

Adult Social Care Local Account Our Annual Report 2021/22



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Introduction

Welcome to the 2021/22 edition of the Adult Social Care Local Account.

Within these pages we describe who we are and what we do. You can read about our performance in 2021/22 and what the people using our services say about the care and support they receive.

In last year’s report, we explained how adult social care responded to the peak of the Covid-19 pandemic and continued ensuring people were safe and able to remain connected. This year’s report is all about how we emerged from this stage of the pandemic, using our learning from the resilience that our communities showed, and using feedback from the people who draw on care and support to begin implementing our Newcastle Neighbourhoods approach.

The Newcastle Neighbourhoods approach is all about making best use of the assets in our communities, and focussing on what is strong in someone’s, rather than what is wrong, so we can help them to achieve their goals and live the life they want to live.

Our aim is to be a Healthy, Caring City, one where people can access the right health and care support when they need it so they are able to live healthy, fulfilling lives. We want everyone to be able to live in a place they call home, with the people and things they love, in communities that look out for them, doing the things that matter to them – a vision developed by Social Care Future with and by people who draw on care and support.

Throughout this document, we have set out the ways in which we are working to achieve our ambitions, including working collaboratively with our partners, continuing to ensure that our resources are being used effectively, and continuing to innovate to respond to the changing lives of the people in the city.



Alison McDowell,
Director of Adult Social Care
and Integrated Services



Councillor Karen Kilgour,
Cabinet Member a Healthy Caring City
(and Deputy Leader)

Healthwatch Statement

The role of Healthwatch Newcastle:

Healthwatch Newcastle is an independent, not-for-profit service. We help people of all ages and from all backgrounds have their say about social care and health services in Newcastle. This includes every part of the community, so we give a voice to people who sometimes struggle to be heard. We also offer free, confidential and independent information about social care and health services in Newcastle.

Healthwatch Newcastle is one of 152 Healthwatch groups in England and each local authority is linked to a Healthwatch for their area. We have statutory powers under the Health and Social Care Act 2012, including the ability to:

- Request information from commissioners and service providers (they have to respond within 20 days).
- Visit publicly-funded health or social care services to see how they are working (known as 'enter and view' visits).
- Represent the views of the public on the Newcastle City Futures Board (now named the Health and Wellbeing Board).

Healthwatch Newcastle work to make sure that the people who plan and run social care and health services are listening to their service users. When people's voices can be heard, we can make positive change. Together, we can create services that cater to what real people actually need and want.

Comparison with the previous year's report 2020/21:

The changing demographics of the city's communities have seen more older people need Newcastle City Council's support services and the ongoing aftermath of the pandemic have resulted in demand increasing. We are pleased to see that Newcastle City Council has effectively maintained a strong adult social service even though resources have remained at £78.64 million, yet demand has increased by 10% from the previous year.

It is reassuring to find that the investment in the workforce across all providers has resulted in 9,600 adult social care roles being delivered across the city. These people are important as it is their work in adult social care that has a direct positive impact on the lives of people in our communities. We praise the efforts of all who have been involved in ensuring the ongoing delivery of health and wellbeing services to the people across the city.

Notes on the 2021/22 Report:

• Preventing the need for social care services

Healthwatch Newcastle commend Newcastle City Council on its work with partners to deliver vital support with short term reablement solutions, particularly their information and advice provision, as well as their short-term services to help people to regain skills and confidence, which in turn has enabled people to continue at home after a hospital discharge. The Newcastle Neighbourhoods approach is a good addition to the prevention agenda as it is bringing partners together and by using asset-based community development (ABCD) to strengthen connections between people and communities at local level.

As an active partner in the Newcastle Neighbours approach, we look forward to working together with the Council and other local organisations in 2022/23 to deliver Neighbourhood initiatives as it aligns with the Healthwatch priority for place-based working.

• Providing long term support

We are pleased that Newcastle City Council are still committed to providing long term support and are surveying people on their experience of using adult social care services. We note that in the 2021/22 report, of the 5,074 adults who responded, most people (88.8%) said that the services they received helped them to feel safe and secure. Healthwatch Newcastle feel this a positive reflection of the efforts made locally to improve the service users' experiences.

