



City of
Stoke-on-Trent

Adult Social Care Local Account for Stoke-on-Trent **2022 - 2023**

Stoke-on-Trent City Council



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Adult Social Care Local Account for Stoke-on-Trent 2022- 2023

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1. Introduction



Councillor Duncan Walker, Cabinet Member for Adult Services



Peter Tomlin, Director of Adult Social Care, Health Integration and Wellbeing

This Local Account reports on the adult social care and health needs identified in Stoke-on-Trent and it provides a breakdown of Adult Social Care expenditure and outlines key internal and external support services in 2022 to 2023.

We continue to work in close partnership with health colleagues, and both the private and voluntary sector to ensure an integrated approach to delivering care and support provision to meet people's needs.

We work hard to protect people in the city via our safeguarding procedures and work pro-actively with professionals and partners to develop robust processes to keep people safe. Our Commissioning teams ensure strong governance for Stoke-on-Trent City Council, and it plays a key role in developing and securing opportunities for joined up commissioning with relevant partners, for the benefit of residents in Stoke-on-Trent.

The services which we design and procure are based on information within this report, in addition to data and intelligence from all stakeholders, and in line with Stoke-on-Trent City Council's vision to provide quality care and for people to lead safe, happy, and independent lives.

We have created new ways of working and want to continue to build on the working relationships with health, the private and voluntary sector to deliver the best services for people.

We still have many challenges that face us in the coming months and years including; the social care crisis, the rising cost of living and hospital delays. However more than ever, Stoke-on-Trent City Council will remain dedicated and focused on ensuring that care and support services are accessible, appropriate to people's needs and provide value for money.

We encourage and capture feedback about people's experiences of our services and so we welcome any ideas or suggestions about how things can improve.

2. Priorities and Vision

At the time of writing the Local Account 2022-2023, Stoke-on-Trent City Council's Strategic Plan was called Stronger Together.

Therefore, the Stronger Together strategic priorities that underpinned the work in Adult Social Care were:

1. Supporting vulnerable people in our communities to live their lives well.
2. Enabling our residents to fulfil their potential.
3. Helping businesses to thrive and make our city more prosperous.
4. Working with our communities to make them healthier, safer and more sustainable.
5. Becoming an innovative and commercial council, providing effective leadership to help transform outcomes.

In May 2023, Stoke-on-Trent City Council's administration changed. Whilst safeguarding our vulnerable residents is paramount and our first priority, we are now working with the new administration to embed their vision and strategic priorities.

Our Focus for Adult Social Care

Fulfilled lives for everyone with quality care, ensuring:

- People have choice, control, and support to live independent lives.
- People can access outstanding quality and tailored care and support.
- People find adult social care fair and accessible.
- Person-centred care at the heart of all we do
- Healthy and inclusive communities

Our Principles: Ownership and Accountability, Ambition, Respect, Working with others and Involvement with the residents of Stoke-on-Trent.

Care Act Compliance

Stoke-on-Trent City Council must comply with **The Care Act 2014**.

The council must...

- Support all of its population
- Keep people safe
- Give people information, advice, and guidance so that people have choice and control over how their care and support needs could be met.
- Offer a variety of services to ensure that different people's needs are met
- Work in partnerships with health services and health-related provisions

Services should be...

- Person-centred
- Promote wellbeing
- Maximise independence
- Aim to prevent, delay, and reduce the need for extra care and support

One Council, One Vision, One Team

3. Who We Are

Our Workforce

Stoke-on-Trent City Council is made up of various directorates, and all adult social care services sit within the directorate of Adult Social Care, Health Integration and Wellbeing. The directorate is managed by the Director of Adult Social Care Health Integration & Wellbeing and the structure also incorporates individual Assistant Directors for Adult Social Care and Integrated Commissioning. Strategic Managers oversee a range of roles and teams including:

- Provider Services
- Safeguarding
- Social Work
- Localities and Urgent Care
- Changing Futures
- Learning Disabilities and Mental Health
- Commissioning

Caldicott Guardian

Stoke-on-Trent City Council is also required to have a Caldicott Guardian, who is a senior person responsible for protecting the confidentiality of people's health and care information and making sure it is used properly. All NHS organisations and Local Authorities which provide social services must have a Caldicott Guardian. The Caldicott Guardian role at Stoke-on-Trent City Council is carried out by the Assistant Director of commissioning.

