

Stockport MBC Local Account Adult Social Care 2022/23

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Introduction

What is the Adult Social Care Local Account?

Our local account is a summary of what we have been doing and what we plan to do in the coming year. This includes how we spend our budget.

During the year we have continued to develop the way we deliver Adult Social Care services to help the people of Stockport live their best lives possible. **Working with people and partners, Adult Social Care supports:**

- People over the age of 18 to remain in their own home and as independent and safe as possible.
- Carers to continue in their caring roles with advice, information and support.
- People with a range of needs including physical disabilities, sight or hearing problems, learning disabilities or mental health illnesses.
- Young people transitioning from Children's Services into adulthood.

Cllr Keith Holloway

Cabinet Member for Health and Adult Social Care



“I am pleased to share with you our Local Account for 2022-23.

We have made progress in improving health outcomes and tackling inequalities. The Stockport All-age Mental Health and Wellbeing strategy was completed, with follow-up work on delivery plans. In addition, £55,000 for mental health initiatives was awarded across nine VCFSE organisations.

We continue to keep a focus on early help and prevention. Referrals to the Stockport Support Hub are increasing quarter on quarter, due in large part to referrals for the Household Support Grant, where Age UK Stockport, Signpost for Carers and Disability Stockport are all “Trusted Partners”.

The council has continued to engage with the local provider market, which informed the development of the Fair Cost of Care Report and the Provisional Market Sustainability Plan. A draft of our co-produced review of services funded by the Better Care Fund was completed and will now go through internal governance.

We continue to enhance arrangements to deliver safe, high-quality health and care services. I am pleased to report that the in house reablement service – REaCH was reinspected by CQC and was rated “good”.

In response to staff feedback and as part of the Greater Manchester workforce partnership we developed a workforce strategy. We have changed where and how we advertise roles within Adult Social Care, this has helped us to ensure that we have the right people in roles to support demand for our services.

We have completed a review of the Community Learning Disability Service, that has facilitated better relationships with our partners and people who use the services”.

Our ambition is for... a healthy and happy Stockport.

People live the best lives they can – happy, healthy and independent.

Our ONE Health and Care Plan sets out a single, system-wide locality plan to make Stockport a place where everyone has the best start in life and is supported to live well and age well.

We will work together to ensure people can live their best lives and are supported to make good lifestyle choices that improve their health and wellbeing, allowing them to be independent, healthy and happy. Our ambition supports the shared outcomes and commitments set out in the GM Strategy, notably reducing health inequalities and driving improvements in physical and mental health.

Our key priorities for 2022/23 to achieve this ambition will be...

- **Developing our local Integrated Care System** – we will establish the systems to ensure decisions on priorities and funding are made jointly and locally.
- **Improving health outcomes and tackling inequalities** - We will work together to undertake targeted action on inequalities that have been deepened by the pandemic
- **Improving mental health and wellbeing** – We will publish our joint all age mental health and wellbeing strategy developed with communities, schools and businesses.
- **Responding and recovering from the pandemic** - We will continue to work with our partners to meet the ongoing challenges of Covid, promote vaccine equity and deliver robust recovery plans to build back fairer.
- **A radical focus on early help and prevention** - We will continue to develop our 'Enhanced Front Door' model, making the most of digital technology, all-age living and building on community and family networks.
- **Developing the way we deliver Adult Social Care to help the people of Stockport to live their best lives possible** – We will continue to embed and develop our model for Adult Social Care to ensure that we provide high quality services whilst maximising the strengths and community assets available to the individual. Through our home first strategy and reablement approach we will support more individuals to remain independent in their own homes. We will respond to new legislation whilst continuing to ensure our services meet our Care Act duties.
- **Providing safe, high quality health and care services through new system leadership arrangements** - We will work across health and care partners to deliver the new GM Integrated Care System arrangements and the key elements of the new Social Care Reform White Paper (People at the Heart of Care)
- **Building and retaining a resilient, valued and inclusive health and care workforce** - We will promote homegrown talent to create training and employment opportunities for local people and carers through a joint workforce plan.