As the demographics of the city are changing to an older aged community and as 65% of the service users for long term support in 2021/22 were aged over 65, Healthwatch Newcastle is keen to understand if this ageing population growth will result in a further increase in long term support needs in the future.

• Safeguarding adults

We support Newcastle City Council and their delivery through their leads in the Adult Social Care team, for their commitment to ensure that Newcastle is a safe city for adults with care and support needs who may be at risk of abuse or neglect. Going forward, as part of our commitment to Newcastle City Council, Healthwatch Newcastle will continue to support and attend the Newcastle Safeguarding Adults Board.

• Carers

Healthwatch Newcastle were pleased to see reported that 2,117 unpaid carers were supported in 2021/22 by Adult Social Care and of these there were 224 routine new referrals sent to Newcastle Carers. We welcome Newcastle City Council's commitment to carers, especially with their introduction of carer action plans and peer to peer support that focused on helping carers improve their own wellbeing as the aftermath of the pandemic took their toll on people.

This is further endorsed by the Healthwatch Newcastle's own report "Newcastle Carers' survey 2022 Understanding carers' experiences during the pandemic". Whilst most of the 75 carers surveyed reported positive things about Newcastle Carers' services, some recommended the need for increased advertising, increased communication and reaching out to carers with regular updates. The work undertaken in 2021/22 by the Adult Social Care service may have addressed some of these recommendations.

In summary:

Healthwatch Newcastle feel that this report demonstrates that Newcastle City Council have focused their approach so that they are working to achieve their ambitions. We welcome the continual collaboration with partners to ensure that resources are used effectively, and we support their aim to continue to respond to the changing lives of the people in the communities across the city.

What do we do

Adult social care aims to promote the wellbeing of people who draw on care and support, we also seek to prevent, reduce and delay the need for care and support, and to keep people safe from abuse or neglect.

What we do...

<p>Assess whether care and support is right for you</p>	<p>Help to organise and plan your support</p>	<p>Arrange your services, where appropriate</p>
<p>Work to prevent the need for social care support</p>	<p>Help support those who are caring for a loved one</p>	<p>Protect people from abuse or neglect</p>

Did you know

We carry out care and support assessments, arrange personal budgets, help people to get the right support for them, and provide our own services including: information and advice, day support and respite, and support to return home after a hospital stay or crisis. We also have a statutory requirement associated with safeguarding adults. The Newcastle Safeguarding Adults Annual Report has full details of how we did this last year and what our plans are for the year ahead.

What we do...

In 2021/22 we had 9539 requests for support from people who do not already draw on care and support through the Council, 976 (10%) more requests than last year.

This is a significant increase and is likely to be due to combination of factors, including:

- Covid-19 pandemic effects: during the peak of the pandemic fewer people came forward for care and support, this could be due to having more family support in the home while people were furloughed, a reluctance to access to formal support due to fears relating to the virus, or a belief that support may not be available due to restrictions. It is likely that the increase in requests in-part relates to people seeking support this year who otherwise may have last year.
- Demographic growth: our city is growing and it is growing older. With more people living in our city than ever before, the need for care and support continues to grow. The census has shown a 7% increase in the city's population and a 15% increase in the 65+ population since the last census. Source: Newcastle upon Tyne population change, Census 2021 – ONS

When people contact us for care and support it could be for any number of reasons, sometimes it is for information or advice, other times it is because they could benefit from support in their community, and sometimes it is because they already have a care and support need.

We try, wherever possible, to work alongside people to prevent the need for care and support, helping them to find solutions to keep them well for longer. This helps people to remain independent and stay actively engaged in their communities, ultimately improving overall wellbeing.

When it is not possible to prevent someone's need for care and support, we consider whether they will benefit from a short-term response to help them regain their independence, or whether they require on-going care and support which fits in with their lives.

2021/22, 5074 people received long term support. Through this support, we seek to promote independence, and where possible combine more traditional support with support they people can get in their own communities – helping them to remain connected.

