

Adult Social Care Local Account Our Annual Report 2022/23



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Introduction

Welcome to the 2022/23 edition of the Adult Social Care Local Account. Within these pages we describe who we are and what we do.

This report sets out our performance in 2022/23 and what the people using our services say about the care and support they access.

Throughout this document, we have set out the ways in which we are working to achieve our ambitions, including working collaboratively with our partners, continuing to ensure that our resources are being used effectively, and continuing to innovate to respond to the changing lives of the people in the city.



Al McDowell,
Director of Adult Social
Care and Integrated
Services



Cllr Karen Kilgour,
Cabinet Member for a
Healthy Caring City and
Integrated Services
(and Deputy Leader)

Healthwatch Statement

The role of Healthwatch Newcastle:

Healthwatch Newcastle is an independent, not-for-profit service. We help people of all ages and from all backgrounds have their say about social care and health services in Newcastle. This includes every part of the community, so we give a voice to people who sometimes struggle to be heard. We also offer free, confidential and independent information about social care and health services in the Newcastle borough.

Healthwatch Newcastle is one of over 150 Healthwatch groups in England and each local authority is linked to a Healthwatch for their area. We have statutory powers under the Health and Social Care Act 2012, including the ability to:

- Request information from commissioners and service providers (they have to respond within 20 days).
- Visit publicly funded health or social care services to see how they are working (known as 'enter and view' visits).
- Represent the views of the public on the Newcastle City Futures Board (now named the Health and Wellbeing Board).

Healthwatch Newcastle work to make sure that the people who plan, commission and run social care and health services are listening to their service users. When people's voices can be heard, we can make positive change. Together, we can create services that cater to what real people need and want.

Comparison with the previous year's report for 2021/22:

The 2021 census has shown that the Newcastle population has increased by 7% and that the number of people aged over 65 has increased by 15%. This has had an impact on Newcastle City Council's social care services, as they have received more requests for new support than the previous year as it is up by 6%. However Healthwatch Newcastle is pleased to see that Newcastle City Council has maintained a strong adult social service with resources having increased since last year from £78.64 million to £93.52 million.

It is reassuring to find that the investment in the workforce across all providers has resulted in an increase in adult social care roles being delivered across the city (now 9,800), most of which are in the independent sector. These people are important, as it is their work in adult social care has a direct positive impact on the lives of people in our communities. Healthwatch Newcastle praise the efforts of all who have been involved in ensuring the delivery of social care services to the people across the city.

Notes on the 2022/23 Report:

• Three Conversations

Healthwatch Newcastle like the approach that Newcastle City Council have adopted to ensure that their services are more flexible and person centred so that people get what they need from the local social care offer. We also recognise that the stronger connections being made with the Voluntary, Community and Social Enterprise Sector are greatly adding value to the Three Conversations assessment.

- **Preventing the need for social care services**

We commend Newcastle City Council on its work with partners to deliver vital support with short term reablement solutions. Healthwatch Newcastle is pleased to read that this year 78% of people who finished short term re-enablement, did so with either no ongoing care needs or support at lower level.

- **Newcastle Neighbourhoods**

The development of the Newcastle Neighbourhoods using asset-based community development (ABCD) at local level is working well. As an active partner in the Newcastle Neighbourhoods model, Healthwatch Newcastle look forward to working together with the Council and other local organisations in 2023/24 to deliver Neighbourhood initiatives. This aligns with Healthwatch Newcastle’s own aim to listen to people’s lived experience at a place-based level.

- **Providing long term support**

As the demographics of the city are changing to become an older aged community, we were interested to read that 65% of the service users for long term support in 2022/23 were aged over 65, which is the same level as the year before. We are pleased that Newcastle City Council is still committed to providing long term support and is regularly surveying people on their experience of using adult social care services. Healthwatch Newcastle feel the efforts made locally to improve the service users’ experiences are being seen in the services being offered.

- **Safeguarding adults**

We support Newcastle City Council for their commitment to ensure that Newcastle is a safe city for adults with care and support needs, who may be at risk of abuse or neglect. Going forward, as part of our commitment to Newcastle City Council, Healthwatch Newcastle will continue to work with partners and attend the Newcastle Safeguarding Adults Board.