Stockport - Our Key Facts and Figures

As more people live longer, the need for social care and support as well as health care is increasing.

Stockport's population is older than the national average and ageing, with more people living with complex, long term health conditions.

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.

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.

There is also increased demand for care from working age adults.



294,776
population



61.1%
16 – 64 year olds



20.1%
65+ year olds



16.2%
Increase in 65+
year olds since
2011



18.1%
Disabled under
the equality act



4264 people
receiving paid
services from
Adult Social Care



1536 people
receiving home
care



1 in 4 adults
suffer from a
mental health
condition in
Stockport



More than 32,000
providing unpaid
care for someone

Understanding the views of people who use our services

Through the 2022/23 Adult Social Care Users Survey people told us...

75.90% said that they have enough control over their daily life

38.50% reported that they had as much social contact as they would like

63.90% said that they were satisfied with the social care support that they received

66.30% of people said that they find it easy to find information about services

69.20% said that they feel safe

86.70% said that the Adult Social Care services had made them feel safe and secure

Complaints

Adult Social Care received **89** complaints in 2022/23.

A reduction from the previous year of **57** – a reduction of **39%**.

The key reason for complaints was adult social care billing.

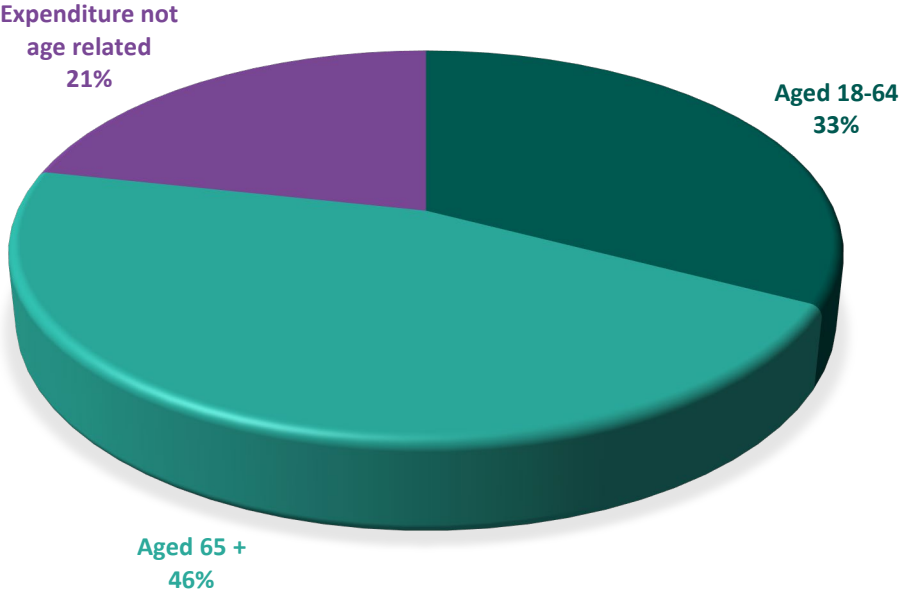
Compliments

In late 2022 we introduced a new process for recording compliments.

We recorded 22 compliments as a result of our new process.

