



Adult Social Care Annual Report 2022-2023



Foreword

The UK Government's 2021 People at the Heart of Care white paper identified innovation as key to delivering 'outstanding quality' in adult social care in England. Whilst Adult Social Care in Halton has long prided itself on working in new and exciting ways to achieve better outcomes for people with care and support needs, during 2022-2023 there were a number of key innovations in the way in which we deliver services: from how we develop our work force to investment in new ways of working - all of which contribute to making a difference to the lives of the people who use adult social care services in Halton.

Actively working with partner agencies, Adult Social Care is achieving outcomes that people themselves have determined will make a difference to their lives. This Adult Social Care Annual Report focuses on *how* adult social care in Halton is making a difference, illustrating just some of the type of work that adult social care undertakes, and *what difference it makes to peoples' lives*.

Thank you to all the partners who have contributed to and supported the work of adult social care in Halton throughout 2022-2023.

I hope that you find this Adult Social Care Annual Report informative and that it gives you just a flavour of the breadth of work that is going on in Halton.

Councillor Joan Lowe

Portfolio Holder for Adult Social Care

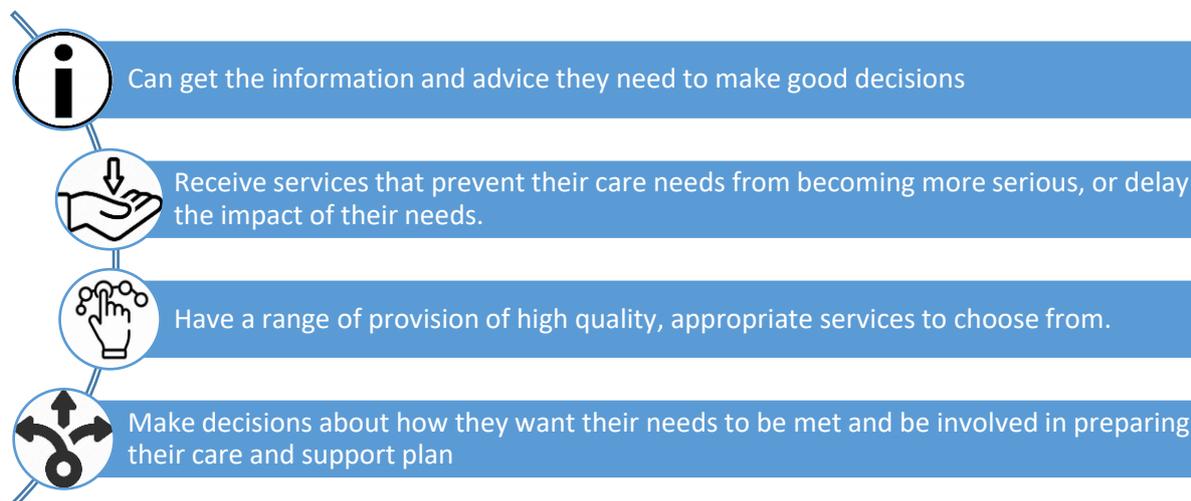
1.0 Adult social care – making a difference to people in Halton.

- 1.1 Adult social care in Halton offers practical support to enable people to live independently and achieve the outcomes they want to be able to live a good life.
- 1.2 A ‘good life’ looks different for every person – an active social life, involvement in their community, maintaining relationships with friends and family, living a healthy lifestyle, improving wellbeing, living independently. The knowledge and expertise that Halton’s adult social care workers have is used to help people to achieve *their* good life.
- 1.3 Adult social care continues to make a difference to people at a time when the sector is under intense pressure. National trends in relation to funding pressures, increasing demand and more complex needs, impacted further by the legacy of the COVID-19 pandemic, are largely reflected locally.
- 1.4 Halton’s Adult Social Care directorate is constantly looking to mitigate the impact of these demands to continue to make a positive difference to people’s lives. This report gives examples of how we went about this in the period 2022-2023 by:
- ✓ Making a difference through our **services**
 - ✓ Making a difference through our **workforce**
 - ✓ Making a difference through **innovation**.
- 1.5 The areas highlighted in this report represent just a small amount of the variety of work undertaken by the directorate. For more information on the areas covered in this report or on the work adult social care more generally please contact ASCServiceDevelopment@Halton.gov.uk.



2.0 What does social care in Halton look like?

2.1 Halton’s Adults Directorate is responsible for assessing the needs of adults with care and support needs in-line with the Local Authority duties of the [Care Act 2014](#). Under the Care Act, local authorities have responsibility to make sure that people who live in their areas:



2.2 Adult social care in Halton is made up of several services offering a wide range of interventions to make a positive difference to people’s lives. Working closely with partners such as health, education, housing providers and voluntary and community organisations people are connected to information and help within their neighbourhoods. A summary of the council’s key adult social care services is shown below.