- **Carers**

Healthwatch Newcastle were pleased to see Newcastle City Council’s continued commitment to unpaid carers. Especially with the offer of information and advice, support to access the Carers Wellbeing Fund and working with the British Red Cross to provide the emergency contact scheme. We also commend the work being done by Newcastle City Council to get the voice of unpaid carers heard across all aspects of adult social care.

In summary:

Healthwatch Newcastle feel that this Local Account demonstrates that Newcastle City Council is delivering an approach that is enabling them to progress their ambitions. We welcome the continual collaboration with partners to ensure that resources are used effectively, and we support their aim to continue to respond to the changing lives of the residents across the city.

What do we do

Adult social care aims to promote the wellbeing of people who draw on care and support, we also seek to prevent, reduce and delay the need for care and support, and to keep people safe from abuse or neglect.

What we do...

Assess whether care and support is right for you

Help to organise and plan your support

Arrange your services, where appropriate

Work to prevent the need for social care support

Help support those who are caring for a loved one

Protect people from abuse or neglect

Did you know

We carry out care and support assessments, arrange personal budgets, help people to get the right support for them, and provide our own services including:

- information and advice,
- day support and respite, and
- support to return home after a hospital stay or crisis.

We also have a statutory requirement associated with safeguarding adults. The Newcastle Safeguarding Adults Annual Report has full details of how we did this last year and what our plans are for the year ahead.

What we do... In 2022/23

We had 10,096 requests for support from people who do not already draw on care and support through the Council, 557(6%) more requests than last year. This is a slight increase.

Demographic growth: our city is growing, and it is growing older. With more people living in our city than ever before, the need for care and support continues to grow. The census has shown a 7% increase in the city's population and a 15% increase in the 65+ population since the last census. Source: Newcastle upon Tyne population change, Census 2021 – ONS

When people contact us for care and support it could be for any number of reasons, sometimes it is for information or advice, other times it is because they could benefit from support in their community, and sometimes it is because they already have a care and support need. We try, wherever possible, to work alongside people to prevent the need for care and support, helping them to find solutions to keep them well for longer. This helps people to remain independent and stay actively engaged in their communities, ultimately improving overall wellbeing.

When it is not possible to prevent someone's need for care and support, we consider whether they will benefit from a short-term response to help them regain their independence, or whether they require on-going care and support which fits in with their lives.

In 2022/23, 4798 people received long term support. In 2021/22, it was 5074. Through this support, we seek to promote independence, and where possible combine more traditional support with support they people can get in their own communities – helping them to remain connected.

Of the people who drew on long term care and support in 2022/23:

1,661 people aged 18 – 65, **86 less** than last year

3,137 people aged 65 and over, **190 less** than last year

2,388 with a primary support reason of physical disability, **127 less** than last year

1,016 with a primary support reason of learning disability, **57 less** than last year

536 with a primary support reason of mental health, **18 less** than last year

761 with a primary support reason of memory cognition, **13 more** than last year

