



STOCKPORT
METROPOLITAN BOROUGH COUNCIL

Stockport Council's Local Account of Adult Social Care

2021/22



Ambitious Stockport, creating opportunities *for everyone*

Annual Report

Our local account or annual report is a summary of the challenges we faced, the achievements made and the plans going forward. The local account describes what Adult Social Care is doing to help improve the lives of people and how we plan to improve. We will set out our plans for improvements within this document. Moving on from 2020 and the pandemic, in 2021/22 we started to see demand for Adult Social Care increase with needs increasing, especially around mental health and the effects of isolation. The pandemic created and still creates changes to how people present their needs to adult social care, our ways of working had to adapt, with valuable lessons learnt. Some of the changes were positive and focussed our drive onto new methods of working.

Going forward, we aim to deliver against our plans to promote health, wellbeing and independence and if people need additional support, we work with partners to ensure that they can access high quality services which maximise independence and safety, and that respect the autonomy, dignity and diversity of our citizens. So, we are embedding a person-centred approach for Adult Social Care. We want to shape our strategy to make sure people are at the heart of everything we do, and to shape the best advice, guidance and support that enables people to stay as independent as possible. We want to focus on what people can do, rather than what they can't do. We need to build upon the extraordinary innovation, learning and partnerships that were strengthened during the pandemic to ensure that we spend public money efficiently, deliver better outcomes and learn from the best on how to use technology to support people.

In Stockport, we enable individuals and families within our community to achieve their full potential and be safe from harm. We target services at the most vulnerable and those in greatest need and are clear about what individuals, families and our community can expect from us. We look to find different ways to do things rather than reduce or remove services and adopt an early help and prevention approach.

We are doing this by;

Reforming Health and Social Care:

- Putting people at the heart of care.
- Supporting people to have independence for longer or regain their independence.
- Supporting people to have choice, control and independence.
- Providing outstanding quality of care and support.
- Ensuring that care is provided in a way that is fair and accessible to everyone who needs it.

Redesigning our mental health services

- Making the most of community resources.
- Define a clear identity.
- Being more cohesive and efficient.
- Working closer with our NHS partners to be more joined up.

Supporting people with learning disabilities or autism to live independently:

- Support transitional housing and transitional planning for young people.
- We want to expand the range of supported accommodation options available, so that there are more opportunities for people to live independently.
- Technology can support people to live safely and independently for longer, we are developing our offer in this area as there are so many new types of technology available.
- Sufficient effective commissioning capacity to maintain effective delivery and innovation.

Strengthening and reviewing the way we protect vulnerable adults at risk

- We are looking at how we can strengthen our approach to safeguarding, drawing on the experience of our staff, partners, carers and general public.
- Our aim within adult safeguarding is to empower people to live their own lives and make their own decisions by enabling and signposting services so they are able to live as full members of the community, free from harm, abuse and intimidation, where their dignity is respected.

Developing the social care market

- Further develop the independent social care market in Stockport.
- Building community capacity and supporting micro-enterprises, including providers working collaboratively with others in the community and supporting the development of small organisations which can offer flexible and localised care and support to residents.
- Foster understanding and provide a basis for constructive and creative dialogue.
- Outcome based commissioning, exploring the outcomes that an individual would like to achieve, and commissioning services to meet these outcomes.

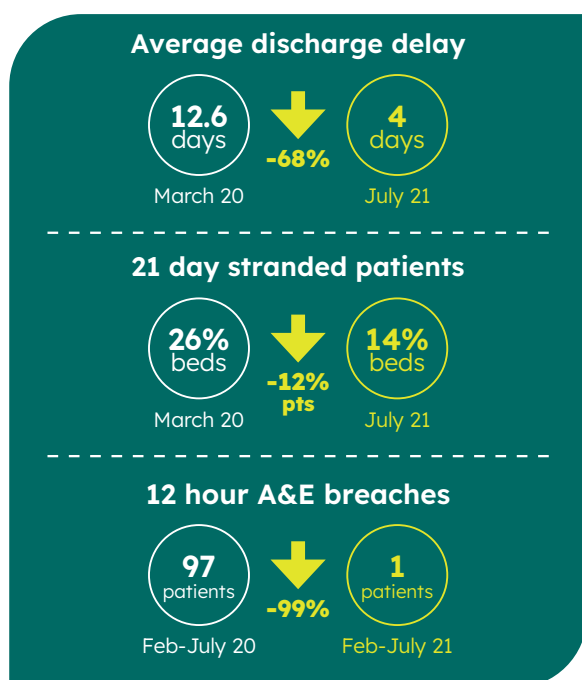
Working with communities and supporting carers

- Providing practical and emotional support. Helping carers cope with all aspects of their caring role.
- Continuing to work with Healthwatch and strengthening our relationships with the Voluntary, Community, Faith and Social Enterprise (VCFSE) sector and with local communities.

We will continue to work with Healthwatch Stockport to make sure the voices of our residents and service users are heard. Healthwatch aims to inform, involve and influence to help deliver better outcomes and experiences for those who use health and social care in Stockport.

