



Somerset
Council



**A Healthy and
Caring Somerset**

Adult Social Care Assurance

Scrutiny Committee, 3 August 2023



**Prevention
and early
help**



**Right
support,
right place,
right time**



**A supported,
skilled and
flexible
workforce**



**Future
focused**

Adult Social Care – an introduction

In Somerset, we want people to live healthy, independent lives, supported by thriving and connected communities with timely and easy access to high quality and efficient support when they need it.

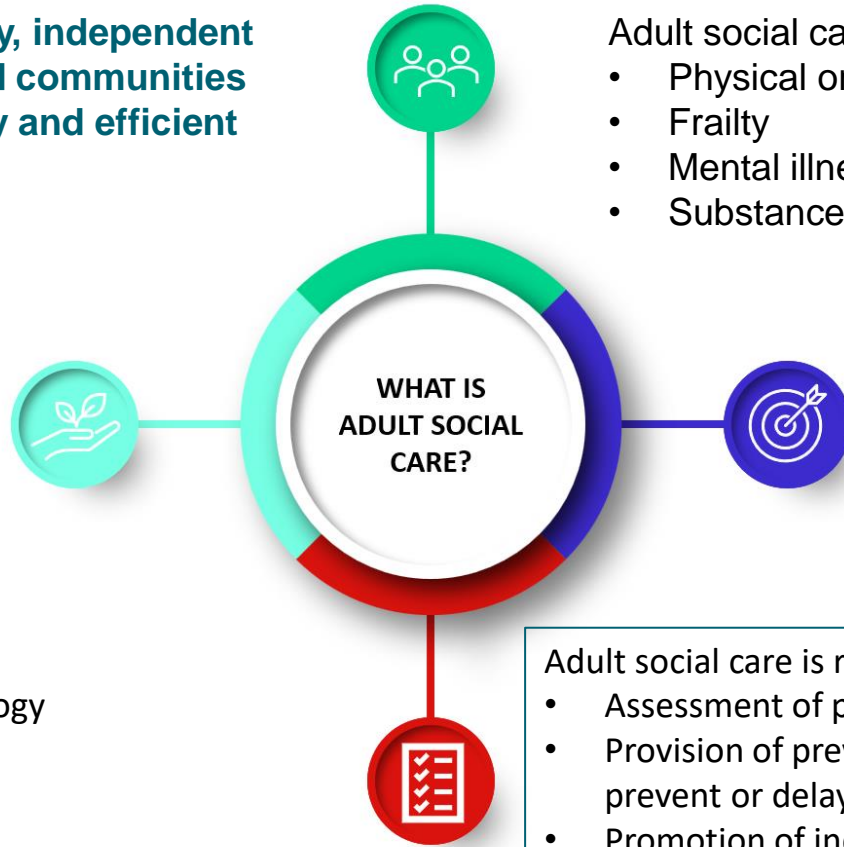
Help can be provided by:

- The Council
- Care Provider organisations
- Personal Assistants
- Informal carers and relatives
- The voluntary and community sector (VCS)

through traditional face-to-face channels, or by leveraging technology and digital platforms



The duties for adult social care are laid down by parliament in legislation, specifically the Care Act (2014)



Adult social care supports adults of all ages with:

- Physical or learning disabilities and autism
- Frailty
- Mental illnesses
- Substance misuse.

The goal of this support is to ensure people can live a fulfilling life, where they are able to realise their potential to contribute to their local community.

Adult social care is responsible for:

- Assessment of people's care needs and provision of care and support;
- Provision of preventative services and info/advice to help reduce, prevent or delay the need for care and support;
- Promotion of individual wellbeing;
- Promotion of integration between health and social care services;
- Safeguarding adults at risk and Safeguarding Adults Boards;
- Ensure that the right choice and quality of provision is available in their area to meet the needs of their local population ('market shaping')



Adult Social Care – an introduction

Adults with Learning Disabilities

Adults aged 18-64 are considered working age adults. The largest cohort of are adults with learning disabilities or autism. This covers a wide range of conditions with a broad level of need.