Care Management



Registered Social Workers, Occupational Therapists, and other care staff work with individuals and families to help people maintain a good quality of life. Through connecting people to support in their communities or arranging appropriate social care support because of frailty, illness, disability or mental health condition, people’s needs can be met in a holistic way.

Mental Health



Services offer prevention, identification of mental ill health, early intervention, and access to support, treatments and recovery. Working closely with local partners such as health, education and employers, our mental health teams look to improve the determinants of poor mental health, creating a place-based approach to improving mental wellbeing.

In House Care Homes



The Council has a portfolio of four residential care/nursing homes and a community support centre. In our care homes people with a disability, health condition or long-term support need because of frailty, receive 24-hour care and support.

Halton Intermediate Care and Frailty Service (HICaFS)



Integrated with health, this service supports the hospital discharge process and reablement of patients after a hospital stay. It also supports people through social care, occupational therapy, and nursing where they can be cared for at home, avoiding unnecessary hospital admission or re-admission.

Independent Living Services (ILS)



ILS Services helps people maintain their dignity and independence to remain living in their own home. The Housing Solutions Service helps people who are homeless or threatened with homelessness under the Council’s statutory duties. The Halton Integrated Safeguarding Unit works with services, providers, and the public to ensure that people are safeguarded against abuse.

Community Services



This service area aims to help people live a fulfilling life, retain their independence, learn new skills, and avoid social isolation through undertaking meaningful activities that they choose. The service offers a wide range of opportunities for people with health conditions, learning or physical disability to engage in voluntary work, training, and social activities.

3.0 The direction of adult social care during 2022-2023

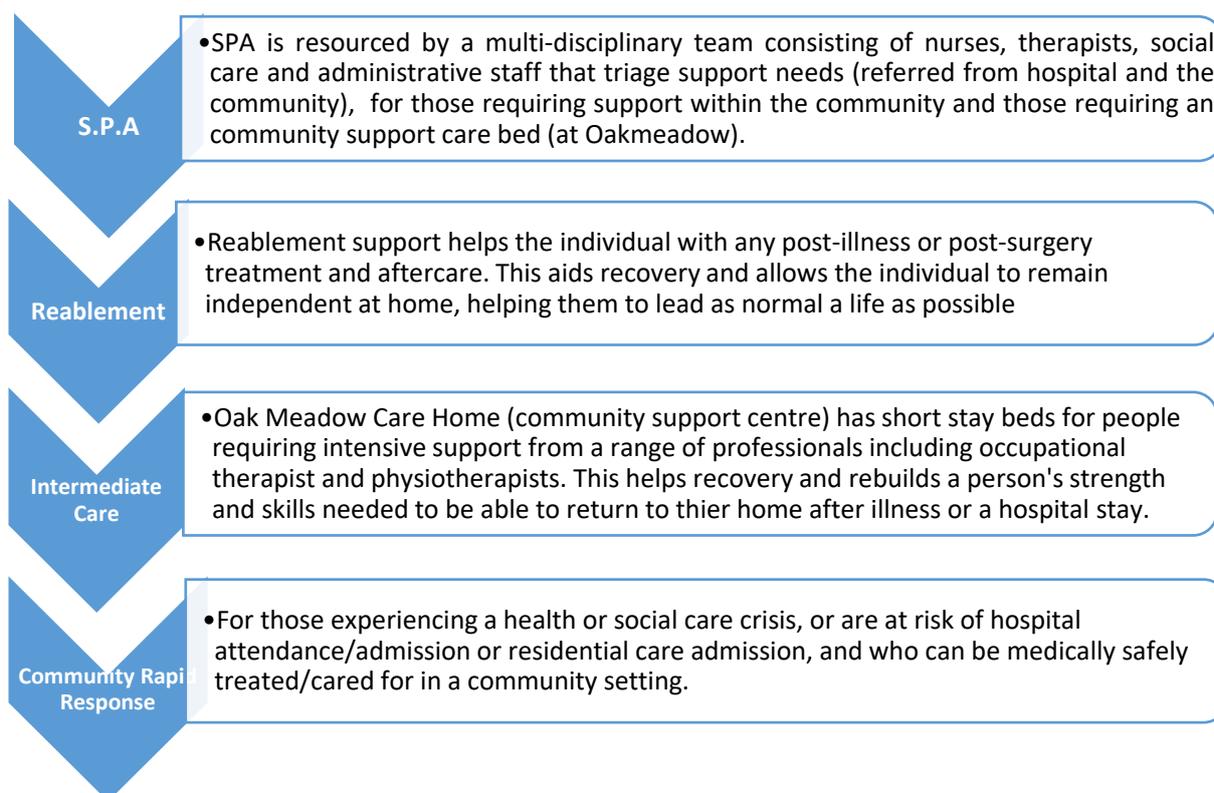
3.1 Adult social care in Halton is driven not only by national policy, but also a local health and wellbeing agenda. The Halton Borough Council Health Policy and Performance Board priorities for 2022/23 are shown below with a summary of progress achieved during that time frame.

