

# Stockport Council's Local Account of Adult Social Care 2018/19

Helping the people of Stockport to live the best life possible



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:

- Ensuring people remain well as long as possible and are looked after in and by their neighbourhood when they need further support.
- Avoiding unnecessary admission to hospital by providing a joined-up response when conditions deteriorate, prioritising support for timely discharges from hospital.
- Ensuring our workforce, systems and processes are equipped to meet the challenges of new ways of working across service, organisational and geographical boundaries to deliver the services our residents need and deserve.

### Redesigning our mental health services

- Moving towards a new model for Community Mental Health Services, with integrated recovery hubs.
- Ensuring there is more support in the community for people with dementia.

### Supporting people with learning disabilities or autism to live independently

- Continuing to support people in tenancies and employment projects.
- Working to improve awareness, assessment, diagnosis, transitions, support and employment for people with autism.

### Strengthening and reviewing the way we protect vulnerable adults at risk

- Continuing to improve the way we protect vulnerable adults – and those entering adulthood – from harm.
- Promoting a learning environment which protects people from harm.
- Strengthening our complex safeguarding arrangements.

### Developing the social care market

- Supporting and strengthening development of independent social care providers in Stockport.
- Using data and intelligence to inform joined-up, local commissioning.
- Developing an ethical framework for external homecare providers, promoting a people-centred approach to care.

### Working with communities and supporting carers

- Developing new ways of engaging with and investing in our local communities.
- Building on our relationship with third sector organisations to support wider reforms, build capacity and resilience, and improve outcomes for all Stockport residents.
- Reviewing the assistance provided to local carers.

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:

- Increasing demand, financial pressures and reductions in public spending have added to the financial challenges faced by Adult Social Care.
- Stockport's population is older than average and ageing, with more people living with complex, long-term health conditions
- 72% of over 65s have a at least one long term condition diagnosed by a GP, with 33% having two or more
- In the most deprived areas, men have seven years poor health compared to three years in the most affluent areas.
- The decline in health starts at age 55 in these areas, compared to 71 in the least deprived areas.
- 30% of the population as a whole are not active enough, with 61% of adults classed as overweight or obese
- One in four adults suffer from a mental health condition in Stockport
- 14% of over 65s provide unpaid care.

## What's going well?

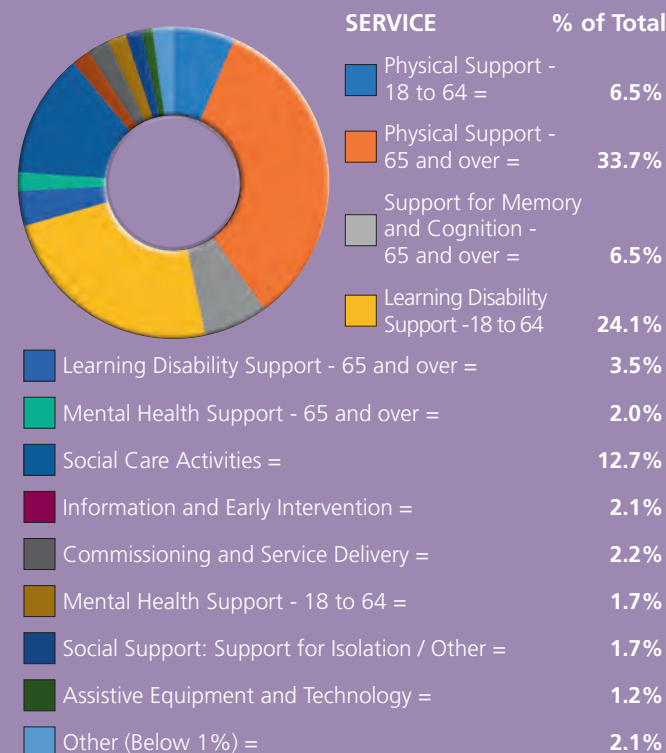
- More people who get short-term services **no longer need long-term care.**
- Fewer people are having to **stay in hospital** while they wait for care and support services.
- More adults with learning disabilities are **living independently.**
- Stockport is the fastest improving area in GM based on care home ratings by the Care Quality Commission.

## What needs to get better?

- We are focusing on **prevention and early intervention**, building on people's strengths and assets, and supported by an improved online offer to help **more people to live at home for longer.**
- When people need to go into hospital, we are **supporting them to return home** with reablement services rather than going into long-term care or being re-admitted into hospital.
- We will put **support and care plans** in place quickly to ensure people get the help they need.
- Actions are in place to **reduce waiting times** for assessments for vulnerable people in care homes.

