



Adult Social Care Annual Report 2023/24

Foreword

Welcome to the Adult Social Care Annual report for Halton Council 2023-24

This annual report provides an opportunity to share with you the progress we have made and the challenges we face in providing care and support to adults and their carers across Halton.

In 2023, Halton Borough Council made a commitment to provide opportunities for meaningful consultation to everyone who lives or works in Halton. The 'Big Conversation' gives people a chance to have a say in how we can create an improved borough in all aspects of everyday life and was the basis for the development of the Council's Corporate Plan, which is totally unique and meaningful to the people of Halton.

'Improving Health, Promoting Wellbeing and Supporting Greater Independence' was one of the themes to emerge as important to the residents of Halton, and is now one of the Council's priorities. While prevention, wellbeing and delaying the onset of ill-health and dependence on support has always been a priority for Adult Social Care in Halton, this renewed focus has given us the opportunity to ensure that we have the foundations in place to deliver on our commitments.

Adult Social Care is an area of significant investment for the Council. In 2023/24, the Adult Social Care net budget was £57,668,210, which represents 40.7% of the overall Council budget.

We've done some important work this year in ensuring that our vision and focus for Adult Social Care's role in prevention and wellbeing is embedded in everything we do. This report showcases just some of the ways we are transforming how we support people so that they have more control over their own health and wellbeing, from their first point of contact with the Council to empowering them to remain independent for as long as possible in their own homes.

We want local people at the heart of what we do so that they can decide what's best for themselves and how they choose to live their lives. While we still have plenty to do, I am confident that if we continue to build on our commitments to prevention and wellbeing, and in building meaningful partnerships with the people and local services of Halton, we can improve the long-term health and wellbeing outcomes for all of our residents with care and support needs and their carers.

I would also like to take this opportunity to thank all of our partner agencies and stakeholders for their contribution in helping Adult Social Care achieve what we have over the last year. It is through this co-ordinated approach that we are able to help people achieve the health and wellbeing outcomes they want effectively and efficiently.

Councillor Angela Ball

Portfolio Holder for Adult Social Care



Adult Social Care in Halton

Working together to prevent ill health and support wellbeing

The Adult Social Care Teams in Halton are committed to improving the health and wellbeing of local people so that you can all live **longer, healthier and more independent lives**. We know that good physical and mental health is key to everyone's happiness. It enables you to engage fully with your communities and with the things that matter to you most.

We believe that every person in Halton should be able to access the **right information at the right time** so you can feel empowered to make the right choices to **live the life you want, doing the things you like in a place you call home**.

This **Adult Social Care Annual Report** highlights some of the work we are doing in Halton to help you achieve this with a focus on prevention and wellbeing. It showcases how Adult Social Care in Halton is working to make a difference that matters to you and how you live your life. Helping you to stay healthy, happy and independent for as long as possible and supporting you to manage any problems that may arise is our priority.

This report also identifies **areas of focus for the future** and how we will continue to work with you to provide the **services that will make a difference to your everyday lives**.

Investing in prevention and wellbeing during 2023-2024 is the foundation of our longer-term vision and we are grateful to our partner organisations in health, social care and beyond for their contributions and collaborative working for the people of Halton.

The areas highlighted in this report represent just a small amount of the work undertaken by the Adult Social Care Teams. For more information on the work we do please contact ASCServiceDevelopment@Halton.gov.uk.



Adult Social Care in Halton

What we do

Working in partnership with the people of Halton and a variety of local and national organisations, Adult Social Care offers a wide range of services to enable and support adults and carers to **live well, live independently and to achieve the outcomes that matter to them.**

In-line with the [Care Act 2014](#), Adult Social Care has a responsibility to make sure that people who live in Halton and appear to have needs for care and support will:

- ✓ Have a care assessment to see if they are eligible for a care package.
- ✓ Get the information and advice they need to make good decisions.
- ✓ Receive services that prevent their care needs from becoming more serious.
- ✓ Be supported to make decisions about how they want their needs to be met and in preparing their care and support plan.
- ✓ Be offered other things beside care services that can help them stay healthy and happy.