Of the people who drew on long term care and support in 2021-22:

- | | |
|--|---|
| 1,747 people aged 18 – 64, 120 more than last year, 1% increase | 554 with a primary support reason of mental health, 4 more than last year, 1% increase |
| 3,327 people aged 65 and over, 25 more than last year, 3% increase | 748 with a primary support reason of memory cognition, 62 more than last year, 9% increase |
| 2,515 with a primary support reason of physical disability, 252 more than last year, 11% increase | 37 with a primary support reason of sensory support, 38 fewer than last year, 51% reduction |
| 1,073 with a primary support reason of learning disability, 31 more than last year, 3% increase | 147 with a primary support reason of social support, 191 fewer than last year, 57% reduction |

Our Workforce

There are **9,600** roles in the adult social care sector in the city, **92%** of which are in the independent sector. These roles are varied, ranging from frontline care workers, through to home managers and community connectors.

People who work in adult social care have a direct impact on the lives of people, and their skills, professionalism, and dedication is an incredible asset to our city.

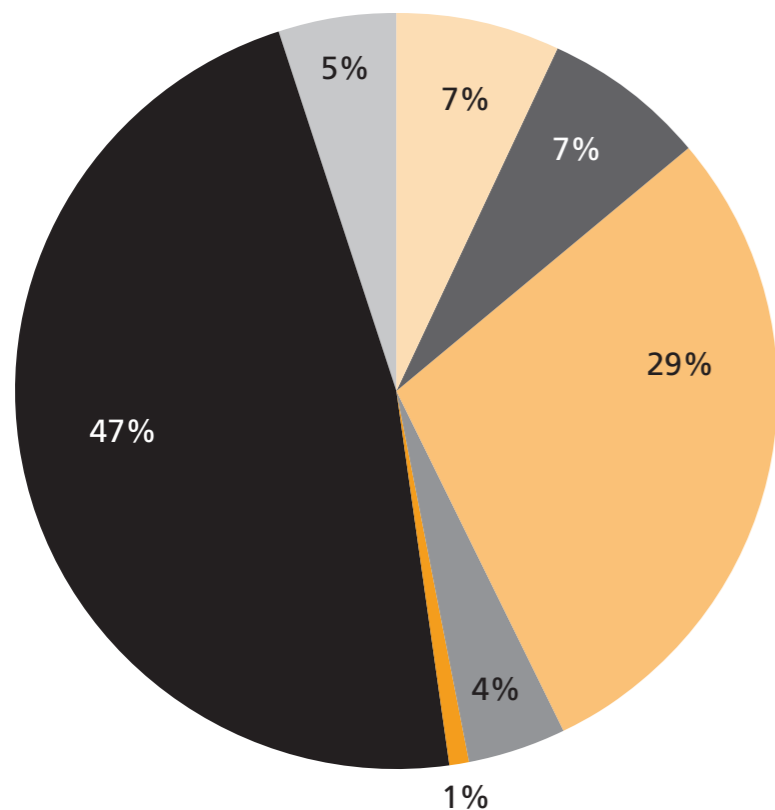
Stats taken from Skills for Care website - <https://www.skillsforcare.org.uk/adult-social-care-workforce-data>

How we spent our money

In 2021/22 we spent £78.64 million on adult social care services:

■ Care services	-	£5.53 million
■ Mental health	-	£5.27 million
■ Older people	-	£23.16 million
■ Other social care services	-	£3.20 million
■ Specialist services	-	£0.41 million
■ Learning disability and autism	-	£36.78 million
■ Physical disability	-	£4.29 million

Adult Social Care Net Spend



Preventing the need for social care services

We support people to live as independently as possible by working to prevent, reduce or delay the need for care and support. We do this by providing information and advice, arranging short term services to help people to regain skills and confidence, or working with partners to deliver vital support that help people move out of hospital.

Did you know

Reablement is a personalised, short term service which helps people recover and live independently at home. A reablement service may be suitable following a stay in hospital, a change in needs, or a loss of confidence.

Reablement encourages people to develop confidence and skills and can include support to get around the home, make meals, and personal care such as using the bathroom or dressing.

80.1%

of people finished their short term reablement with either no ongoing care needs or support at a lower level



1,470

people received short term support from our reablement service



86.3%

of people are still at home 91 days after discharge from hospital in to a reablement service



64.1% of people we asked find it easy to find information and advice

Newcastle Neighbourhoods

Collaborative Newcastle Place based working seeks a culture shift in our thinking and practice as part of Newcastle Neighbourhoods. We began this journey in October 2021 with the implementation and delivery of our first asset-based community development (ABCD) training offer.