Priority	Progress made during 2022-2023
Funding	<ul style="list-style-type: none"> ✓ Reforms in the Government White Paper: People at the Heart of Care were put on hold, along with associated funding. However, proposed changes to Government policy in relation to the lifetime 'Care Cap', were closely examined in Halton prior to the 2 year delay announcement. A group was established to look at the implications of these legislative amendments and, specifically, the associated costs to the Council. The work of this group provides a foundation for any further move towards a cap on care. ✓ Whilst the adult social care budget was stretched, it was used effectively in our proactive approach to prevention and delay of care needs through minor adaptations, social prescribing effective reablement and commissioning appropriate in-borough provision. ✓ Our Quality Assurance team have conducted benchmarking of hourly rates across the sector and continue to advocate a living wage rate.
Managing demand for services	<ul style="list-style-type: none"> ✓ The demand for adult social care services was ever-increasing and Halton adult social care responded through the Transforming Domiciliary Care Programme, adopting a 'home first' approach to hospital discharge and investing in a significant increase of domiciliary care hours.
Workforce	<ul style="list-style-type: none"> ✓ Provision for workforce development, progression and career recognition, where there is a strong emphasis on staff ability, motivation and opportunity is a priority in Halton. This has been evidenced in our professional progression policies for social work, occupational therapy and care home nursing preceptorship, supervision and caseload management policies and adult social care induction framework.
Quality	<ul style="list-style-type: none"> ✓ The Council's adult social care Quality Assurance and Contracts team have been working closely with providers of services to ensure that expected standards are met through the implementation of quality improvement actions plans. ✓ The intention is to move more towards provider self-assessment of quality and a greater level of trust to identify emerging issues. This has been partially implemented through the Provider-Led Concerns and Enquiries model led by the Integrated Adult Safeguarding Unit. ✓ HBC itself will be subject to Care Quality Commission inspection from 2023. In readiness for this work has been undertaken to prepare including developing a performance dashboard, incorporating all the current measures captured across services.

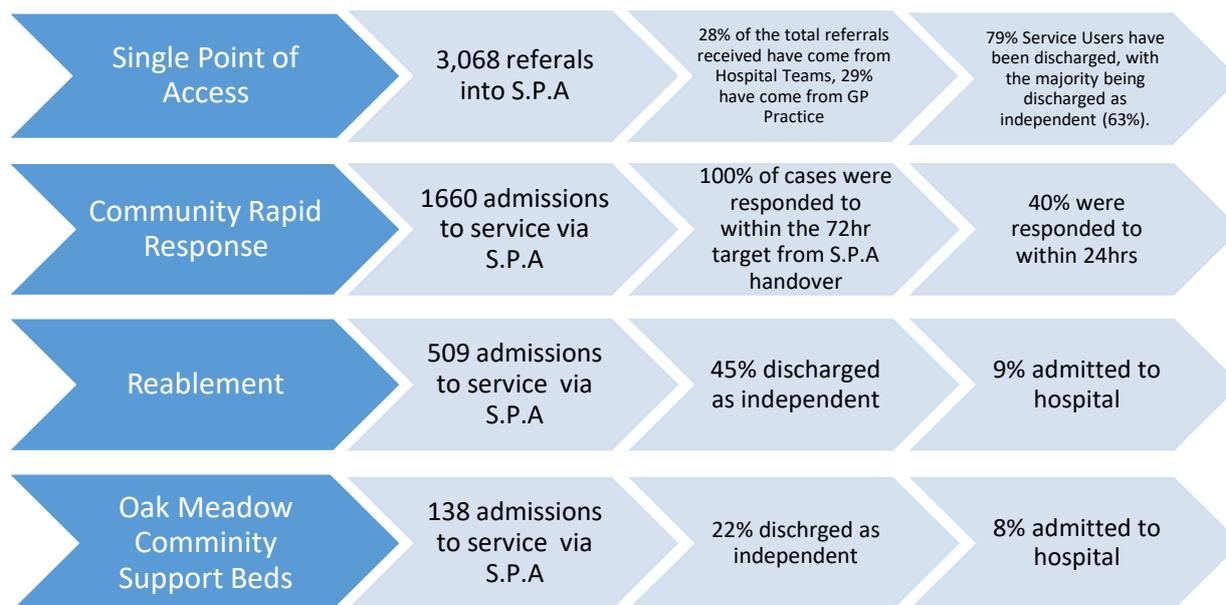
4.0 Making a difference to people through our services