Some of our key Adult Social Care services include:

Prevention and Wellbeing Service

Not everyone who is assessed for care and support will be eligible for a care package, however the Prevention and Wellbeing Service can still play an important role in helping you to stay independent and healthy for as long as possible. By directing everyone who comes through our doors to the most appropriate information, community resources or services, we can all work together to prevent or delay the need for more in depth care so that you can keep your skills and confidence and live the live you want to.

Community Services

This service 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.

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 to arranging appropriate social care support because of frailty, illness, disability or a mental health condition, people's needs can be met in a holistic way.

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.

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 wider services that affect poor mental health, such as housing, to create a place-based approach to improving mental wellbeing.

Independent Living Services

This service 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 Integrated Safeguarding Unit works with services, providers and the public to ensure that people are safeguarded against abuse.

Quality Assurance Team

Supports adult social care services that are commissioned by Halton Borough Council to ensure that they deliver services in line with legal, contract and quality requirements. The Team work closely with providers that deliver care at home and residential care (in a care home or in a supported living environment) as part of the council's commitment to continuous quality improvement to make sure that people who use those services are getting the best service and outcomes for them.



What we achieved from April 2023 to March 2024

Ensuring that prevention and wellbeing is a priority in everything we do

What we set out to do: Embed prevention and wellbeing into our long-term plans

We all want longer, healthier, more independent lives - for ourselves, our families and our friends. Prevention is about helping people stay healthy, happy and independent for as long as possible. This means reducing the chances of problems arising in the first place and, when they do, supporting people to manage them as best as possible so that they can continue to enjoy the things they like to do.

We want everybody who lives in Halton to feel able to make healthy choices and have more control over how they want to live their lives.

To do this we want to make sure that prevention and wellbeing are part of our long-term plans so that we can focus on new ways to provide opportunities for people to determine what they need to live their lives well.

How will this improve people's lives?

We want the plans we have put in place this year to help everybody in Halton to:

- Live as independently as possible.
- Live in their own homes for as long as possible.
- Have a better quality of life and improved wellbeing.
- Feel supported and part of their community.
- Make their own decisions on the care they receive.
- Feel able to do the things that they want to do and live the lives they want to live.
- Have access to clear, concise and meaningful information and advice at the right time.

What we will do next...

We will work in partnership with the people of Halton and local partners so that prevention and wellbeing is at the heart of everything that we do. We will talk to people that use our services, and their carers, to make sure that what we are doing is having a positive impact on people's lives and we are aware of where we can improve.

What we achieved from April 2023 to March 2024

Supporting prevention and wellbeing by understanding our residents' needs

What we set out to do: Engage our communities and people who use services

We know that people with 'lived experience' are best placed to advise on what support and services will make a positive difference to their lives.

Coproduction is a way of working that involves people who use health and care services, their carers and communities in equal partnership to develop solutions to best meet their needs. A local Coproduction Charter was developed with people with lived experience and which sets out how we want to work with them to identify gaps in services and how we can make decisions together to create better services across Halton.

We want to use the Charter in all areas of our work to :


- Engage people who live in Halton to be part of developing our services and feel able to suggest ways in which we can improve what we do.
- Ensure all of our Adult Social Care workers are trained so that they have the skills, knowledge and understanding of how best to work with those who need our support to enable them to determine their own wellbeing outcomes.


What we set out to do: Listen to our communities and people who use services

We encourage people to share feedback, compliments or complaints about our services, as that provides us with valuable opportunities to learn and improve.

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

If you would like help to speak to your health or social care service to make your views and wishes known, then you may benefit from having an advocate. An advocate can support you to express your views and wishes and help you stand up for your rights. Healthwatch Halton Advocacy Hub offers free, confidential and independent advocacy support to Halton residents who need help with this. Their contact details are:

 **Telephone:** 0151 347 8183

 **Email:** advocacy@weareecs.co.uk

How will this improve people's lives?

People will feel listened to, involved and understood and help us to understand: ***“What does a good life look like for you and how can we work together to achieve it?”***

What we will do next...

We will use the Coproduction Charter to guide how we work with our communities and people who use our services. We will look for opportunities to speak to our communities and listen to what matters to them.

Adult Social Care Survey – what you said...

