

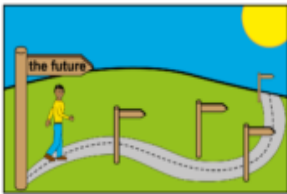
Adult Social Care Annual Report 2023-2024

report



This report tells you what Adult Social Care in Halton has done in the last year to make peoples lives better.

the future



It also tells you what we will do next year.

thank you



Along with our hardworking social care staff we work with lots of different people and organisations to make sure our services meet your needs.

We would like to thank them all !

What does Adult Social Care in Halton do?

quality care



We provide different types of care and support to help people live the life that they want.

safe home



We help people to live safely and independently in their own homes.

healthy and well



We help people to stay well and healthy so they can do the things they enjoy and live longer, healthier, and more independent lives.

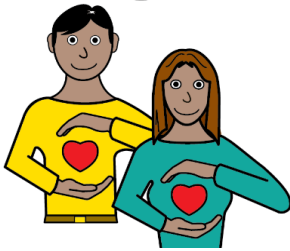


We point people in the right direction for other services and support that is available in their community.

What has Adult Social Care done in 2023-2024 to improve people's lives?

1. We looked for new ways of helping people to stay well:

being well



We have spent time this year looking at how we can help you to stay well instead of only helping when you are struggling. This is called **Prevention**.



PLANNING

We made sure prevention and helping people to stay well was part of all of our plans.

body and mind healthy



What this means for you:

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

Live the life they want, doing the things they like in a place they call home !

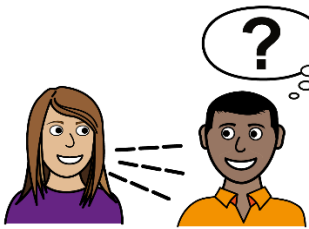
2. We looked for new ways to listen to you:

your say



We wanted to understand what is important to you and what you think you need to live the life you want.

ask you what you think



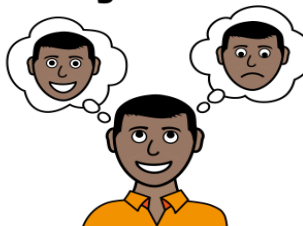
We looked for ways to make sure that you can have your say about how we can improve our services in the future.

better care



We trained our social care workers so that they know how to work with you and to listen to what is important to you so that you can help yourself to stay well.

my care



What this means for you:

Listening to what you think is important can help us to work together to make your life better.

3. We launched new services to offer the best care for you:

assessment and referral team



Our new *Prevention and Wellbeing Service* is the first place you can go to get support and information about staying well and where to find more support in your community.

care at home



The Community reablement service helps people who have been ill or in hospital to be able to recover in their own homes.

choice



What this means for you:

Our services can help you access the right information and services at the right time so that we can stop problems before they are too serious.

In Halton in 2023-2024 we also:

support



Helped **4217** adults to get extra support with their everyday lives.



Helped **1395** adults to get equipment or adaptations to make it easier to live in their own homes.

assessment



We completed **810** Care Assessments to make sure you had the right care and support.

And **549** Carers had their needs assessed

review of your care plan



We completed **2074** Reviews to make sure your care was still right for you.

And **477** Carers also had a review.

What we plan to do in 2024-2025:

told about community services



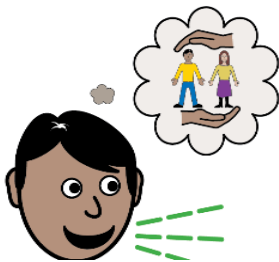
We will make sure you know about the support you can get from Adult Social Care and other services in your community.

safe home



We will help you to stay in your own home for as long as possible.

your say



We will help you be more involved in planning our services.

training



We will make sure our staff are trained so they know how to listen to what people want to live a happy life.

Talk to us:



If you have any comments about our services – good or bad - we would love to hear from you.

Please email:

ssdcustomer@halton.gov.uk

Or Telephone Halton Borough Council on **0303 333 4300** and ask for the Adult Social Care Policy, Performance and Customer Care Team.



Sometimes people need some extra help talking to their health or social care services to make sure that that everyone understands what they want.

Healthwatch Halton Advocacy Hub is free and confidential and can help with this.

You can email them at:

advocacy@weareecs.co.uk

or Telephone: 0151 347 8183

assessment



If you would like to speak to someone about having a **social care assessment** 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)

workforce



Ever Considered a Career in Care?

There are many different roles in the care sector.

If you would like to know more visit the:

['Think Care Careers'](#) website or [Halton Borough Council's vacancy page](#) on our website for our current opportunities.