Physical Disabilities

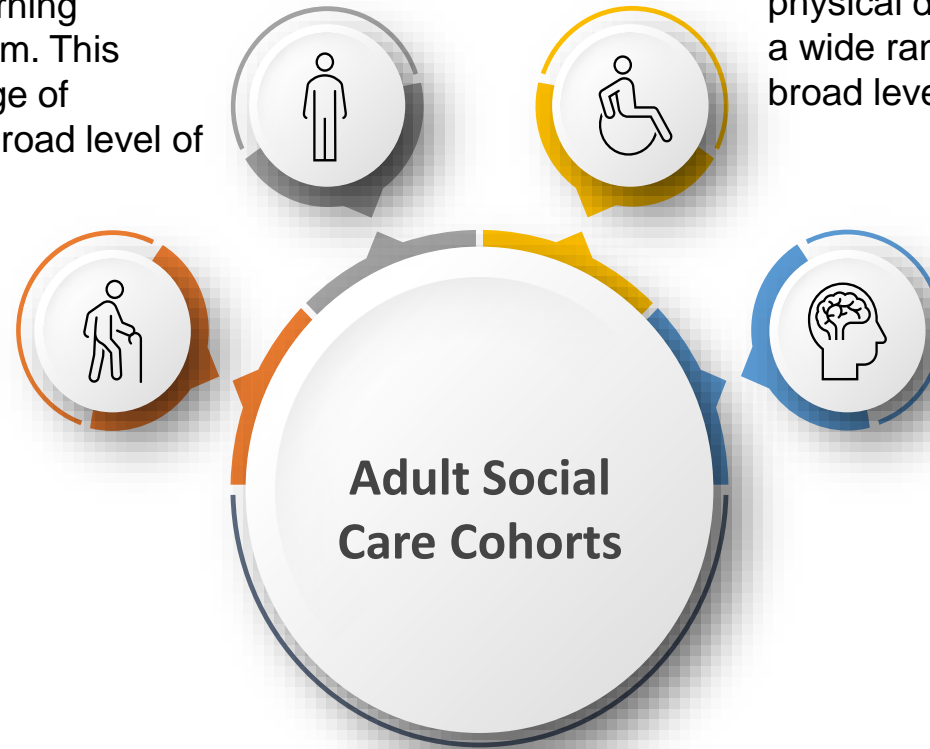
Some working age adults receive social care because their independence is limited by a physical disability. This also covers a wide range of conditions with a broad level of need.

Older Adults

Anyone aged 65 and above is considered an older adult. They make up the majority of social care by volume but nationally the spend is roughly equal to that of working age adults.

Mental Health

The final cohort of service user which makes up ASC is those in need of mental health support. This could cover everything from anxiety and depression to scitzophrenia. There is often overlap between mental health and other cohorts.

