

How did we do?



Adult Social Care Local Account 2022 – 2023

People are safe, healthy and live well



This is a report to tell you what Rotherham Council is doing in its adult social care services to make people's lives better



www.rotherham.gov.uk

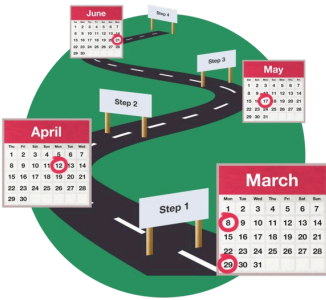
Introduction



Welcome to Rotherham's Local Account for 2022 – 2023



It tells you what we have done over the last year to achieve our aim that “people are safe, healthy and live well”



It tells you what we plan to do next to make sure people live their best lives



This is Councillor David Roche, the Cabinet Member for Adult Social Care and Health



This is Ian Spicer, the Strategic Director of Adult Care, Housing and Public Health

Adult social care



Adult care is for people aged 18 and over with care and support needs, and their carers



We want to support people to:

- Lead a healthy and active life
- Be independent
- Be involved in their communities



We want people to:

- have choice about how they live their lives, so they feel happy and safe
- work with us to make sure we provide the right support to meet their needs



It is important to help people stay healthy, happy and independent for as long as possible – this is called prevention

Safeguarding adults



Safeguarding is helping people stay well and safe from harm, abuse and neglect

It is important that people know the signs of harm, abuse and neglect, and how to report any concerns



The Rotherham Safeguarding Adults Board works to protect adults with care and support needs from abuse and neglect

It works with partners to provide information and support to help people understand and stop abuse



When there are concerns about possible abuse or neglect, action is taken to find out what, if anything, has happened – this is an enquiry

449 people had a new safeguarding enquiry and 631 had a completed enquiry in 2022/23



Most of safeguarding enquiries made are about older people and happened in the person's own home

Support provided last year



5,273 people received adult social care support over the last year



Some people receive support from more than one service

- 3,579 people receiving 4,018 services from adult social care



More support was provided to people aged 65 and over

- 2,138 were aged 65 and over
- 1,441 between 18 to 64



More support was provided to females

- 59% female
- 41% male

More support provided last year



3,579 people receiving support from adult social care were also supported by an unpaid carer

- 53% also supported by an unpaid carer



Physical disability was the main support reason for 1,984 people

- Other types of support provided included learning disability, mental health, memory and understanding, social and sensory



Not many people from ethnic minority communities receive adult care services

- We want to make sure that there is better take up of services from across all our local communities

Key achievements in 2022-23



Developed a Community Hub with health partners to:

- Give better support to people being discharged from hospital
- Keep people safe and well at home



South Yorkshire Teaching Partnership Awards for the:

- Integrated Discharge Team
- Localities Service



Developing services to support people with mental ill-health



Conway Crescent Respite Service was rated 'Good' by the Care Quality Commission

More key achievements in 2022-23



Supported more residents to live independent, safe and well lives



Offered more checks to see if people's care and support needs have changed over time – this is a review



Worked closely with community groups to make sure social outcomes are met for individuals



There are over 20 businesses (sometimes called enterprises) providing support for people with a learning disability because of the Community Catalyst project

Adult social care services



In 2021-22 the Council spent £74.8 million on adult care support services



Adult care support services:

- Assessment and care management



- Residential and nursing care



- Community based services



- Information and early intervention



- Commissioning and service delivery

Plans for 2023-24



New plan to make adult social care better – called “Adult Social Care Strategy and Vision for Rotherham”



Work with partners to help people stay healthy, happy and independent for as long as possible – this is called prevention



Make sure people needing support have assessments as soon as possible



Provide equipment that helps people with everyday activities which have become difficult, so they stay safe and independent – called assistive technology

More plans for 2023-24



Make sure people in all communities know about the support they can get from adult social care



Collect feedback about what it was like for people with care and support needs when they contacted adult social care



More people involved in planning future services



New building for day opportunities for people with complex support needs – called “Castle View”

Voice of the resident



We had less complaints this year



Complaints were mainly about:

- Actions or views of a worker
- Not having enough information
- Delays in services



Lots more people are asking for support



We are working to make getting services better by having:

- better information and advice available
- more staff to provide services quickly
- staff with skills, knowledge and attitude to provide good care and support

Voice of the resident

During 2002-23 adult social care received:
166 compliments and 62 complaints

Thank you for all your support and hard work. It's not been easy, but you got us there in the end. We do really appreciate the time and effort from all of you

The service from all the staff visiting has been the best and they have done more than was expected



They took time to assess my needs and explain how different bathing aids would help me. They were friendly and allowed me to ask questions

Thank you for your help and support recently. You made everything clear for me, and did everything to find answers to my questions

The best work of our lives



Sally needed help to stay well and safe from harm and abuse in the community. She was feeling unwell and had been admitted to hospital a few times because of her physical and mental health.

A team supported Sally to set up a new bank account, apply for benefits and attend appointments to manage her own affairs.

Sally now lives independently and safely and is back in touch with supportive family members.



Billy had some health problems and could not walk independently. He was admitted to hospital because of a chest infection and a fall. Billy went home with services to support him to get better.

Billy was worried that his family could not provide the support he needed to continue to live at home. He decided to move into a care home.



Billy's health is now better. His family visit him regularly and Billy's social worker is supporting him to settle into his new home.

More the best work of our lives



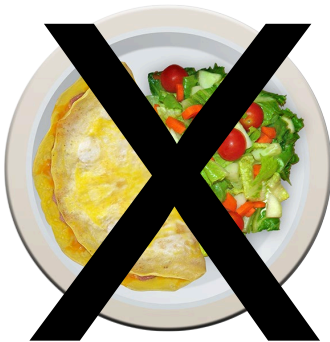
Paul was living at home with his mum, who cares for him. He was matched with Shared Lives carers for day support along with two of his friends. They enjoy many activities together.

Paul gets on so well with his Shared Lives carers and family that he now stays overnight with them.

This arrangement means Paul's mum can keep caring for him from the family home.



Paul's Shared Lives carers make sure he is healthy and well and enjoys time with his friends. It also means that mum can take a break from caring.



Elaine has a disease that affects how she can use her arms. She finds it hard to feed herself and left her food rather than ask for help, as the family also have two young children to look after at mealtimes.

Following an assessment by adult social care, it was agreed that assistive technology equipment could help Elaine eat independently – called “Neater Eater Robot”.



Elaine and her family can now eat their meals together, which makes a big difference to both Elaine's and her family's quality of life. Elaine's wellbeing is also improved as she is eating much better.

Useful contacts



Safeguarding Adults	01709 822330
Safeguarding Children	01709 336080
Mental Health Crisis Team	0800 652 9571
RDASH Switchboard	03000 213000
Housing Services	01709 336009
Reablement Services	01709 336096
Shared Lives	01709 334948
Supported Employment	01709 249600
Age UK Rotherham	01709 835214
Citizen's Advice Bureau	0808 278 7911

Your own important numbers