Principal Social Worker

Stoke-on-Trent City Council's Principal Social Worker is also the Strategic Lead for Safeguarding Adults.

The Principal Social Worker ensures that the highest standard of social work practice is embedded across Stoke-on-Trent City Council by providing skilled and experienced leadership and practice knowledge to Social Workers, Social Care Practitioners, the organisation, and its partners.

All teams within the Adult Social Care, Health Integration & Wellbeing Directorate cover a range of services (detailed later within this document). Work across services for people over the age of 18 who have an identified social care need and work together as an integrated hub to ensure the most positive and supportive outcomes are met for people in the city of Stoke-on-Trent.

Adult Social Care staff integrate and work closely with other teams across various directorates to ensure consistency and quality, including finance, legal, procurement, Human Resources (HR), housing, community safety etc.

All directorates within Stoke-on-Trent City Council are united and work closely together towards the same vision and goals set for the city by the Chief Executive. Other directorates within Stoke-on-Trent City Council include Children and Families Services, Housing Development and Growth, Public Health and Strategy and Resources.

Keeping Our Populations Safe

Making Safeguarding Personal

In 2022/23 when an enquiry was undertaken:

- **54%** of people were asked what their desired outcomes were.
- When expressed, **92%** of people felt that their desired outcomes were achieved.
- When a risk was identified in **90%** of cases the risk was removed or reduced which is similar to the national average of **91%**.

Adult Safeguarding Functions

We provide a number of functions in relation to adult safeguarding, including:

- The role of a designated Adult Safeguarding Manager, providing support and guidance to social work teams, providing expertise, and ensuring policy and procedures regarding adult safeguarding are adhered to.
- Providing assurance to the Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership Board (SSASPB) and play an active part in board meetings, executive committees, and sub-groups.
- Process and authorise Deprivation of Liberty Safeguarding (DoLS) Assessments.
- Mental Capacity Act DoLS Lead is placed within the Adult Safeguarding team who provide support and guidance to the social work teams and partners.

These Adult Safeguarding Functions ensure that the following are carried out:

- All people with care and support needs at risk of or experiencing abuse or neglect in the city are safe and protected.
- Advising directorate staff regarding safeguarding matters
- Managing safeguarding concerns and enquiries.
- Tracking safeguarding figures to analyse local trends.
- Liaising with partners such as the Police to keep people safe from abuse or neglect.
- Attending multi-agency meetings and boards to safeguard people using a holistic approach and working co-operatively.

Safeguarding Concerns and Enquiries (Investigations)

Year	Total number of safeguarding concerns raised*	Total number which reached S.42 enquiry
2022/23	5225	440

Service / Location Type	Number of safeguarding concerns raised	Number of concerns which reached S42 enquiry
Residential Homes	1012	75
Nursing Homes	549	53
Supported Living	260	22
Other	1268	79
Own Home	2137	122

Abuse Type	Number of safeguarding concerns raised in 2022/23	Number of concerns which reached S42 enquiry in 2022/23
Neglect / Acts of Omission	2450	176
Physical abuse	1116	60
Sexual abuse	187	13
Domestic abuse	209	8
Psychological abuse	666	41
Financial or Material abuse	714	61
Modern Slavery	13	0
Discriminatory abuse	19	2
Organisational abuse	363	38
Self-neglect	1110	36
Sexual Exploitation	54	6

Deprivation of Liberty Safeguards (DoLS)

The Deprivation of Liberty Safeguards is the procedure prescribed in law when it is necessary to deprive of their liberty, a resident (in a care home) or a patient (in hospital) who lacks capacity to consent to their care and treatment to keep them safe from harm. When a person lives in the community who lacks capacity to make decisions for themselves about their support or accommodation, they may require a Community DoLS to support them in their best interest. This is the lawful authorisation of arrangements enabling care or treatment which gives rise to the deprivation of liberty for the person.