Each year, we conduct a survey of a random selection of people in receipt of adult social care services. The survey asks people about the services and support they receive as well as some questions about their general quality of life.

These surveys are conducted nationally by all local authorities and the information is used by NHS England to provide a national picture of adult social care services.

Here are some quotes from our most recent survey:

"I wouldn't be where I'd be without the help I get from my psychiatric team and my amazing social worker. I'm on my own completely. After losing one of my sons in 2021. The support I receive, the hours to get me by so that I have a good quality of life. My home will be suitable once I get a wet room. I know there's procedures and waiting lists. My case gets reviewed on a 3 month basis and know if I need more it will be reviewed."

"I love my PA
[Personal Assistant]
Alan – he makes me
happy."

"I enjoy going to my
voluntary day care as
I socialise with other
people and I see
different places."

"I receive a direct payment and
have four Personal Assistants
who take me out and about
when I am not at college. I
really enjoy my time with them I
do all the activities I like."



What we achieved from April 2023 to March 2024

Supporting prevention and wellbeing through our services

What we set out to do: Improve our prevention and wellbeing services

Working together and making the best use of all available resources across Halton, including the Council, private sector, voluntary sector, community sector and the health services, will ensure that we can meet the needs of our residents now and in the future.

2023 to 2024 was an exciting time for Adult Social Care in Halton with the development of the following services that focus on health, wellbeing and staying independent:

Halton Borough Council Prevention and Wellbeing Service

This service is the first point of contact or “*Front Door*” for anybody seeking information about wellbeing or the support that is available to them.

The Prevention and Wellbeing Service offers support, information and signposting to other relevant services to provide people with the knowledge, skills and confidence to make healthy choices. The aim of this service is to make sure that people are directed to the right level of support and information for their needs and circumstances.

Wellbeing Officers are trained in providing relevant information about community services, for example welfare and benefits advice, local activity and social groups and support for carers.

Social Care Workers and Occupational Therapists are also available for those who have more complex needs and are eligible for more in-depth support and a social care or carers assessment.

Community Reablement Service: supporting independence at home

Some people need a period of recovery from illness or a hospital stay to help them regain their independence and return back to their home safely and this is called ‘reablement’.

This year we have focused on building our community based service, alongside the Halton Intermediate Care and Frailty Service (HICaFS), so that our care and support workers can provide short-term reablement services closer to people’s homes.

Working closely with therapists, community care workers and social workers our care and support workers can now enable people to retain or regain their independence or provide evidence to support assessments of longer-term needs without having to leave their own homes.

How will this improve people’s lives?

Having access to the right information and services that support health, wellbeing and independence, will help stop problems from arising in the first place and can support you to stay in your own home for longer, living the life you want and in the way you want to live it.

If you would like more information about wellbeing, care and support available in Halton please contact the Prevention and Wellbeing Service on 0151 907 8306 or visit www.halton.gov.uk and search 'Adult Social Care'.

What we will do next...

We will develop an information guide designed to bring together all relevant local services and to signpost people to existing services that can support them to stay independent and well.

What you've told us about the Prevention and Wellbeing Service...

"The service with the Occupational Therapist was first rate. He gave me confidence to carry out tasks on my own. I am most grateful for this service. Thank you for this service."

What you've told us about the Reablement Service...

"We would like to take the opportunity to thank everyone in the reablement team for all their care and attention. Carers have been kind, cheerful and respectful in aiding with washing and dressing. The OT and physio have made a huge difference in regaining strength and mobility and also confidence. The equipment provided was helpful and much appreciated. The team have helped both Reg and the family in keeping him safe and well at home."

"I have been VERY HAPPY with the carers who have helped me to get and feel better. They have been, kind, gentle and caring with really good humour and stimulating conversation. THANKS TO ALL OF THEM."

"I would like to say a big thank you to all that helped me get back on my feet after my stay in hospital. The girls was all lovely and wanted to go that little bit beyond."

"HiCaFS, I write with many grateful thanks for your team who attended me at home recently after an infection. I had never heard or known about the work which you undertake. So kind, thoughtful and very professional. Many thanks once again."