Capacity and Demand

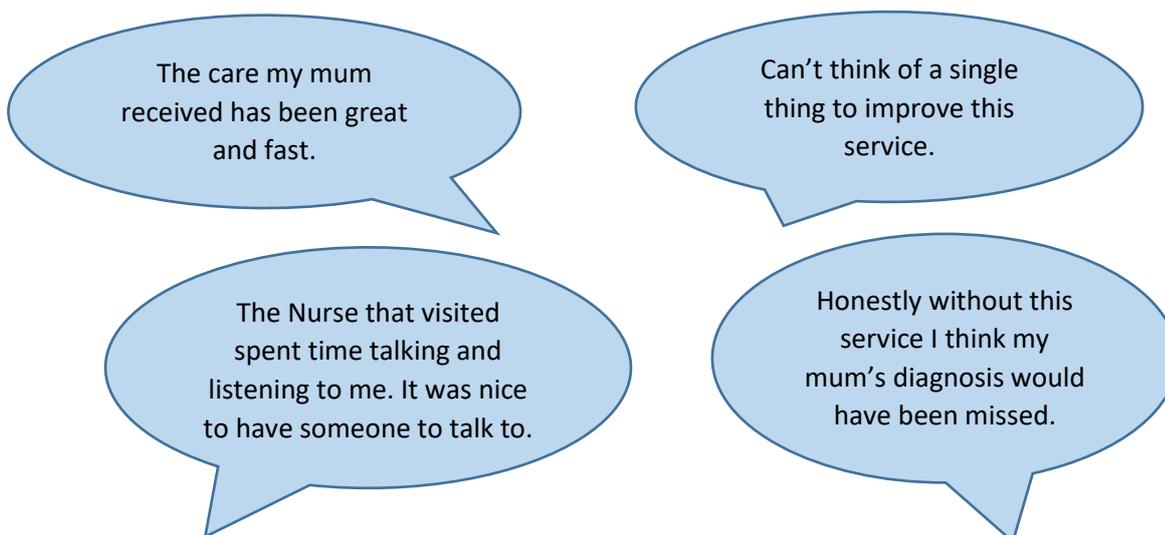
- 4.1 Responding to capacity in Halton across hospitals, therapies and care homes was a priority during 2022-2023. The launch of the [Halton Integrated Care and Frailty Service](#) (HICaFS) in December 2021 replaced the services previously provided separately in Halton by the Rapid Access Rehabilitation Service, the Capacity & Demand Team and the Halton Integrated Frailty Service.
- 4.2 By bringing together the functions of each of the services and developing a new single point of access (SPA), HICaFS manages capacity across both health and social care through seamless, safe management of referrals for people requiring Adult Community Services, potentially preventing hospital admission, supporting early discharge from hospital, promoting independence, and coordinating care closer to home for those needing rehabilitation after a hospital stay or illness.
- 4.3 HICaFS is made up of the 4 service elements, shown below:



- 4.4 During the first full 12 months of the service's operations the service has been able to help people receive the care and support they need to remain independent in the community, and in most cases, avoid a hospital admission.



Examples of feedback from people who have used the service...



In House Care Homes Clinical Development

4.5 Halton Borough Council has a [portfolio of owned and operated care homes](#):

- 1 residential care home
- 1 community support centre
- 3 nursing homes with specialist nursing care and for people living with dementia.

4.6 In early 2023 a seconded post was introduced to the HBC Care Homes Division for a Clinical Lead Nurse, undertaking 4 core functions across the HBC Care Homes:

1. Providing expert practice support
2. Providing professional leadership and consultancy.

3. Identifying and undertaking education, training, and development of staff.
 4. Involvement in research, evaluation, audit, and service development.
- 4.7 The role actively promotes personalised care and provides accessible and timely advice to the care home nurses, supporting their professional practice and development within their role, resulting in improved resident experience. The Lead Nurse is visible within the homes and is an additional channel to obtain views and any concerns of residents, respond to any emerging issues quickly.

The difference this has made...

- ✓ Improved clinical effectiveness, through access to training and mentoring, of our nursing team leading to better resident experience of nursing care.

Occupational Therapy Single-Handed Care

- 4.8 Traditionally, care requiring the use of moving and handling equipment would involve the use of two carers. Single handed care involves the use of equipment and techniques to reduce the number of carers needed to safely care for people who need assistance to transfer, from chair to bed for example. This can aid capacity within teams.
- 4.9 Adult social care has invested in equipment and training to adopt this approach and single-handed care in Halton is now well embedded into practice. It is part of the assessment process, considered in the way we commission care and runs right through to how care rotas are developed. Our investment in single handed care is a means to providing services which promote dignity and independence.

Examples of equipment used in single handed care:



- 4.10 Developing and using this approach has enabled social care to have greater flexibility in the provision of care and greater responsiveness, for example in supporting quicker hospital discharge.

The difference this has made...