The Deprivation of Liberty Safeguards are an amendment to the Mental Capacity Act 2005. They apply in England and Wales only and came into force in April 2009. The Mental Capacity Act allows restraint and restrictions to be used – but only if they are in a person's best interests, and extra safeguards are needed if the restrictions and restraint used will deprive a person of their liberty.

Deprivation of Liberty Safeguards (DoLS) is designed to legally authorise care situations for people who lack capacity to consent to them, and to ensure the arrangements are necessary and, in the person's, best interests.

Certain criteria must be assessed as being met and authorisation of deprivation agreed by the relevant Local Authority. Anyone under a DoLS is given a series of legal rights and protection including representation and the right to challenge their deprivation.

Year	Number of DOLs Referrals	Completions by Best Interest Assessment Team
2022/23	1722	1722

We commission services for Mental Health Assessors and Advocacy Support to cover Deprivation of Liberty Safeguards, and Mental Health Assessments.

Commissioning Services

There is an All-Age Commissioning team within the Commissioning services. The Commissioning team:

- Work in partnership with partners across the Integrated Care System (ICS), footprint to identify any unmet demand or gaps within the local care market
- Review existing services and re-design if needed to improve outcomes for residents
- Engage, consult and co-produce services with stakeholders and local people
- Manage the local market and support care providers to develop services
- Design new services to meet the demand
- Develop and implement strategies
- Develop and support partnerships within the city
- Management of the Better Care Fund
- Contract manage and quality assure a range of Public Health, Adult and Children's Services contracts with commissioned providers
- Support commissioned services to maintain and improve high quality provision and ensure best value for money
- Manage providers at risk of closure/ provider failure
- Work alongside the Provider Improvement Team Lead Nurses to respond to escalation of concerns

- Monitor progress made by the provider through a system of regular reviews.
- Source care packages for individuals across the city when their social care needs have been identified on a care and support plan
- Analyse and negotiate prices for individual packages
- Offer creative solutions for meeting peoples assessed needs
- Support timely hospital discharges.

Provider Quality Improvement Team

The Provider Quality Improvement Team support our care homes by driving improvements in inadequate provision and those in Large Scale Enquiry (LSE) to good effect. The team facilitates a range of support through NHS partners - Quality Improvement Nurses and Therapists, Medicines Optimisation Team and ensures referrals are made to other NHS services where needed such as Speech and Language Therapy (SALT), Community Dentistry or Tissue Viability Nurses. We signpost homes to the range of resources available to them through MiDoS – a platform developed across Stoke-on-Trent and Staffordshire to support the care sector.

All Age Care Brokerage Team

The Care Brokerage team provides assessment and care management staff and providers with an effective single point of contact in relation to the arrangements of support to meet identified needs. The Care Brokerage team act as an intermediary between providers and social care staff to ensure care and support requirements can be set up promptly, appropriately and will inform practitioners of issues as they arise.

The team work with various social care teams across both the Adult Social Care and Children and Family Service Directorates and have close working relationships with other internal teams across Stoke-on-Trent City Council such as Finance, Transport, Commissioning, and our in-house Enablement Team. The service operates seven days a week.

Staff will focus on the brokerage of requests from social work teams regarding the following areas:

- Domiciliary Care
- Sitting Services
- Day Care
- Respite
- Extra care/ supported accommodation
- Residential/Nursing placements
- Hospital Discharge

Independent Living Advisors support the setup of Personal Assistants and specialist services where the person manages their own care needs.