The training was developed and delivered in conjunction with partner, Nurture Development and saw a series of online sessions across October / November 2021 to 24 colleagues from across our Collaborative Newcastle partnership to consider from a strategic level how we might work to bring about organisation change through the lens of Asset Based Community Development (ABCD).

In doing so we have sought to create a baseline for understanding the potential outcomes for our health and social care system, as we work together to address those health and social care inequalities in our communities, strengthen our connections and relationships at an individual, neighbourhood and organisations level.

Our learning from the course led us to:

- Propose a set of principles focused on promoting wellbeing and preventing need: Principles that align very closely with our Collaborative Newcastle values as we work to transform the way support is delivered across our city.
- Shaped the course delivery to Newcastle also at a wider national level
- Developed our relationship with other areas who are implementing ABCD approaches.

Our training offer continues to be delivered over the course of the year where we have facilitated an additional 7 courses, a mixture of Discovery Asset Based Community Development Courses for front line practitioners as well as the Through the Lens of ABCD for those in a strategic role developing our understanding and practise.

Case study

Mr C

A request was made for a Zimmer Frame with wheels to be used upstairs from Mr C's daughter. Contact officers in SCD were able to speak with Mr C's daughter and enquire about how Mr C is managing. We were able to identify that Mr C lives alone in an owner-occupied house. He has some cognitive deficits, memory loss and physical health issues.

We were able to understand the equipment currently in situ and how Mr C accesses his home. In agreement with Mr C and his daughter, a referral was made to CRRT for a mobility assessment and the contact details for the Council's Minor adaptations and repair service, was provided for the daughter, who agreed to contact this service to discuss small aids and adaptations that may be of benefit to Mr C and increase his independence and safety at home.

Providing long term support

When people do need long term care and support, we will help them and their families to find the right support, in the right place, and at the right time. We arrange support on behalf of people that want us to, or we support them to arrange their own, working with partners to deliver the care and support that will help the person live the life they want to.

We provided long term support to

5,074

adults during 2021/22, 65% of whom are over 65
67.6% of people were extremely or very satisfied with the care and support they receive.



Did you know

We carry out a survey every year to help us understand the experience of people that draw upon adult social care. In 2021/22, the majority of people (88.8%) said that the services they received helped them to feel safe and secure.

Case study

Eastgarth is a collaborative housing project for young people 16-25 with mental health problem and complex issues. It opened in February 2020. The Partners involved are Adult Social Care (mental health) YHN (housing providers) and Creative support (service providers). These partners have regular MDT meetings to discuss cases and the project, to ensure a joint approach and support for all involved.

K was referred to Eastgarth by their social worker, they were 17 and half years old when they moved into the service. As K was still a looked after child, children's service covered housing and support costs until they turned 18 years old. K moved into Eastgarth July 2020 in the middle of the covid pandemic. K struggled to regulate her emotions, had suicidal ideations and self-harmed daily. K was very mistrusting of professionals due to past trauma, relationship with mother was poor and triggered mental health decline at times. During the first 8 weeks while living at Eastgarth K struggled to engage with staff due to mistrust of professionals and poor experience with staff throughout her life.

Staff worked with K on 1:1 basis, to give K time to build a rapport with staff and gained insight on what Eastgarth could offer. Working in a person centred way, highlighting what support needs K required by asking K directly, we worked with K on coping strategies to help with self-harm, worked on self-esteem and confidence. Consistency and boundaries helped K open up and feel comfortable expressing needs to staff.

K would ask staff if their time at Eastgarth could be extended as they didn't feel ready to live independently. K discussed with adult social care about other options in regards to K's severe anxiety around moving on from Eastgarth service. K was involved in safeguarding and frequently would be reported as a missing person.

K struggled with social anxiety and rarely left her home. For a short while K enrolled on a literacy course, funded through Connexions but missed a number of sessions due to poor sleeping patterns. K reflected on this and decided that they were going to challenge themselves and enrolled on a health and social care course at Gateshead College. K did this independently. For a short while K attended the course but due to attendance was advised to drop out. Although K did not complete this course it was great achievement that K was able to maintain a routine, go on public transport independently and be in crowded places without feeling overly anxious. This is something K never thought they would be able to do.