The challenges we face:

- As more people live longer, the need for social care and support as well as health care is increasing.
- The number of older people, the group most likely to require social care, is rising faster than the population in general, creating more demand, at a time when recruiting staff to work in the care sector is a challenge for all local authorities.
- There is also increased demand for care from working age adults.
- Stockport's population is older than the national average and ageing, with more people living with complex, long term health conditions.
- More than 20% of Stockport's population are aged 65 years and above (59,600 people) and there are over 8,400 people aged 85 years older.
- 74% of over 65s have a at least one long term condition diagnosed by a GP, with 34% having two or more.
- Around 22% of a typical Stockport resident's life will be spent in not good health, males typically live 18.2 years past health life expectancy, and females 18.6 years past healthy life expectancy.
- People in deprived areas of Stockport spend 7 more years in fair or poor health compared to those in other areas, meaning the decline in health in these areas often starts in the 50s or 60s.
- 34% of adults in Stockport are not active enough, with 63% of adults classed as overweight or obese
- One in four adults suffer from a mental health condition in Stockport, levels of anxiety have been impacted by the COVID-19 pandemic with more than a quarter of adults reporting high levels of anxiety compared to a fifth pre pandemic.
- In Stockport an estimated 9,650 people have self-reported that they are likely to be living with long COVID, in other words symptoms which continue for more than four weeks after the first confirmed or suspected COVID-19 infection that were not explained by something else, of these people 57% (5,500 in Stockport) are likely to have experienced symptoms for at least a year and 18% report that their ability to undertake their day-to-day activities had been "limited a lot", in Stockport an estimated 1,750 people.
- 14% of over 65s provide unpaid care.



What's going well?

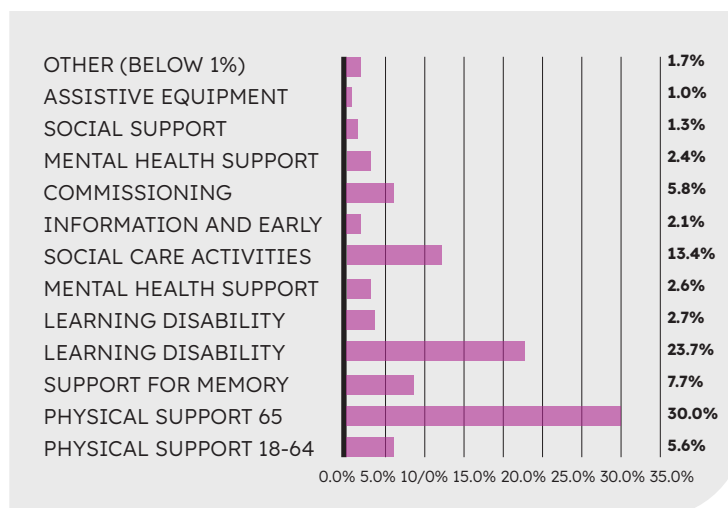
- Fewer people are having to stay in hospital while they wait for care and support services.
- We launched a new IT system called 'Liquid Logic' which means that we can now refer people into other services through the system so that it is a quicker and more efficient process.
- We launched a new mental health and vulnerable adult commissioning framework, which means that we now have more services available to support people.
- We were able to relaunch and rebrand our Learning disability service, now known as Opportunities Together.

What needs to get better?

- Further embed the benefits of a strength based approach across adult social care.
- Put the people of Stockport at the centre of their care, ensuring timely and proportionate interventions.
- We want to extend the benefits of technology enabled care, exploring new ways of working and what benefits these technologies can bring.
- Continue strengthening the relationships with our partners, NHS, community and voluntary groups to meet local needs.

Where the money goes...

The total spend on Adult Social Care during 2021/22 was £165.11m. The chart shows how this was split between support and services within adult social care.





Councillor Keith Holloway
Stockport Council's
Cabinet Member for Adult
Care and Health, said:

“Increasing success and improving how we offer a service to Stockport residents is our focus on with how we can best help the residents of Stockport to use their own strengths in designing care and support. Supporting people to maintain the maximum level of independence possible. We are blessed with a great team and a vibrant and committed voluntary and community sector.”



Sarah Dillon
Director of Adult Services,
said:

“we are working with residents and partners to provide a framework, support, and guidance to enable more adults to live healthy, independent lives and be active for as long as possible, whilst also ensuring we can provide the best support that people need. Stockport is on a transformation journey to ensure the best outcomes and ensuring the best value.”

What you said...

74%

Of social care users responding to the annual survey felt they had control over their daily life. This is lower than most other areas, and something we're aiming to improve.

43%

Of people who use social care say they had as much social contact as they would like. This number keeps improving, we are aiming to improve it above the average for Greater Manchester.

79%

Of social care users said those services helped them feel safe and secure – higher than last year, but another area we're aiming to improve.

67%

Of social care users found it easy to find information about support. This was lower than last year and something we are working to improve.

Feedback on our services...

There were 192 complaints made about Adult Social Care in 2018/19, the number of complaints in 21/22 decreased to 146 – the feedback data and reasons remained the same in terms of the numbers on this page but we reacted and we continue to react to drive down complaints.

We also receive many compliments from service users and families, such as the following...

"Very helpful and have been given a lot of information."

"You were really helpful to my mom and dad, explained clearly what was going on and what changes could be made."

"Social care is new to us and the help you have given is very appreciated."

Stockport's Adult Social Care customer pathway

Our new customer pathway sets out how customers can access various offers of support, based on strengths, assets and community resources. This aims to ensure everyone gets the best advice, support and care to enable them to live as independently and healthily as possible.