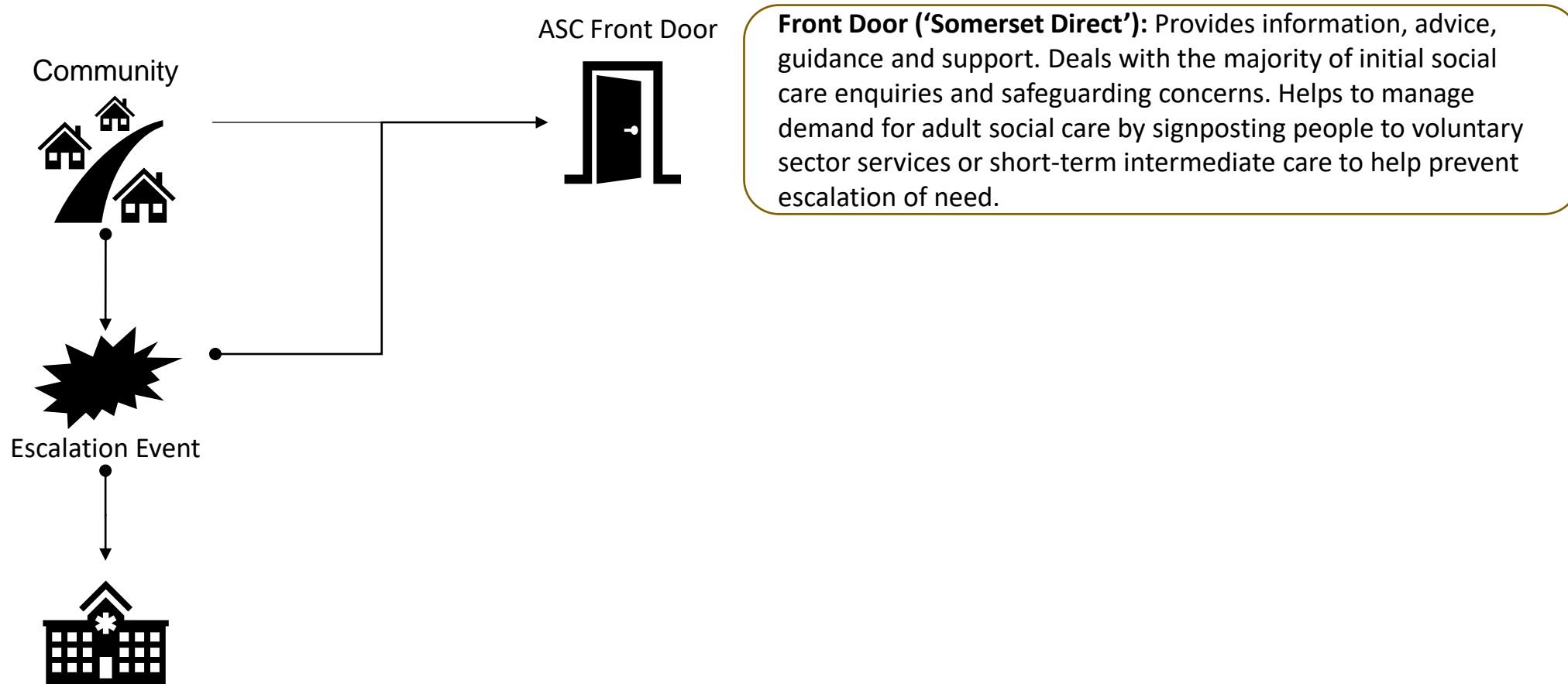


Accessing adult social care

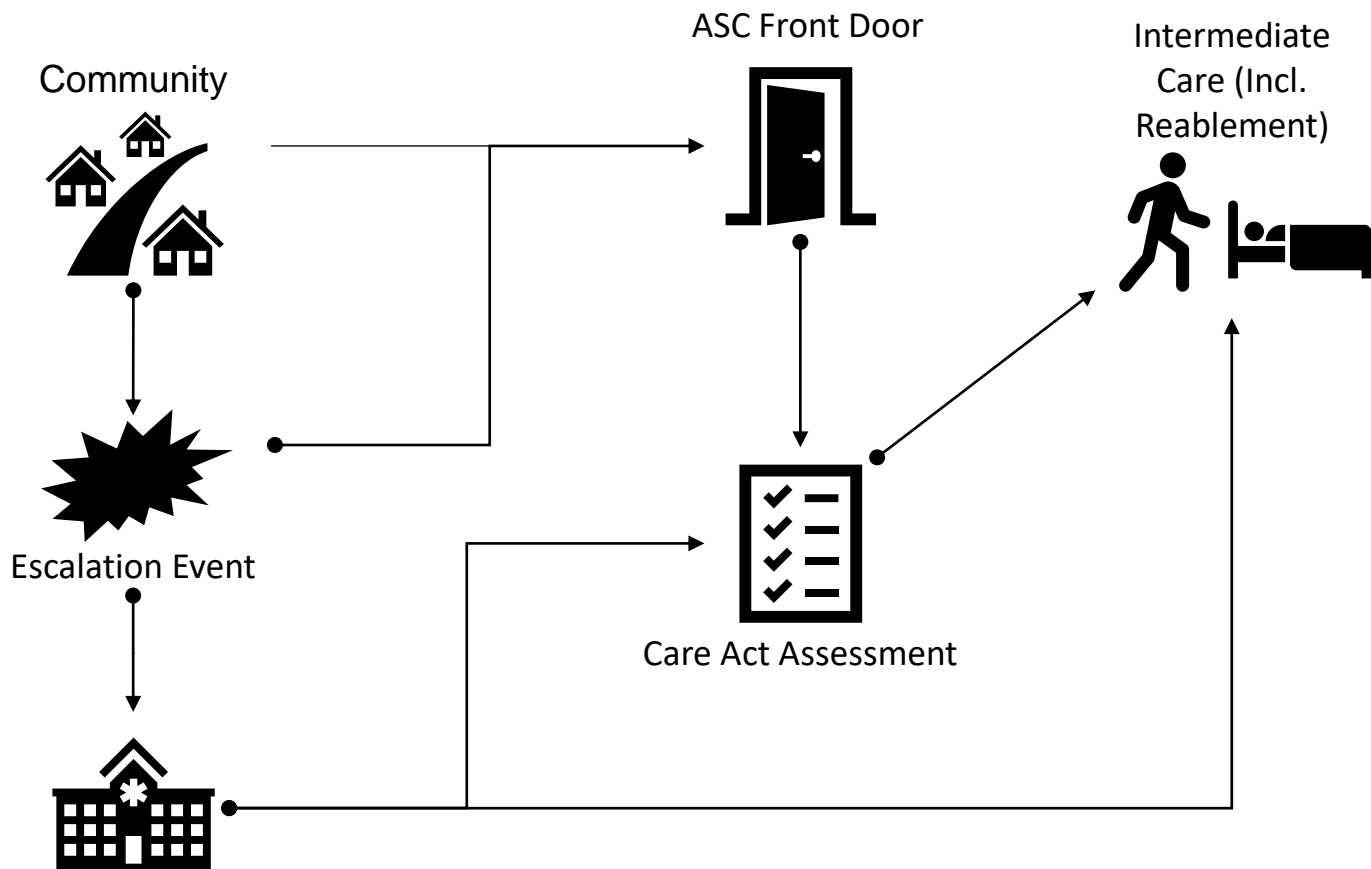
Community



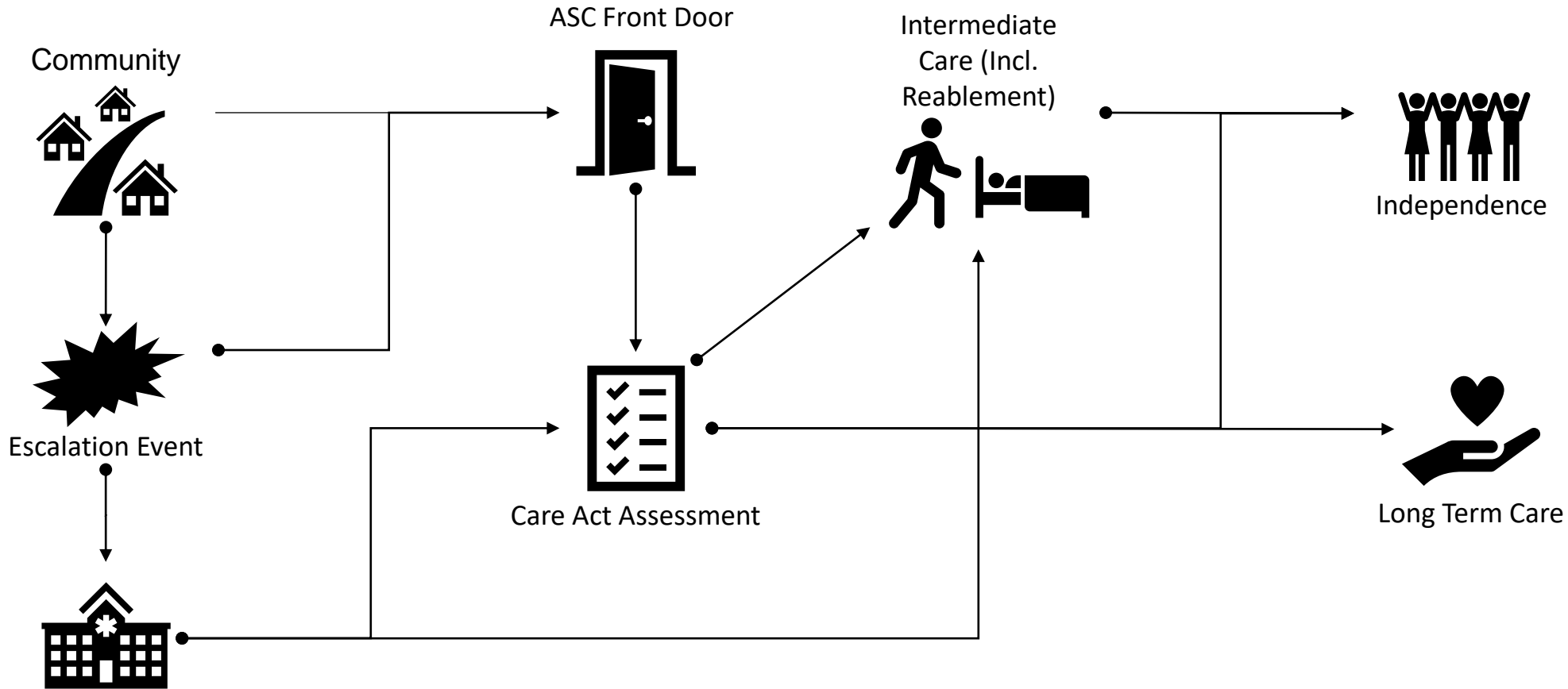