26 with a primary support reason of sensory support, **11 fewer** than last year

68 with a primary support reason of social support, **19 fewer** than last year

Our Workforce

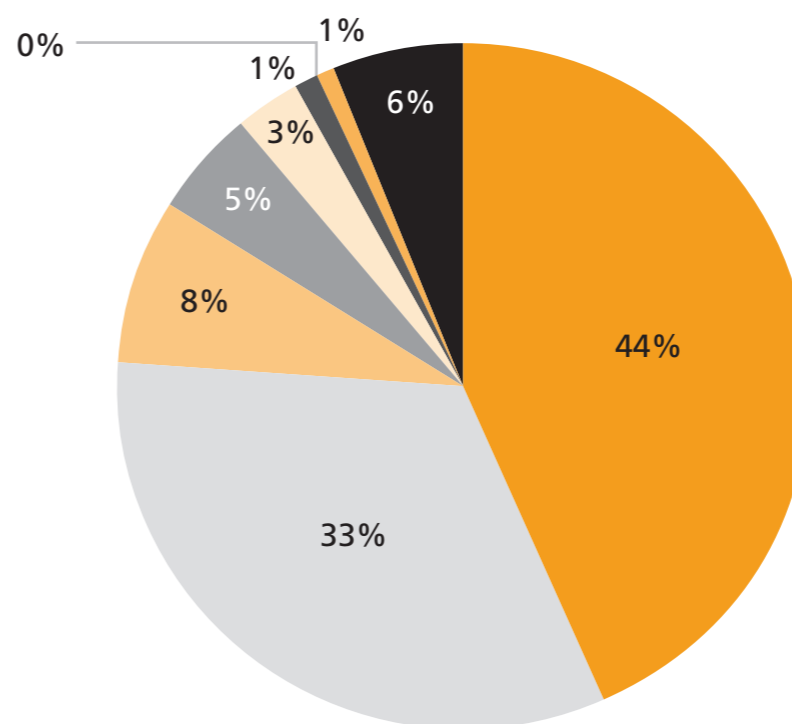
There are **9,800** filled roles in the adult social care sector in the city, 800 of these are employed by the local authority. These roles are varied, ranging from frontline care workers, through to home managers and community connectors. People who work in adult social care have a direct impact on the lives of people, and their skills, professionalism, and dedication is an incredible asset to our city.

Stats taken from Skills for Care website - [https:// www.skillsforcare.org.uk/adult-social-care-workforce-data](https://www.skillsforcare.org.uk/adult-social-care-workforce-data)

How we spent our money

In 2022/23 we spent: £93.522 million (net expenditure) on adult social care services:

- Learning disability and autism - £40.853 million
- Older people - £30.849 million
- Physical disability - £7.126 million
- Mental health - £4.989 million
- Other social care services - £2.619 million
- Specialist services - £0.537 million
- Business Finance - £0.094 million
- Workforce Development - £0.646 million
- Care Services - £5.808 million



Three Conversations

This year Social Work teams have begun to roll out our strength-based approach to social work assessment we are calling, Newcastle 3 Conversations.

Building on the strengths that people have within their own lives and that of their communities we can offer a much more person-centred and flexible conversation with people who may benefit from care or support, centred around what a person wants support to achieve, what activities they enjoy doing, and how we (or others) can help them to achieve this.

To complement this approach, we have Wellbeing Officer and Community Connector colleagues working alongside Social Work teams to identify what is available in the community. Connections regularly being made across our Voluntary and Community partner organisations, local groups and associations, local colleges, courses, lunch groups and much more.

Case study: Three conversations

Dorothy is a 76-year-old lady, who is registered blind and in her own words at a review, sometimes wakes up and thinks "what is the point". She has anxieties about leaving the house, due to her health situation.

She lives with her husband and has support from her family but aside from this, she has become increasingly disconnected from others.

She does have a care provider visiting who assist her with essential daily living tasks.

Through discussions, under the Three Conversation model, it was identified that she had a love for dogs and had owned dogs for many years, but could not look after one full time anymore. She was connected to Wag&Co, a charitable organisation, who bring a dog round for Dorothy to spend some time with and pet. This has greatly improved her outlook on life and is something she looks forward to.

Case study:

Carol is 84 years old and experienced the loss of her husband and grandson within the same year.

She was experiencing difficulties with her mental health and social isolation, alongside physical health issues.

Religion has been a really important aspect of Carol's life, however, as her health (particularly her mental health and confusion) has deteriorated, getting to the church had been a challenge for her.

Through the Three Conversation model and liaising with the congregation it was arranged for a member of the church to take Carol to meetings and drop her back home afterwards. This is supporting her to feel connected to her church community and improve her mental health and reduce social isolation.



Preventing the need for social care services

Did you know

Reablement is a personalised, short-term service which helps people recover and live independently at home. A reablement service may be suitable following a stay in hospital, a change in needs, or a loss of confidence. Reablement encourages people to develop confidence and skills and can include support to get around the home, make meals, and personal care such as using the bathroom or dressing.