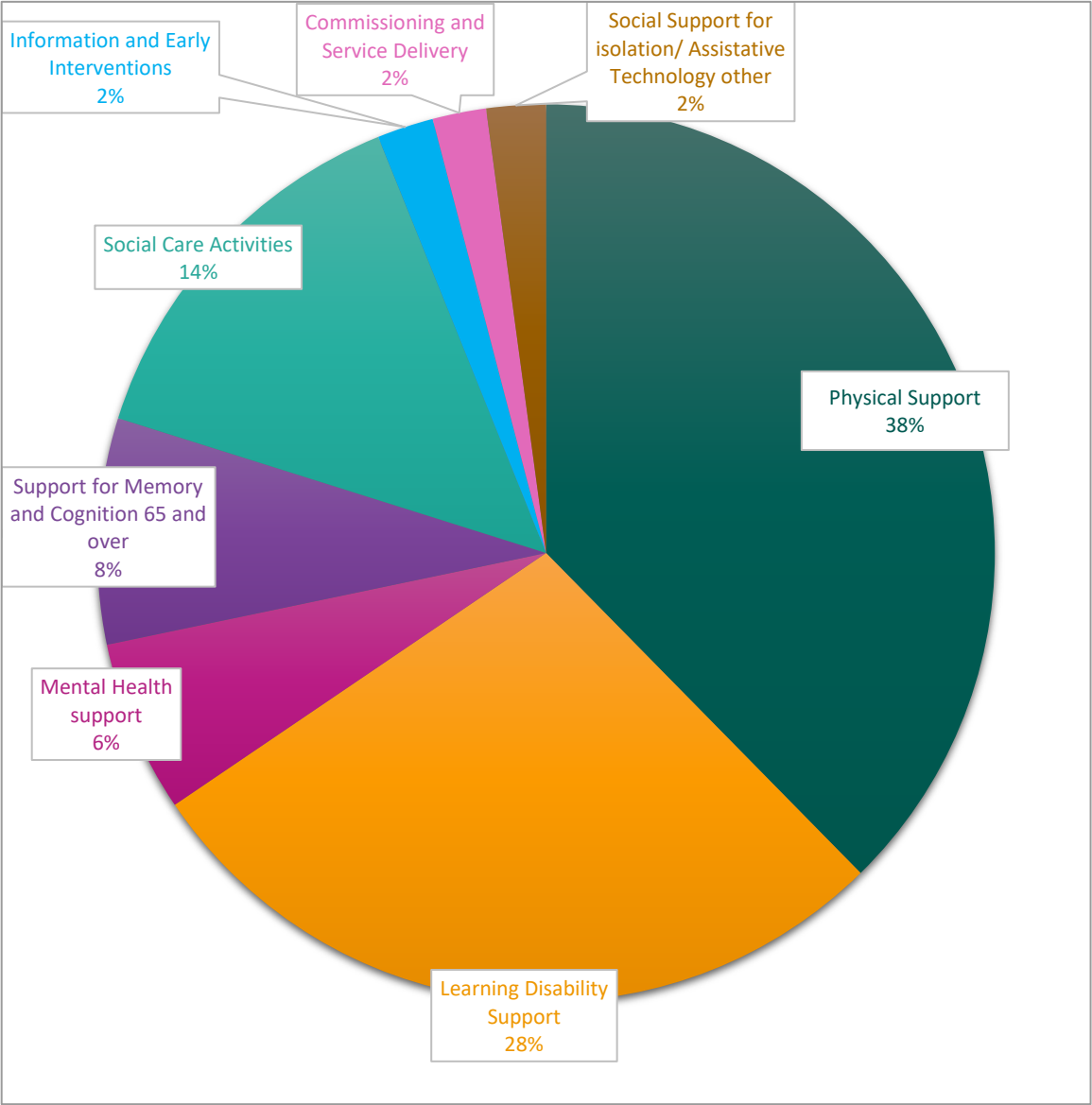
Where we spend our money

In 2022/23 our total spent was £166.58m



Spend Breakdown by Age (%)

Expenditure by Primary Need (%)



Transitioning to Integrated Care Boards



On 1st July 2022 a new era began in Stockport, the **One Stockport Health and Care Board** was launched which forms part of a new Greater Manchester Integrated Care System (GMICB). It met officially for the first time on Friday 1 July.

The board, chaired by Councillor Mark Hunter, Leader of Stockport Council, heralds a new era in the way health, social care and support is delivered in Stockport through more joined up partnership working. The board, responsible for planning and the delivery of health and care in Stockport more effectively, is made up of representatives from Stockport NHS Foundation Trust, GPs, social care and mental health services as well as wider public services including the council, voluntary, community and social enterprise groups, police and housing.