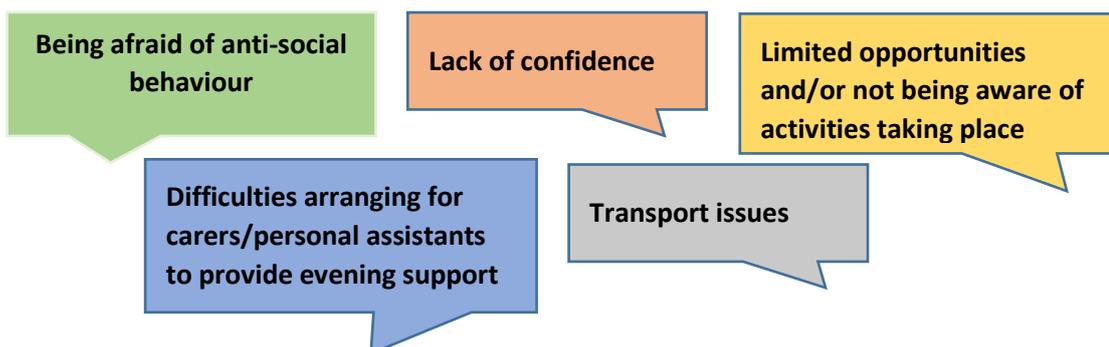
- ✓ Potentially a safer system of working
- ✓ Enhances people's choice and control
- ✓ Greater dignity and privacy
- ✓ Less handling and increased comfort
- ✓ People able to stay at home for longer

Stay up late

4.11 In support of the national 'Stay up Late' campaign, adult social care in Halton believes that all people with learning disabilities, and autistic people, should be able to lead full and active social lives – including a social life in the evening if they so wish. Working with partners such as care providers, people who use services and carers, inflexible support that prevented people with learning disabilities or autism from staying up late was challenged. Working together we explored the following to better understand the needs of people:

- what night-time activities take place in Halton
- timings of available activities
- why people feel they can't, or don't want to, 'stay up late'
- what benefits and risks there are to people 'staying up late'

4.12 Working with people who use services, adult social care was able to find out what the issues were and how they could be overcome to stay up late if people wish to do so. Some of the reasons that people quoted for not wanting to go out in the evening were:



4.13 Individual choice is key. It was clear from speaking to people that not everyone wants to stay out late and recommendations for action reflected this freedom of choice. Some of the work to improve the choices around staying up late has already been undertaken, some is ongoing and some will happen in the future, and includes:

- A local publicity campaign around stay up late.
- An event for adults with learning disabilities to promote engaging in social activities (including staying up late).

- Events that ceased during the pandemic should be encouraged to re-start again.
- Establish a service user group to ensure that sustained progress is made in relation to enabling adults with learning disabilities to live the life they want.
- Providers to continue exploring the benefits of shared transport.
- Further explore how to help adults with learning disabilities to feel safe when going out, particularly at night.
- Explore the use of technology.
- Explore the use of funding and its flexibility to support innovate support to stay up late.

The difference this has made...

- ✓ Adults with learning disabilities feel heard, having the opportunity to talk about their fears and their wishes and contribute to service development.
- ✓ Adults with learning disabilities will have the same opportunities as everyone else to live a full and active social life, if they wish.
- ✓ Services in the future will be designed to support them to live the life they want to live, removing barriers and improving choice and control.

5.0 Making a difference through our workforce

- 5.1 Acknowledgement has been made on a national level that the adult social care workforce makes a substantial contribution to how our communities function and how individuals with care and support needs are enabled to access social care, leisure, education, employment, housing, meaningful occupation etc.

Workforce Planning

- 5.2 During 2022/23, the adult social care implemented a programme of workforce planning, ensuring that adult social care careers are seen as rewarding, with opportunities to develop and progress, and access a fair living wage. To achieve this, work got under way to look at effective recruitment, attracting new workers into the sector and increasing diverse representation; defining career pathways with opportunity to undertake associated qualifications; continued personal and professional development; and recognition of individual achievements.
- 5.3 Our in-house care home services offered 'test bed' sites for taking forward innovation around workforce approaches and the Cheshire and Merseyside Local Workforce Action Board (CMLWAB) funded work looking at 'Enhancing Quality in the Care Home Sector'. Nursing Care has a critical role to play in this. The project work implemented a 'grow our own' approach.

The difference this has made...

- ✓ Establishing new Nurse Associate and Assistant Practitioner roles, both of which and offer accompanying learning towards formal qualifications and act as a steppingstone to further progression.
- ✓ Close working with a local further education college (Riverside College) to promote recruitment into the wider social care workforce in Halton amidst a difficult national social care recruitment backdrop.