Accessing adult social care



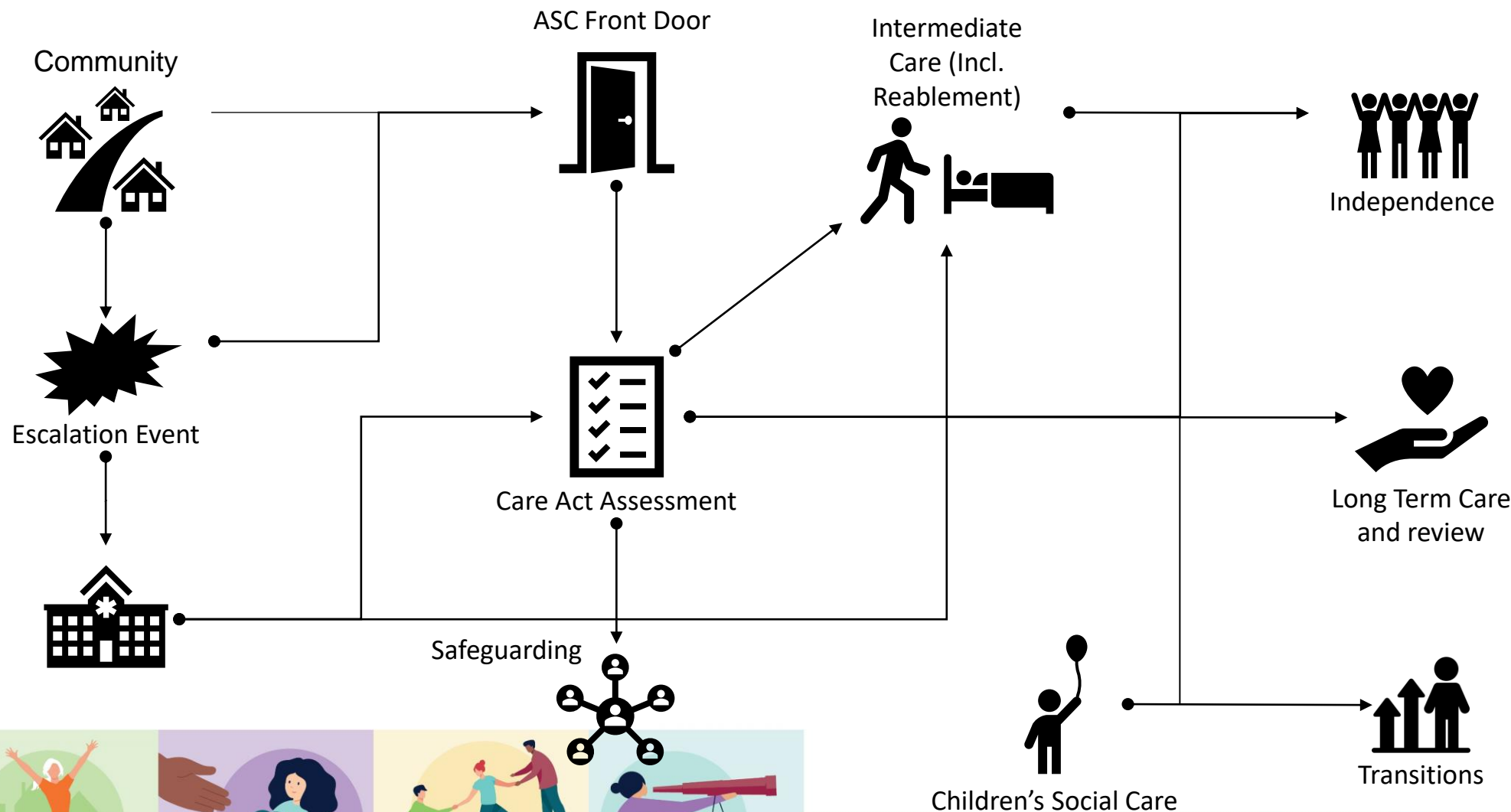
Accessing adult social care



Accessing adult social care



Accessing adult social care



Long term care provision may include:

- Direct payments
- Homecare
- Shared lives
- Supported living
- Residential Care
- Nursing Care