Prevention and Wellbeing Service: John's Story

John was initially referred to the Prevention and Wellbeing Service (PWS) for a carers assessment, however, it became apparent that his own social care needs were of paramount importance as he was struggling with most aspects of daily living, wellbeing and finances. John was also facing eviction due to rent arrears. John was low in mood following the loss of his wife.

A PWS Wellbeing Officer visited John and spent time with him developing a relationship so that John felt comfortable to open up and identify goals to help him.

Over a short period of time John was supported to attend the Citizen's Advice Bureau to get a benefits check, and support with his finances and debts. He was able to set up direct debits to ensure payments were made on time and was able to get his rent back on track.

Through these initial steps, John then began to access the community more and the Wellbeing Officer linked him into a group which was of interest to him.

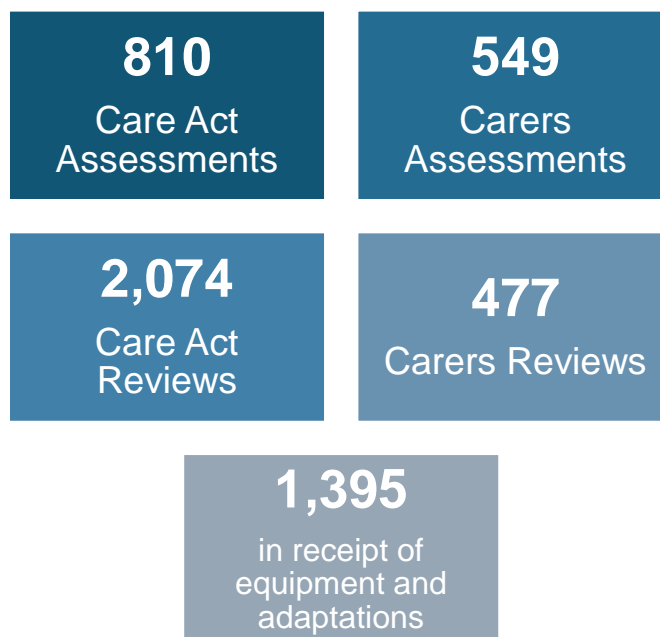
John became more open about his mental health struggles and the Wellbeing Officer was able to signpost and support him to appropriate mental health services that John could access if/when he wants to.

With the support received John has started to develop his own resilience and complete tasks himself which had become too much for him. By focusing on his community networks and own strengths he has not needed the input of formal statutory services.

Key Facts & Figures

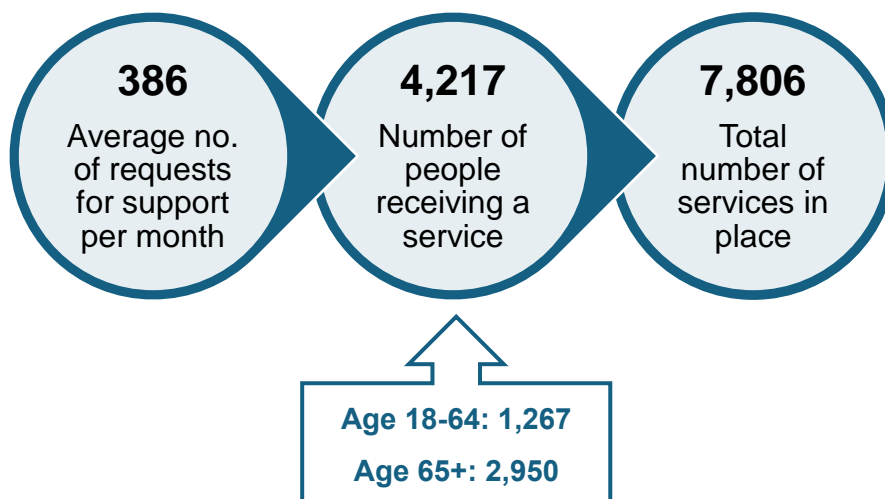
Collecting and analysing data helps Adult Social Care services in Halton to monitor capacity, pick up on changes in demand for services, provide evidence to direct future service development and help allocate resources across the range of services we offer. The figures below show the demand for Adult Social Care and across which services. It also includes data from our Adult Social Care Customer Care Team that helps us to act where experiences have fallen short of a person's expectations.