Developing HBC Care Home Nurses

- 5.4 With the introduction of the Care Home Clinical Lead post supporting the continuous the clinical quality process, focus was also given to developing progression pathways and specific inductions for our care home nurses to make Halton’s care homes an attractive place to work.
- 5.5 Developing the induction and a 12-month programme of specific support for new nurses to help them translate their knowledge into everyday practice (Preceptorship) aims to support recruitment and retention as it is rolled out. The policies and supporting tools support care home managers and nurses, along with a progression pathway for employees who wish to progress, as part of the council’s commitment to recognising and supporting this valuable workforce.

The difference this has made...

- It is anticipated that the work underway will:
- ✓ Support our staff with recognition, retention and progression adding value to care home nursing roles.
 - ✓ Provide care home nurses with a clear progression pathway that supports workforce development outcomes.
 - ✓ Encourage new, innovative roles to enhance care delivery and resident experience.

Adult Social Care Training and Social Work Professional Development

- 5.6 During 2022 a new post was established to give particular focus to adult social care training and social work professional development. As a result of this new post the following has been achieved during 2022/23:



Development of a structured Assessed and Supported Year in Employment (ASYE), a 12-month, employer led and employment-based programme of support and assessment for newly qualified social workers. Nine newly qualified social workers are on the programme and 2 more due to start.



Coordinating and oversight of student social worker placements. Since March 2022 seven students have been recruited from placements.



Three experienced Halton Community Care Workers were recruited onto the Council's Social Worker Apprenticeships Programme. Three further Community Care Worker have been selected to put forward for the training in 2024.



In order to support the apprentices, the student social workers and the new qualified social worker, coordinated monthly support sessions across the year have been introduced. These sessions focus on a relevant subject identified through meeting with team managers and ASYE assessors and utilising their knowledge and skills to each facilitate a session.



Working with Cheshire and Merseyside Social Work Partnership and University of Central Lancashire, Halton is maximising the opportunities for experienced social workers to train as Practice.

Educators, increasing the council's capacity to supervise, teach and assess social work students on practice learning placements.

The difference this has made...

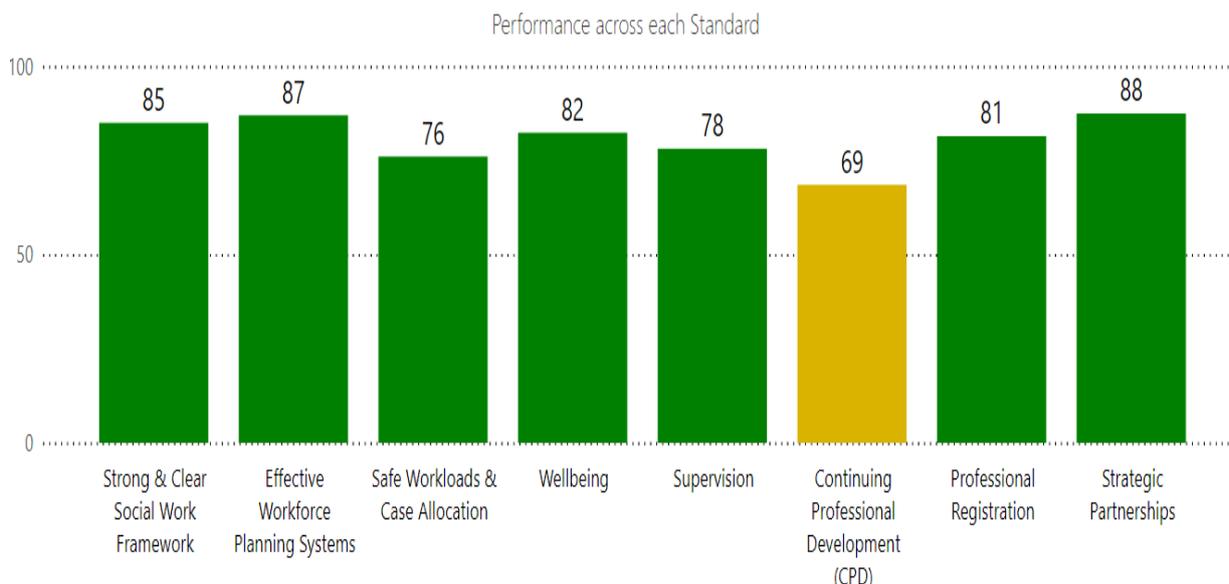
- ✓ Investment in workforce development improves recruitment, retention and job satisfaction, making careers in social work and social care more attractive.
- ✓ Links with education establishments, regional and national social work/care partners provides opportunity to promote Halton has a desirable location to start and continue careers in social work and social care.

Social Care Health Check

- 5.7 Every year a 'Social Work Health Check' is undertaken nationally by the Local Government Association. It aims to assess how areas are performing against the [Standards for Employers of Social Workers](#).
- 5.8 Halton participates in this annual survey as just one of the ways to help keep a check on how supported the workforce feel and it can help identify how to further support workforce, which in turn helps the provision of quality social care in Halton and improve recruitment and retention.
- 5.9 For this annual survey there was a response rate of 33% overall (41% for mental health social workers and 32% for adults' social workers).