48.6% of people we asked find it easy to find information and advice

12 months on from the introduction of the new Home Care Framework, there are a number of improvements that are benefiting social care staff, people in receipt of support, and the home care providers. The benefits of block payment in advance for service delivery include:

- Removal of the reliance on minor tweaks in service provision being agreed via the Council
- Allows providers the ability to offer more agreeable contract terms for care workers
- Secure regular income stream.
- Flexible approach to meeting an individual's needs at their request.

The use of the flexible approach has been seen as a benefit to individuals in receipt of support where:

- There are family emergencies / short term changes in informal support provision.
- Short term illness or temporary deterioration in functional ability.
- Small adjustments to call times or duration.

Providing long term support

When people do need long term care and support, we will help them and their families to find the right support, in the right place, and at the right time. We arrange support on behalf of people that want us to, or we support them to arrange their own, working with partners to deliver the care and support that will help the person live the life they want to.



Did you know

We carry out a survey every year to help us understand the experience of people that draw upon adult social care. In 2022/23 (survey results from 21-22) the majority of people (89.4%) said that the services they received helped them to feel safe and secure.

Newcastle Neighbourhoods

Newcastle Neighbours has continued its journey in seeking to change the way we work across the city with our partners and communities.

Developing and strengthening Asset Based Community Development (ABCD) understanding, knowledge and how we are embedding this into our work across the city. We held the first of our ABCD Alumni bringing together representatives of Collaborative Newcastle who took part in the inaugural ABCD training to look at what we can build on, how we champion the work going forward and sharing how it has been implemented.

We have developed strong Neighbourhood Networks in the Outer West and East of the City which provide the space and opportunity for people who work within the area to connect, as well as understand and experience those building blocks of ABCD.

We were part of the Newcastle City Council delegation at the WHO Healthy Cities International Conference in November 2022 where we had the opportunity to showcase our Newcastle Neighbourhoods journey.

We have worked with our Collaborative Newcastle colleagues who facilitate and deliver the Learning to Lead Together Collaborative Newcastle system leadership development programme. Embedding Newcastle Neighbourhoods and ABCD as a workshop which is now part of the programmes core delivery.



ABCD Alumni November 2022

We have worked alongside colleagues in our Commissioning Team to embed Newcastle Neighbourhood principles and practice into our commissioned contracts and attend provider forums to share the vision of Newcastle neighbourhoods and their contribution.

We have continued to link with other colleagues across Newcastle City Council to strengthen how we work better together in place.

The Grainger Market Being Well Space continues to offer a space for organisations to link with people to give health and wellbeing information and advice. It also provides a space to strengthen working in partnership and collaboration with organisations across the city and test out new ways of working.

Case Study – Neighbourhood Network Events

By working differently Newcastle Neighbourhood aims to build community capacity, recognise, develop and strengthen our community assets to improve health and wellbeing. We want to move from a place where services sit outside our communities, often seeing a person in isolation, to a place where services are part of the community, connected and connecting and are part of building and strengthening local assets.

We have hosted Neighbourhood Networks in the Outer West and East of the city providing a dedicated space for people to come together in an area of the city to connect, understand what they do and what they bring; develop, and share learning and good practice. Principle here to identify how we can work better together, building on what is strong to improve health and wellbeing.

To date we have facilitated 5 network opportunities in both the East and Outer West of the city and will be launching similar in the North and Inner West in January 2024. We have used different community venues 'hidden gems' and have attendances consistently of 45-50 people at each event. With a broad range of organisations represented including the Social Care sector, Health place-based teams, Public Health, Community and Voluntary Sector, Housing, Faith groups, businesses in the areas.

People attending have made connections, started to think about the assets and strengths they bring and how we can share learning and build on what is strong. We have explored community mapping, identifying assets both people and place, value of connections and bumping spaces, how to welcome the stranger.

The Neighbourhood Network events are also attended by the Information Now Team, increasing awareness across the city on how this information platform can be used and ensuring organisational information is up to date.