Direct Payments

In-house provision is centred around internal and external support with direct payment operations providing guidance on appropriate use of direct payment funds, supporting families with safe employment of Personal Assistants (PAs), advising best practice and utilisation of additional services including Payroll, Employer Liability Insurance (with expert third party insurers) and other associated community sources including Community Catalysts.

Locality-based Social Work Teams

- There are currently four Community Wellbeing teams that are based in four localities: North, Central, South East and South West.
- The teams comprise of a Team Manager, Senior Social Workers, Social Workers, and Wellbeing Assessors.
- The teams carry out strength-based assessments and reviews in line with The Care Act 2014 for people over the age of 18 experiencing a range of needs as a result of physical or mental health needs. The team also completes assessments in line with The Mental Capacity Act 2005 along with other appropriate legislation and guidance.
- The team has focus on relationship-based social work and work in partnership with adults, carers, and partner agencies to promote a strengths-based approach, empowering people to achieve their outcomes, whilst ensuring the adult is at the centre of everything we do. This aims to maximise independence to support adults to live their life well.
- The team also undertakes safeguarding enquiries for individuals who are experiencing or are at risk of experiencing abuse or neglect, as defined in the Care Act 2014.

Compliments received for the Locality-based Social Work Teams 2022-2023

‘They are absolutely great in their communications well as in their approach. They genuinely care and are a great empathetic person. They are a fantastic example of their job role. Their knowledge and skills in my eyes, is invaluable’- **North** Social Work team.

‘They have been a strength of support and have worked tirelessly to help find the best setting’- **South East** Social Work team.

‘They have been someone who took the time to listen and always acted in best interests. They should be proud of the work they do’- **South West** Social Work team.

‘They have been phenomenal and are a pleasure to work with.’ - **Central** Social Work team.

Hospital Social Work Team

Working with people aged 18 years and above who are in hospital or have been in hospital and who meet certain criteria, the team does the following:

- Reinstatement of care within a seven-day retention period through Stoke on Trent City Council Brokers.
- Relisting with Brokers for placement where 24-hour (same) care category is already established if funding stream remains.
- Safeguarding – where the abuse has occurred either in the hospital or in a location in Stoke-on-Trent that has an impact on safeguarding.
- Triage to assess into Discharge To Assess (D2A) pathways.
- Referrals to brokers for extra care packages of care for pathway.
- Assessing service users, following a period of rehabilitation with HomeFirst.
- Assessing service users, following a period of time in a Discharge to Assess (D2A) beds.

The Hospital Social Work team currently covers people who are at the University Hospital North Midlands (UHNM) or the Haywood Hospital in Stoke on Trent. The D2A beds change location.

Compliment received for the Hospital Social Work Team

‘A massive thank you- they were professional, supportive and very much focused on the needs of their views, which was very refreshing- they are a credit to your team’- Hospital Assessment Service

Learning Disabilities and Enhanced Transitions Team (City-wide)

The Learning Disabilities and Enhanced Transitions team works with people who have a confirmed learning disability and young people / preparation for adulthood with a range of needs.

Compliment received for the Learning Disabilities and Enhanced Transition Team

‘They are going to miss you as I will too and thank you so much for all your help and support. It meant so much, we will always be thankful to you’- Learning Disability Social Work.

Mental Health Specialist Social Work Team (City-wide)

Assessors will link in with existing multidisciplinary teams from the NHS as well as Social Care colleagues in the Community Wellbeing teams. The team supports people aged from 18 years and above who live anywhere within the city of Stoke-on-Trent and who have functional mental health needs. The team will accept and process requests for social work assessments as identified under The Care Act 2014.

- The team also undertakes safeguarding enquiries for individuals who are experiencing or are at risk of experiencing abuse or neglect, as defined by The Care Act 2014.
- Where the requested input is health related, the individual or the person making the referral will be supported in contacting North Staffordshire Combined Healthcare's Access team.
- For people aged 18 years and above who have identified organic mental health needs, these will continue to be supported by the relevant Community Wellbeing Team.
- Where individuals present with multiple needs, the team will co-work cases with other specialist teams as required in order to ensure a positive outcome for the person.