K would engage everyday with their support and fully utilise what Eastgarth had to offer. Work began with K on a move on plan. Due to safeguarding concerns K did not want to live in Newcastle area, so worked with Gateshead housing company for K to be eligible to bid for properties in Gateshead area. A 16+ worker wrote a supporting letter to help with this decision. K independently bid on properties and in January 2022 K accepted a property in Gateshead area. Staff supported K with understanding her tenancy agreement. K was very independent planning the move, K painted the property, arranged carpets to be fitted, bought new furniture and set this up before moving in. In March 2022 staff completed outreach with K to ensure K was settled and all utilities and bills were set up.

Although K had shown great progress throughout the time in Eastgarth it was still highlighted K had some support needs. Creative Support transferred K over to the floating support service in Gateshead where K gets two hours per week support. Since leaving Eastgarth K has got a French bulldog puppy, self-harm has reduced, they are engaging with mental health services and managing to maintain the home and pay bills on time. K still visits Eastgarth and keeps in contact with staff. K has achieved goals that they never thought were possible, they have become a mature young adult and continue to work on their relationship with their mother and family. Overall one of Eastgarth success stories and K can be proud of what they have achieved.

Safeguarding Adults

We are committed to ensuring that Newcastle is a safe city for adults with care and support needs who can be at risk of abuse or neglect. Adult Social Care is the lead agency for safeguarding adults in the city, providing staff that support and coordinate the work of the Newcastle Safeguarding Adults Board.

Last year we received

8,751

safeguarding adults concerns, **6,941** of these concerns were progressed as safeguarding adults enquiries.



72%

of safeguarding adult enquiries where the adult at risk (or their representative) expressed their desired outcomes



87%

of safeguarding adults enquiries where risk was either removed or reduced



Case Study

L is 62 and lives in private rented accommodation. She attends the foodbank on a weekly basis. Her landlord has sold her home without informing her and as a result rent has been incorrectly paid to the wrong person. The property is filled with a large amount of damp and mould down to the poor ventilation in the property, the shower and bath are not able to be used as there is no hot water in the property. L has had to pay friends to use their showers daily and wash her clothes whilst she is there. L is increasingly finding it difficult financially and she borrowed money from a "friend" which she is now unable to pay back. L is not taking care of herself and has lost a huge amount of weight due to not eating properly. Due to the stress of L's daily-life, her mental health has deteriorated, and she has attempted suicide. L would like to move house and get support around her finances.

A safeguarding adults enquiry was undertaken, involving L, Adult Social Care, the Private Rented Service, Environmental Health, Health Services, Your Homes Newcastle, the Welfare Rights Service and the Illegal Money Lending Team. A re-housing application was progressed for L so she could move house, and support was given to ensure the rent she had paid got to the right person. Information was shared with L's GP and mental health services so that she could receive support around her mental and physical health. Welfare Rights were supporting L to ensure she was accessing all the right benefits, they also provided advice around managing her debts. The Illegal Money Lending Team were investigating and looking to prosecute the loan shark. Environment Health took enforcement action against L's previous landlord.



Carers

A carer is someone who provides invaluable, unpaid care and support to a family member or friend who can't manage without their help because of a disability, mental or physical illness, substance misuse issue, or who needs extra help as they grow older and it enables them to live as independently as possible. We know that caring for someone can be a very positive and fulfilling experience, but we also recognise that carers often need some additional support to help them continue in their crucial role.

During the 2020-21 year, carers told us they had taken on more caring than ever before due to the Covid-19 pandemic and this had left many feeling burnt out or isolated. Over 2021-22, we focused on helping carers who were in this position to improve their wellbeing. Our carers action plan brought people together with similar experiences to help create peer-support networks, we linked carers into essential information and advice, and we provided support such as respite and financial support to help manage the additional financial issues that people who are caring may face.

For some, taking on a caring role can be sudden and for others, caring responsibilities can grow gradually over time. The amount and type of support that carers provide varies considerably ranging from a few hours a week to providing emotional support or personal care day and night.

Our commissioned carer support services, Newcastle Carers and the British Red Cross emergency contact scheme support carers in the city by providing telephone information, advice and support, online resources, virtual individual and group support, and some essential face to face delivery as required/identified.