The aim is to drive improvements in population health and health inequalities by addressing social and economic factors which impact on health and wellbeing. To help improve outcomes, and quality of care, reduce health inequalities and maximise the value of public resources. It will

Make improvements to support everyone in Stockport to live healthy, happy lives

Reduce inequalities which exist within our populations by building relationships with those affected to put the voice of people and communities at the centre of decision making and governance

Integrate health and care services and bring physical, mental, and social services more closely together

Have a system-wide response to the impact of Covid, including on our most vulnerable people

Make better use of technology, especially to support people to live independently for longer and prevent ill health

Make better use of community assets and neighbourhoods, and closer working with the VCSE

Increase focus on prevention and early intervention

Build on the Stockport family approach and

Develop an integrated all-age model of holistic support and care from before birth to end of life.

What we have been focusing on in 2022/23

Embedding our Home First Model. We have...

- Embedded and reinforced the ethos of home first with all practitioners.
- Investigated innovative ways in which individuals can maintain their independence.
- Continued positive progress with our integrated Discharge to Assess model.
- Strengthened the links between reablement and community-based services.
- Achieved **good** across all areas in the **CQC inspection** of **our REaCH service**.

“People spoke positively about the service and felt they were safely supported and well cared for. Clear assessment processes had been introduced and there were systems in place to ensure lessons were learnt if things went wrong”

CQC inspection report March 2023

Strengthening our integrated approaches to quality, safeguarding and commissioning. We have...

- Strengthened our internal links between Safeguarding and Quality through an integrated approach.
- Reviewed our quality offer across Stockport and seeking ways to maximise quality outcomes across Stockport services.
- Built on the ethos of ‘Making Safeguarding personal’ to ensure individual are at the heart of any investigation or process.
- Developed our training and support offer to service providers to ensure safeguarding and quality are joined up processes.
- Developed our social care market, improving local opportunities for workforce development and developing outcome-based commissioning that supports individuals to explore the outcomes that are important to them.

Opportunities Together

We have increased the use of technology to ensure that our workforce have access to the range of training and enablement support tools.

We have welcomed the Asian Heritage centre and Shared Lives service enabling us to widen our enablement and community support offer.

We promote community inclusion and resident wellbeing working in partnership with Stockport County Trust through the winter months to provide football coaching sessions for people with learning disabilities. Our team are also trained to deliver these sessions in the future.

Opportunities Together supports adults with learning disabilities in their own home.

The service play a crucial role in helping people live independently and happily. Support workers assist with personal care, daily living skills and participation in community activities.



Developing our Workforce

During this year, like many other councils and social care providers we have faced challenges with recruitment and retention. We want to ensure that we have a learning and continuous improvement culture. This year we have...

Implemented of a new practice audit approach to support our ethos of continuous improvement

Refreshed our practice standards using feedback from our workforce and people who use our services

Worked in partnership across the Greater Manchester Region to address our challenges

Expanded our apprenticeship offer for social work and occupational therapy

Improved our supervision and annual practice development reviews

Opportunity to train to be an Approved Mental Health Practitioner (AMHP)

Reviewed our approach to volunteers

Committed to paying the Real Living Wage for providers in Stockport

Celebrating a Year of Stockport Support Hub



Over the last year the investment in early help services provided by Stockport Hub has provided a significant level of first response support for individuals living in Stockport.

Stockport Support Hub is a fully funded single point of access for anyone looking for support services in Stockport. Our Hub team help individuals to find the right support at the right time , reducing the need for Statutory Service provision.

In 2022/23 the first Impact report of the new provision was published , showing exceptional levels of engagement and partnerships working that resulted in transformational outcomes for some individuals



Our referrals included...



Looking Forward to 2023/24



Sarah Dillon – Director for Adult Social Care



“I joined Stockport Council as DASS in February 2023. As we look forward to 2023/24 I am committed to supporting people with care and support needs to live a good life, as independently as possible for as long as possible.

At the forefront of what we do is the absolute importance around working in true partnership with people who we serve. Aiming for the person to feel they are sharing power with us during our intervention must be our aspiration as we all would want to experience ourselves as people.

As we continue to develop our service offer, I am committed to co production, working with the people who use our services to develop and improve the experience of individuals and their families who access our services. Our Making It Real board which launches next month will help us to do this.”