Assessment of needs



Services in place

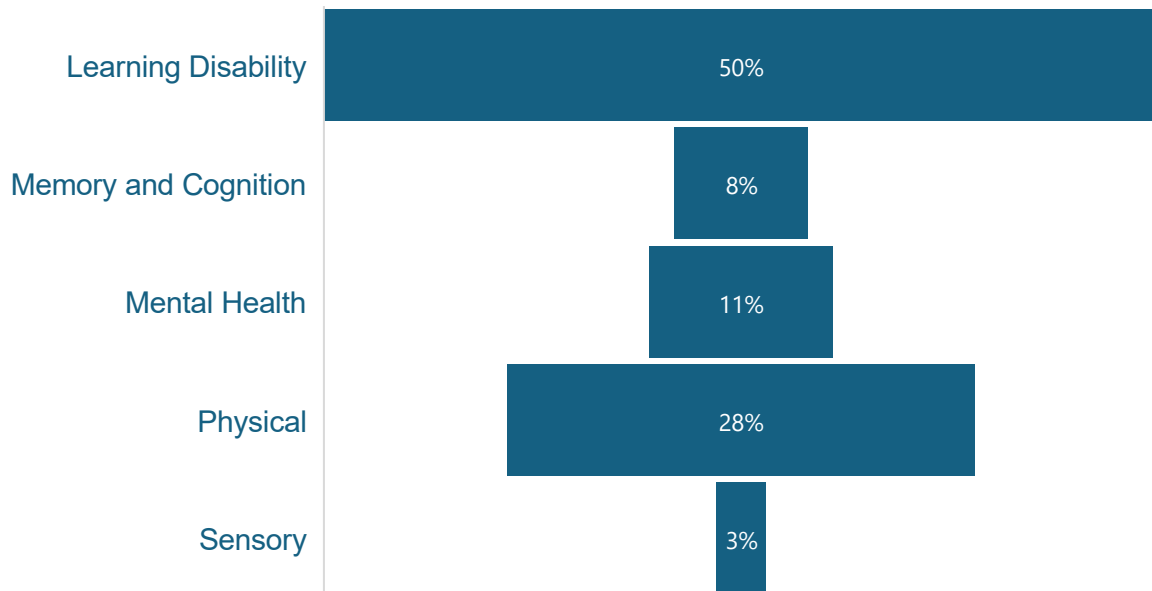
On average, there are **1,227** people a month in receipt of Telehealthcare



How much did we spend?

In 2023/24 Halton Borough Council spent almost **41%** of its total expenditure on Adult Social Care.

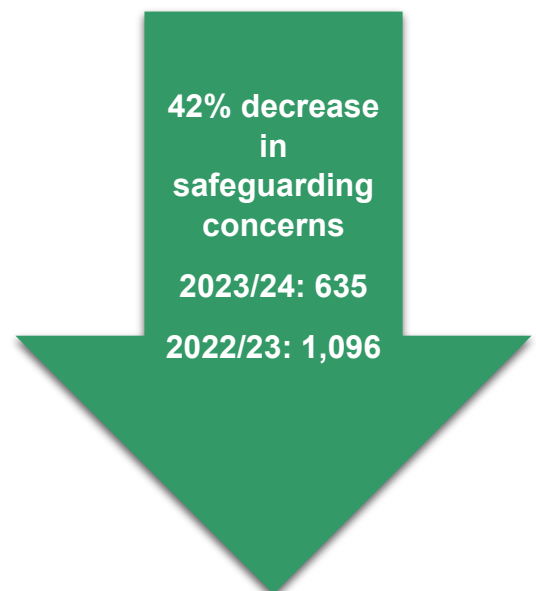
Percentage of funding allocation by support need:



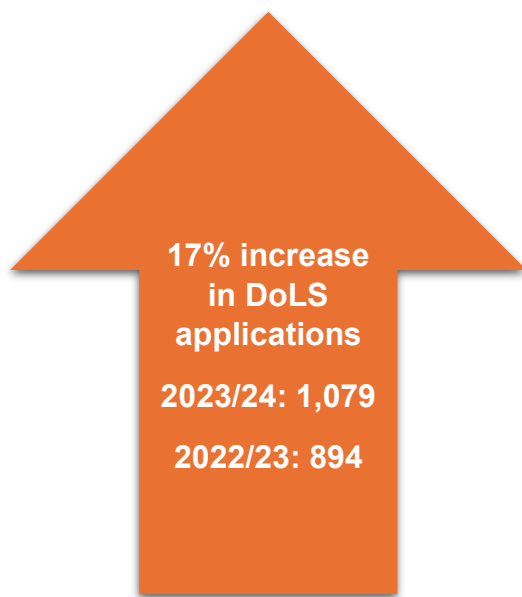
Safeguarding

Adult safeguarding is about preventing and responding to concerns of abuse, harm or neglect of adults. Adult Social Care takes a person-centred approach so that adults, their families and carers are working together with agencies to find the right solutions so that everybody is:

- Safe and able to protect themselves from abuse and neglect.
- Treated fairly and with dignity and respect.
- Protected when they need to be.
- Easily able to get the support, protection and services that they need.



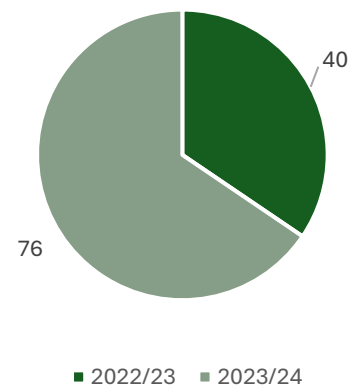
Deprivation of Liberty Safeguards (DoLS)



The Deprivation of Liberty Safeguards (DoLS) ensure that adults lacking mental capacity are properly represented and not deprived of their liberty unless it is in their best interests. Arrangements must be assessed to check they are necessary and in the person's best interests.

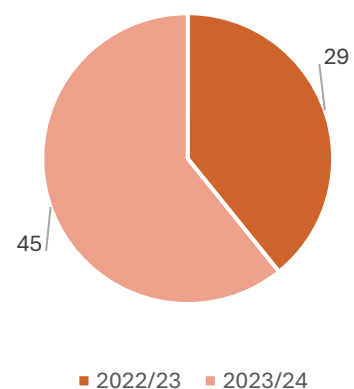
Customer Care Compliments

During 2023/24 Adult Social Care Services received 76 compliments, this an increase of 36 from 2022/23. Compliments received are in the main from people who use services, their families or carers, to thank workers and or teams for their support that has gone above the realm of their daily role; they can also come via other teams, providers and partner agencies.



Customer Care Complaints

45 complaints were received between 1 April 2023 and 31 March 2024. This is an increase of 16 from the previous year. This equates to 1.09 per cent of the people who Adult Social Care provide support for. Since the introduction of the Resolving Complaints and Improving Services Policy in 2019/20, complainants now have the opportunity to have their complaints resolved without going via the formal complaints process, resulting in a quicker resolution timeframe and outcome. Should this not be the case, they can progress to a formal complaint.



The Year Ahead

Priorities for 2024-2025

We have made good progress this year in laying the foundations for working even more closely with people with lived experience to gain insight into what matters to them and how we can work together to improve our services in the future, to ensure everyone is living the life they want. However, there is still lots more to do and our aims and priorities for next year will continue to be about delivering high quality services and information to improve health, promote wellbeing and support greater independence for the people of Halton throughout their lives.

Some areas of focus for next year include:

Universal Prevention and Wellbeing

We will continue to develop services that connect people with their communities.

Independent at home

We will continue to identify an individual's needs early so that people can remain independent and stay in their own homes longer.

Care in the home

We will continue to focus on "home first" and providing care at home.

Good, local, affordable, quality care

We will work in partnership with local organisations and community services to ensure residents have access to all relevant services.

Confident and skilled workforce

We will continue to invest in our staff so that they can support people to live the lives they choose.

Talk to us...

If you would like to give us feedback on any aspect of this report and what we have said or if you would like further information about this report, we would love to hear from you:

- Please email: ascservicedevelopment@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 call 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 Skills for Care '[Think Care Careers](#)' website or Halton Borough Council's Careers Website (<https://haltoncouncilcareers.co.uk/>) for more information and our current opportunities.