Compliment received for the Mental Health Specialist Social Work Team 2022/2023

'Impeccably polite, they have worked over the hour of duty to help me, they are superheroes without superpower, thank you so much, carry on with the good work'-
Mental Health Specialist Social Work team.

Approved Mental Health Practitioners

The Approved Mental Health Professional Team (AMHP) liaise with Health Multi-Disciplinary Teams (MDT) as required as well as linking in with Social Care colleagues in the Locality Wellbeing Teams.

- The AMHP team accept and process requests for Mental Health Act assessments (MHA's) for people whom are the responsibility of Stoke-on-Trent City Council.
- Prior to completing the Mental Health Act assessments, the team may request the involvement of other specialist Health or Social Care teams in order to ensure less restrictive options for intervention have been considered.

Social Care Occupational Team Service (SCOTs)

The Social Care Occupational Team Service is made up of Occupational Therapists (OT) and Occupational Therapy Assistants (OTA).

- The role of the Occupational Therapist service is to support people (with a disability or chronic illness) to access equipment and adaptations for their property, to enable them to manage their daily living activities.
- This may involve provision of the equipment/ adaptation (for those who are eligible for support), or signposting, advice, and information.
- SCOTs First contact receives referrals from service users, carers, and various internal/external agencies. Referrals are triaged daily to establish if they meet the criteria for the service and to identify urgent cases.

- If a referral is not appropriate for SCOTS (Social Care Occupational Therapy Service), the referrer/service user will receive information/advice and will be signposted to the relevant service to meet their needs.
- All referrals that are accepted by SCOTS, receive a telephone assessment from a member of the First Contact team, which allows the team to prioritise and ensure that people receive appropriate ongoing assessment and interventions.

Compliment received for the Social Occupational Team Service 2022/2023

'They had incredible patience and empathy. They were efficient and reassuring.'-
Social Occupational Team Service

Internal Social Care Staff Data

As of March 2023, the number of Local Authority Adult Social Care jobs was 700. The staff turnover rate as of March 2023 was 12%. The total number of filled Adult Social Care posts covering the local authority and independent sector providers is 8,200 (this does not include jobs for Direct Payment recipients and those working in the NHS). *Source: Skills for Care Workforce Intelligence Data Stoke-on-Trent Summary 2022/23*

Adult Care Sector Worker 22/23 Demographic	All roles within Adult Social Care (e.g. includes managerial, social workers etc.)		Direct care roles (i.e. care worker, senior care worker, support, and outreach worker)	
	Stoke-on-Trent	WM Average	Stoke-on-Trent	WM Average
Working on a full-time basis	57%	52%	54%	49%
Number of years of experience in the sector	9.7 years	9.5 years	8.9 years	8.5 years
Aged 55 years and over	28%	27%	27%	24%
Female	84%	82%	86%	83%
British Nationality	97%	94%	96%	93%
EU Nationality	1%	2%	1%	2%
Non-EU Nationality	2%	4%	3%	5%

**Skills for Care's Adult Social Care Workforce Estimates 2022/23. Workers employed by the Local Authority and independent providers only. (Does not include jobs for Direct Payment recipients and those working in the NHS). The information has been rounded.*

Source: [Local area comparison \(skillsforcare.org.uk\)what](https://www.skillsforcare.org.uk/what)

Community Led Support

The Community-led Support services work at the heart of communities experiencing the greatest challenges in the wider determinants of health, which are likely to have a detrimental impact on the populations life chances which affect health and wellbeing.