5.10 The chart below shows that respondents scored 7 out of the 8 domains positively (shown in %), indicating satisfaction in those areas. This provides Managers with a baseline to monitor staff support and take action in the area identified.

5.11 Survey Results across the standards



6.0 Making a difference through innovation

Care Management

6.1 Adult social care in Halton gives staff the freedom to work freely with people to find solutions that enable *that* person to live *their* good life, often trying new and unique approaches. Here, a social worker gives an example as to how this works in practice, and the benefits it brings to the people they work with.

“ *I was working with a young adult who has Autism. They were motivated to have a social life and explore the world of work. However, initial support that we had explored together, such as travel training, had not been successful due to the person feeling very anxious when in public places and requiring emotional support and reassurance. The person felt that they were losing their independence.*

Through getting to know the person, understanding their barriers to independence and what they felt could help them, a Direct Payment was agreed to get them a support dog. This required research to understand how this could work for the person and the benefits it could bring. Whilst not an ‘everyday solution’, it was a perfect solution for this person. The benefits of having a support animal are well documented, and for adults with autism, service dogs can be a vital bridge to independent living. Having the dog in place gave the

person the confidence to take up work experience placement - help them gain the independence they desired and opportunity to learn skills for their future. ””

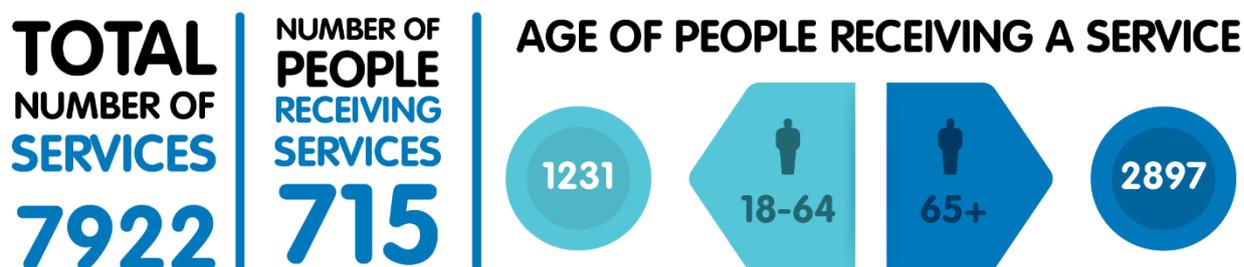
7.0 Key figures

7.1 Collecting and analysing data helps adult social care services in Halton to monitor capacity, pick up on changes in demand for services, provides evidence to direct future service developments and helps allocate resources across the range of interventions we offer. The figures below illustrate the demand for adult social care and across which services. It also includes data from our Adult Social Care Customer Care function that helps us to act where experiences have fallen short of a person’s expectations.

