home or as close to home as possible.

We will:

- Ensure people know what help and support is available and how they can access it and that members of the public become more aware of adult social care within the Borough.
- Move towards a conversational approach to assessment and review, with listening being at the heart of this.
- Work with our NHS partners to achieve collaboration or integration across NHS and Local Authority services where this provides a better service and more value for money. We will work together to ensure there are no unnecessary delayed transfers of care from hospital to home or from specialist hospital care to more local community services and to provide support to NHS colleagues regarding end of life care.
- Improve the quality of care in our residential homes and only contract with care homes that are rated as 'Good' by the Care Quality Commission.



Since being diagnosed with dementia, Brian and his wife, Liz, enjoy their visits to the LiveWell Dementia Hub where they can relax in the company of new friends who have received a similar diagnosis.

Priority Three

To develop and support our staff and to support providers of social care services to develop and support their staff.

To ensure good quality care is provided, and for adult social care to be recognised and valued as a career, we must value and care for our own staff and the staff who work in our partner organisations and commissioned services. These are the people who are often directly providing care and who are ensuring good quality care is in place. Only by working together can we be our best.

We will:

- Support our staff to be the best they can be and ensure they know how much we value the contribution they make.

- Be an excellent employer and to continue to support the teaching and development of students and staff.
- Work to the principles of mutual respect and support when we are working with colleagues from other organisations and from across the Local Authority.
- Develop good leadership skills within our own workforce and to work in partnership with providers to develop good leadership skills within their workforce. The Care Quality Commission identifies good leadership as key to the provision of good quality care.
- Identify champions within our own workforce and the workforce of the providers we contract to be ambassadors for the promotion of careers in care.



Taking a trip down memory lane at the Halcyon Centre's Vintage Shop. From the smell of old boot polish to the feel of scratchy overalls, the shop inspires rediscovery and gets everyone talking.

Priority Four

To work with, and within, communities.

We want to ensure we continuously engage and consult with communities and people who are receiving care, ensuring views are listened to when developing policies and services. It is our role within adult social care and that of our partners to support people to have the best care they can have in the location that care is provided.

We will:

- Review the provision of day opportunities to ensure we are providing a range of options that responds to the feedback we have received that identifies people like familiar routines, social contact and to take part in a number of different activities, interests and employment support.
- Ensure that the people we provide care for are not isolated and that they feel part of their community, whether this is their local community or a community activity they have a particular interest in.
- Ask our staff to walk a mile in the local areas where they are supporting people to see what community facilities are available within an area.
- Establish close working relationships with the voluntary sector and charities to work together to respond to the needs of people we provide care to.
- Fulfil the duties identified within the Care Act for the Local Authority to shape the care market within its local area.
- Review our out of area placements to ensure as many services as possible are provided within the Borough.
- Continue to safeguard adults at risk.



Stockton on Tees Integrated Discharge Team

The impact of COVID-19 on our priorities

Our key priorities for this Strategy have not changed as a consequence of COVID-19. Some priorities will be accelerated, such as the development of more community-based support and working with the voluntary sector to develop support for those people receiving adult social care, and some priorities have gained added emphasis. Safeguarding and protecting people from harm have always been a priority for adult social care. Protecting people from harm does, of course, include infection prevention and control. Every aspect of work we now do with our own services and those services we commission will include a strong focus on infection prevention and control.



How we will make our priorities happen

An annual Action Plan will be developed each year for the length of the strategy. The Action Plan will be overseen by the Director of Adults and Health with progress monitored on a quarterly basis.

Jean, a resident of the White House Care Home, loves trying new things and enjoys wheelchair ice skating at Billingham Forum Ice Arena with Activities Co-ordinator, Julie.



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