## Where the money goes...

The total spend on Adult Social Care during 2018/19 was £130.1m. The chart below shows how this was split between services;



**Councillor Jude Wells, Stockport Council's Cabinet Member for Adult Care and Health, said:**

*The Council remains committed to working across Social Care and Health to improve outcomes for Stockport residents and address health inequalities. Areas such as self-care and early intervention are crucial to our approach, working with our health partners, regulators and local communities. Delivering social care is one of the most important responsibilities Stockport Council has to its citizens, and this Local Account demonstrates how we are investing in and delivering on our local priorities for Stockport."*



**Mark Fitton, Director of Adult Services, said:**

*Adult Social Care aims to help the people of Stockport live their best lives possible through promoting independence within our communities, working with our partners and empowering our staff to use an asset-based approach to provide high quality support for residents that is appropriate for their level of need. This vision will be at the heart of our Adult Social Care services going forward."*

# What you said...

Customer compliments, complaints and results of the latest Adult Social Care user survey

**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. Whilst this has improved since 2018, 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

**76%**

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. Numbers are increasing, and the most common cause of complaints are around charging and service quality. These are likely to continue with new charges being brought in from 2019.

We are keen to learn from customer complaints to help improve the information and services we provide. This will include being clearer in communicating and explaining any changes in services to customers and their families.

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

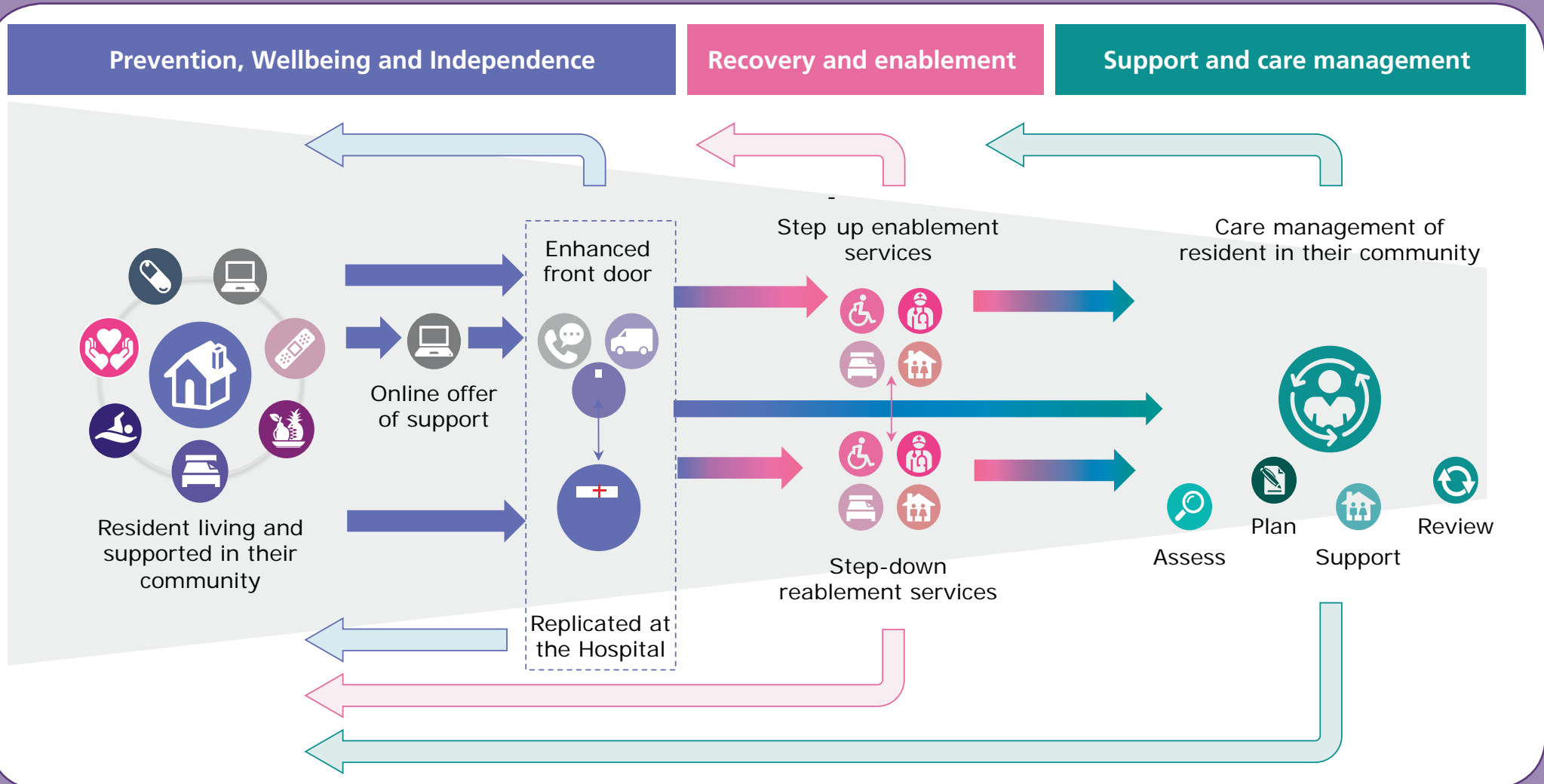
*"I was really impressed... the social worker seemed really clued up with my case"*

*"You empathised with our situation and always made us feel we were important to you"*

*"Thanks for your amazing support during a very tough time... I could not have kept going without your support."*

# 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.



Want to know more? [www.mycaremychoice.org.uk](http://www.mycaremychoice.org.uk)