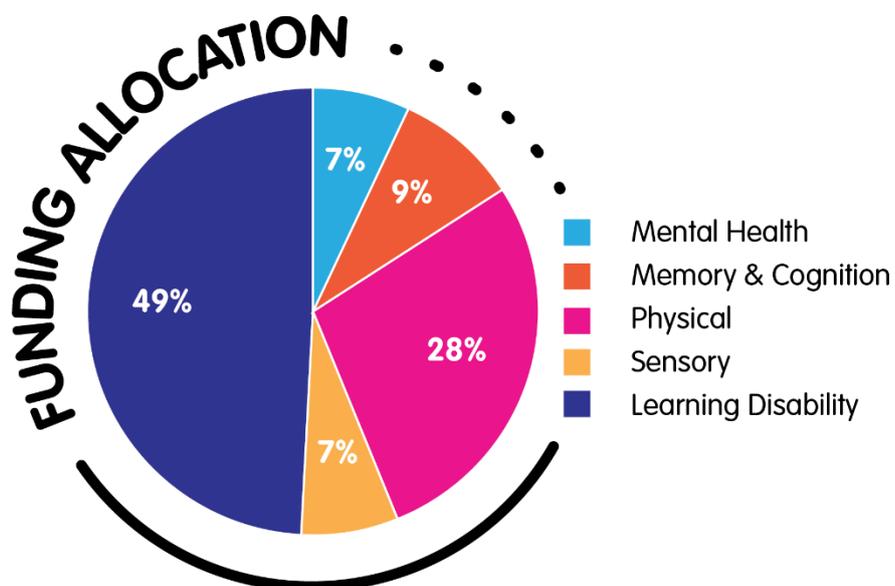
7.2 Assessment of needs



7.3 Services in place



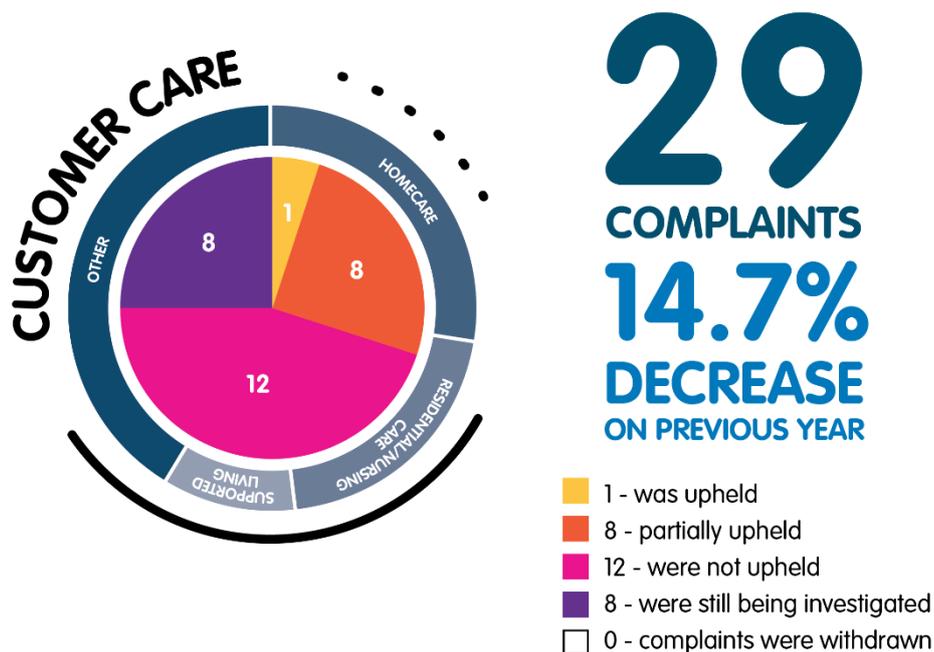
7.4 Percentage of funding allocation by support need



7.5 Safeguarding

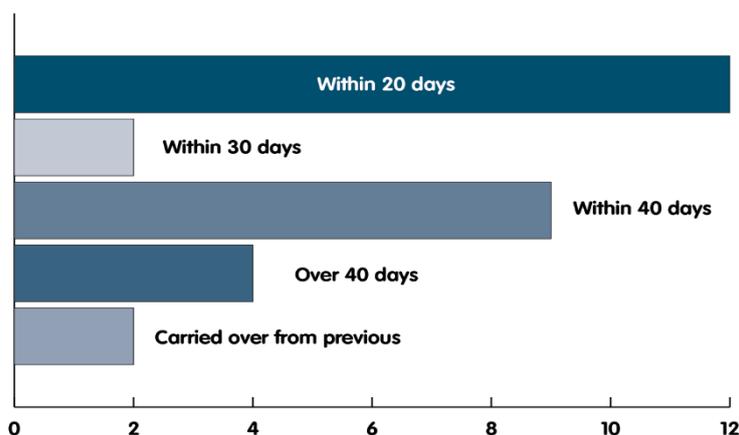


7.6 Adult Social Care Customer Care



Complaints Completion

All complaints are allocated to appropriate team managers by the council’s Adult Social Care Customer Care Team. The council is obliged to provide a response within the 20 days, however, where complaints are complex and require further in-depth investigation, the complainant is notified if an extended period is needed. The table below shows complaints response times.



7.7 Freedom of Information (FOIs) requests made to Adult Social Care

The number of FOIs received relating to adult social care



The table below shows the teams to which the FIO relates to:

Team	2022-23
Care Management	36
Commissioning	18
Independent Living	3
Intermediate & Urgent Care	2
Housing Solutions	34
Mental Health (exc. Housing Solutions)	0
Policy, Performance & Customer Care	0
Finance	3
Quality Assurance Team	0
Complex needs	0
Telehealth	0
Safeguarding	5
PBSS	0
Community	0
Cross cutting	26
Total	127

The table below shows where the request for information came from:

Requester	2022-2023
Business	32
Charity	3
Media	14
Public	69
Trade Union	0
Other inc MP, NHS and student.	9
Total	127

8.0 Talk to us

If you would like further information about any aspect of this report

Please contact ssdcustomer@halton.gov.uk or telephone Halton Borough Council's contact centre on 0303 333 4300 and ask for Adult Social Care Policy, Performance and Customer Care Team.

If you would like to speak to someone about having an assessment for social care

Please ring our dedicated Social Care telephone line or call into one of our [Halton Direct Link 'one-stop shops'](#) and speak directly to one of our staff. Website: www.halton.gov.uk / Telephone: 0151 907 8306 (Halton Adult Social Care 24 hours).

Ever considered a career in care?

There are many diverse and rewarding roles and professions in the care sector. If you would like to know more visit the ['Think Care Careers'](#) website or see Halton Borough Council's [vacancy page](#) on our website for our current opportunities.