CQC Assessment: Assurance of Local Authority Adult Social Care

- The Health and Care Act 2022 gave the Care Quality Commission (CQC) new powers to provide a meaningful and independent assessment of care at a local authority (LA) level. These commenced from April 2023. 5 x pilot inspections currently underway.
- Together with assessments of Integrated Care Systems, these are intended to support greater understanding of the quality of care in a local area/system and provide independent assurance to the public.
- Assessments will focus on how LAs discharge their duties under Part 1 of the Care Act (2014), and will focus on 4 overarching themes:
 - 1) How local authorities work with people
 - 2) How local authorities provide support
 - 3) How local authorities ensure safety within the system
 - 4) Leadership

[Assessment framework for local authority assurance - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk/assessments/assessments-for-local-authority-adult-social-care)

Roles / responsibilities of others in the Local Authority

- **Elected Members:** The CQC will seek feedback from Members of the Council, in particular the Leader of the Council, the Executive Lead Member for adult social care. Members of the Scrutiny Committee and Somerset Board Members will also need to be well briefed with the framework and familiar with focus, context and performance of Adult Social Care.
- **Public Health:** There is greater expectation in the published framework that the Director of Public Health will be familiar with the assessment framework, especially in relation to 'supporting people to live healthier lives' and ensuring 'equity in experiences and outcomes'.
- **Children's Social Care:** Director of Children's Service expected to help inform 'safe systems, pathways and transitions' focus (Ensuring Safety). Also includes reference to Ofsted, SEND Reports and Peer Reviews for their insights into leadership.
- **Chief Executive and Executive Leadership Team:** Involvement particularly likely in relation to helping evidence the 'Leadership' theme: 'governance, management, sustainability' 'learning, improvement and innovation' and how the Council through place and community services supports ASC.

CQC may seek feedback from officers and members in leadership roles responsible for wider council responsibilities, e.g. relating to financial sustainability, wellbeing, prevention, equalities and housing

Annual report now published!

We traditionally produce a high-level annual report for our Lead Member to share with Full Council each summer to support scrutiny.



This year's more detailed report not only benefits elected councillors and other interested stakeholders but is also intended to serve as a valuable resource for multiple other purposes, including staff induction into our service and assurance activity.

Aim and contents of our Annual Report

Contents

	Page
Introduction	3
What is Adult Social Care and who provides it?	3
The current context	4
- The state of care nationally	4
- Somerset: our place	5
- Performance and demand: Adult social care in numbers	6
- Workforce and workforce planning	7
- Our budget and financial position	11
Our self-assessment, 2022/23	14
1. How we work with people	14
2. How we provide support	18
3. How we ensure safety within the system	21
4. Leadership	23
Understanding people's experience of care, 2022/23	28
Adult Social Care Stakeholder Feedback	28
Customer experience – complaints and compliments	29
Adult Social Care survey	36
Carers Survey	37
LGA Employer Standards Health Check, 2022	37
Looking ahead to 2023/24	41
Local Government Re-organisation	41
Care Quality Commission assessment of Adult Social Care	41
Adult Social Care Operational restructuring	41
Adult Social Care Strategic Plan (2023-26)	41

The report aims to provide a helpful overview of what we do, where we were at end of March 2023, how we are performing, and what our plans are for the year ahead.

In addition to a summary self-assessment (aligned to CQC themes), the report includes some key contextual information about the state of care nationally, demographics, statistics, workforce intelligence, our finances and budget, and the experience of service users and staff.

ASC Strategy 2023-26

Service has also published a public-facing Strategy for 2023-2026, underpinned by a 'live' delivery plan.

Sets out our 4 overarching priorities and commitments informed by public engagement, staff feedback, and our own self-assessment and improvement ambitions.

Clear 'golden thread' across key strategies in Somerset, demonstrating a shared commitment to: Improving people's health and wellbeing; Focusing on prevention and early intervention; Investing in our communities and neighbourhoods; Promoting people's independence whilst ensuring easy access to high quality support when required; Reducing inequalities and improving outcomes for those with more complex needs; and Supporting the wider health and care workforce.

**Somerset
Council**



Adult Social Care Strategy

2023 - 2026

To live in the place we call home, with the people and things we love, in communities where we look out for one another, doing what matters to us.

In Somerset, we want people to live healthy and independent lives, supported by thriving and connected communities, with timely and easy access to high quality and efficient support when they need it.

Our strategy sets out how we will work to deliver our vision in partnership to ensure we deliver the right kind of care and support for our communities and the best possible outcomes within the resources available to us.

Our priorities:



**Prevention
and early
help**



**Right
support,
right place,
right time**



**A supported,
skilled and
flexible
workforce**



**Future
focused**

Any questions?