East Network

October 2023 Ray Gray Centre Walkergate



July 2023 Newcastle East End FC



April 2023 Heaton Community Centre



January 2023 St Martins Centre



September 2022 Shielfield Arts centre



What we have been thinking about, exploring and sharing.

How do we welcome the stranger?



Connections and Bumping spaces



Finding Assets and gifts hands, hearts, head – people and place



Mapping Community Treasures



Sharing information



Outer West Network

October 2023 Tyne Armature Rowing Club



July 2023 St Johns Church Kingston Park



April 2023 Westerhope Institute



January 2023 The Grange Day Centre



October 2022 West Denton Community Centre



Safeguarding Adults

We are committed to ensuring that Newcastle is a safe city for adults with care and support needs who can be at risk of abuse or neglect. Adult Social Care is the lead agency for safeguarding adults in the city, providing staff that support and coordinate the work of the Newcastle Safeguarding Adults Board.

Last year we received

9,801

safeguarding adults concerns, where 8,335 of these concerns were progressed as safeguarding adults enquiries.



Where a person or their representative expressed their desired outcomes, these were fully or partially met in

92%
of enquiries.



Feedback from the events:

Great networking event, I was able to speak to organisations who were eligible for North of Tyne Funding.

Digital Voice

The event has given me contact that have allowed me to find new locations and target areas of the city and demographics in Newcastle that we were struggling with.

Andy's Man Club

Through attending the networks, I have made many useful contacts who are working within local communities who I have since contacted, to ensure we reach people and communities whose voices are often not heard.

Involve North East

What the Network does is to facilitate the 'opening of the doors' by meeting and connecting and doing the necessary follow up. This saves us time as we can arrange further meetings, discussions and or attending each other's activities. I have also learnt a few 'new' techniques on 'how to engage' by listening to and observing others and what a nice and a pleasant way to learn.

Healthwatch



Carers

A carer is someone who provides unpaid care and support to someone who couldn't manage without their help because of illness, frailty, disability, mental health issues, drug or alcohol problems.

We know that caring for someone can be a very positive and rewarding experience, but we also recognise that carers often need additional help to support and enable them in their caring role.

In partnership with our colleagues in the NHS North East and Cumbria Integrated Care Board and colleagues in Children's Social Care we commission Newcastle Carers, an independent charity to provide support to unpaid carers of all ages in the City. Their offer includes advice and information, support to maintain and improve carer health and wellbeing, training and support around care, and supporting carers to take a break from their caring roles. In addition, they manage the Carers Wellbeing Fund which enables unpaid carers to access a small grant to pay for goods and services that can support them in their caring role. The fund also funds two corporate passes to Beamish Museum which enables carers to take a break from their caring role at no additional cost.

"Having the corporate pass meant we were able to visit Beamish Museum with no financial or time pressures. It helped massively. Our daughter ended up loving our day to Beamish Museum (we all did) and it was a really positive experience. We now have the confidence to visit again. Thank you so much. Grants like these make such a huge difference to disabled children/adults and their carers/families. I really hope Newcastle Carers are able to obtain more funding in the future to continue supporting families in this way."

Adult Parent/Carer of young daughter with complex needs

British Red Cross continue to work with us this year to deliver the carers emergency contact scheme. The numbers of carers registering with the scheme which offers reassurance and peace of mind, along with an element of contingency planning in the event of an unforeseen emergency has again increased across the course of this year and the service is complemented with additional signposting and support from other British Red Cross services.

Call taken from Carer to ask for advice as mother had been waiting for a wheelchair from wheelchair service for 6 weeks. Carer was wanting to take mother to visit family and wanted to know if there was anything else that was available in the interim until they received the wheelchair. Coordinator signposted carer to British Red Cross mobility aids and provided warm introduction to the service co-ordinator who offered short term hire of a wheelchair to enable a family visit to take place.

During Carers Week, carers were invited to share their experiences of caring with the Carers Lead Officer at each of our resource centres as part of our commitment to continually review and improve our carers offer and we are currently working to ensure that the voices of unpaid carers are heard across all aspects of adult social care.

