

# Lead Member for Adult Services Annual Report 2023 Summary

Full Council, 20 February 2024



**Prevention  
and early  
help**



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



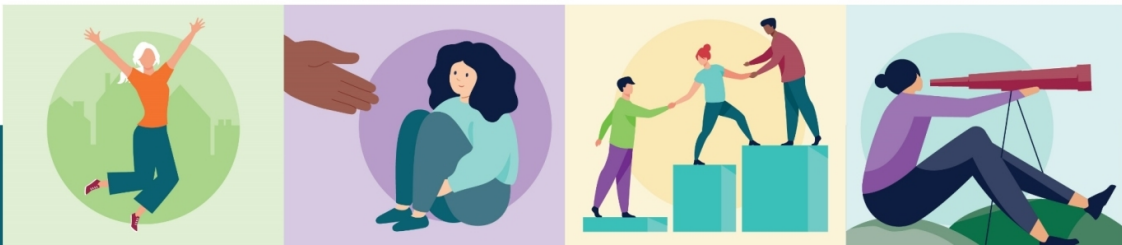
**A supported,  
skilled and  
flexible  
workforce**



**Future  
focused**

# Performance & Demand: ASC in numbers (2023)

- We received an average 5,462 contacts per month via our Customer Contact Centre for care and support related assistance. 60.8% of these are successfully resolved at first point of contact through sign-posting or advice.
- We supported over 8,000 adults as a Local Authority Adult Social Care service, and many more through our wider health and care system activity.
- Our social care teams completed over 8,740 assessments of various forms, and 5,456 reviews of individuals' care and support needs.
- We undertook 594 Safeguarding Enquiries, reducing or removing the identified risk in 92% of cases.
- We supported over 26,000 people aged 65+ to be discharged home from hospital
- We sourced 24,371 hours' worth of homecare provision for people assessed as requiring care at home, and 726 residential and nursing placements
- We conducted over 490 internal Practice Quality Audits (Sept-Nov 2023) focused on 'working with people', 'case recording' and 'strengths-based practice'.



# 1. Prevention and early help

## Key successes and highlights

- Our 3 therapy-led **Somerset Independent Living Centres** assisting people to use technology to support all aspects of their lives and offering practical advice
- Our **Somerset Carers Support Service** providing a one-stop shop approach to ensure support is available when carers need it via a single point of contact
- Our **Community and Village Agents** who also play a key role in our internal decision-making processes to help identify community solutions for people with assessed care and support needs
- Our **Customer Contact Centre** which resolves an average 60% of adult social care queries at first point of contact

## Key areas of ongoing focus and development

- Improving the **accessibility of information and advice**, and further promoting our adult social care 'offer' across Somerset.



# 2. Right support, right place, right time

## Key successes and highlights

- Our continued investment in the development of over 1,250 **micro-providers**
- Our **promotion of direct payment options** enabling people to have greater choice and control over how their care and support needs are met
- The significant **reduction in levels of unmet homecare need** and work undertaken to ensure homecare sufficiency to enable people to continue living at home for as long as it is safe to do so
- A **public-facing safeguarding awareness campaign** as part of wider work progressed by our Safeguarding service and Safeguarding Board to promote awareness of abuse and neglect, and how to respond to concerns.

## Key areas of ongoing focus and development

- Addressing **waiting lists for care assessments and reviews** due to high demand for care and support coupled with ongoing workforce pressures / vacancies
- Increasing the number of **carer assessments**
- Continuing to enhance our **reablement services** and support people to return home from hospital as soon as they are ready to do so
- Achieving more ideal outcomes for **young people transitioning into adulthood**
- Supporting the **sustainability of Somerset's care provider market** / fair cost of care

# 3. A supported, skilled & flexible workforce

## Key successes and highlights

- Our **operational re-structuring** to ensure our workforce is fit for the future. This has included the introduction of specialist Learning Disability and Mental Health teams.
- Our **enhanced practice development and oversight offer**, including a refreshed Practice Quality Framework and monthly auditing scheduled, clear competency frameworks to support the development of our staff, and a revised supervision and appraisal approach.
- Our annual **Carnival of Practice**, with a recent theme of 'Storytelling' to support continuing professional development

## Key areas of ongoing focus and development

- **Stabilising our workforce and reducing our reliance on locums / agency staff** resulting from national challenges in recruiting social workers and occupational therapists. To support us in filling hard-to-fill posts, we have welcomed 12 overseas social workers to date and will soon recruit a third cohort.
- Continuing to implement our **Workforce Strategy action plan**, which includes a focus on recruitment and retention of our staff.



**A supported, skilled and flexible workforce**

# 4. Future focused

## Key successes and highlights

- The launch of our **'My Life, My Future'** **transformation programme** progressing 5 workstreams across our teams to deliver operational and financial targets:
  1. Reablement
  2. Outcomes from decision-making
  3. Progression and enablement for individuals with learning disabilities
  4. Preparing for adulthood
  5. Data visibility and control.
- Inviting a **Local Government Association Assurance Peer Challenge** (March 2024) to support our self-assessment activity and readiness for future external assessment.

## Key areas of ongoing focus and development

- Improving opportunities for effective and **meaningful co-production**, taking every opportunity to include people with lived experience in the development of our services.
- We await a new **Care Quality Commission assessment** of our delivery of statutory duties under the Care Act 2014.
- Maintaining a strong focus on **managing our budget and spend**.



**Future focused**