Communities Together involves a network of over 30 organisations from the public, private and voluntary sector working in partnership with their communities to design



Community Lounges

The service provides 16 Community Lounges within the areas of greatest need, which are easily accessible to local people. Work takes place with a range of health, other statutory agencies, and community partners (called the Innovation Team) to tailor the local Community Lounge offer so that it addresses those issues of most concern to the community in question and helps to reduce inequalities in health. This may include advice on benefits; heating; housing; food and nutrition; health advice for chronic issues; addiction; domestic violence; education and training; provision of primary care services; promotion of vaccination and screening programmes etc. The service is cost effective and contributes significantly to building community capital, with local people trained to run activity sessions, grow food, and carry out blood pressure checks to help to improve their physical and mental health.

- Embedding coproduction in this work, from the start and throughout
- Develop a different relationship with people about health inequalities and physical activity
- Improve how people access information, advice & support including knowing what's available and how to experience it
- Develop & embed our approach to strengths-based practice – including good conversations, identifying & building on people's strengths/assets, focusing on personal outcomes & developing paperwork that reflects this approach
- Work collaboratively, citywide innovation teams, reflecting our shared values & vision for this work
- Mapping and building our knowledge of local community assets with all stakeholders/partners

- Establish local community hubs (Community Lounges) working with local people, partners, and community groups
- Develop integrated ICT systems that support these changes
- Agree/develop inclusive and engaging communication arrangements to share and celebrate what we are doing & achieving through this work
- Reduce bureaucracy so that all systems and processes support and enable this work and help achieve good outcomes and efficiencies

4. What We Know

Our City

Stoke-on-Trent's Population

- There are a total of 258,400 people living in Stoke-on-Trent.
- 2021 Census - The population of Stoke-on-Trent is the highest recorded level since before the 1991 Census. This figure is 3.8% higher than the 2011 Census figure of 249,008.
- *Source: ONS*

In terms of age groups, the city is made up of the following:

Age range	Number of populations	% of total population
Under 18's	58,305	22.7%
18-64	153,903	60.0%
65-84	39,445	15.4%
85+	4,969	1.9%

Source:

<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/bulletins/annualmidyearpopulationestimates/latest>

Stoke-on-Trent Deprivation Levels

Our city is amongst the most deprived Local Authorities in England, ranked 14th most deprived out of 317 Local Authorities for the overall Index of Multiple Deprivation (IMD).

According to the most recent figures, 53% of people in the city live in areas which are classified as being in the top 20% most deprived in England.

Source: <https://www.gov.uk/government/statistics/english-indices-of-deprivation-2019>

Unpaid Carers

More and more people are taking an unpaid role in caring for and supporting their relatives / friends / neighbours. These are called ‘informal’ or ‘unpaid’ carers.

- There are over 23,000* informal/unpaid carers in Stoke-on-Trent.
- 42.7%** of carers provide 50 or more hours per week in their caring role (average for England is 50.6%)
- 22.0%** of carers have a long-term illness (average for England is 29.4%)
- 42.1%** of people are cared for by carers aged 65 and over (average for England is 43.9%)

**Taken from Census 2021*

***The survey of Adult Carers in England 2021-22 (takes place every other year)*

The number of people aged 65 and over in Stoke-on-Trent providing unpaid care is predicted to increase from 6,843 in 2022 to 8,237 by 2040, this is an increase of 20%.

Source: Projecting Older People Population Information System (POPPI)

Carers in Stoke-on-Trent who...	Stoke-on-Trent	England
...were satisfied with the support or services they receive	66.3%	66.4%
...feel they have no encouragement or support in their role	24.5%	22.8%
...found it easy to find information and advice about support or services in the last 12months	45.2%	57.8%
...feel they were neglecting themselves	12.7%	19.5%
...feel they were involved or consulted about the support or services provided to the person they cared for	66.2%	64.7%

Source: NHS Digital, Survey of Adult Carers in England 2021-22 (takes place every other year)

Wards

The city is divided into 34 wards as follows:

2023 Ward		IMD 19	Rank	2023 Ward		IMD 19	Rank
Abbey Hulton	C	5.97%	1	Great Chell and Packmoor	N	31.32%	26
Baddeley, Milton, and Norton	N	45.21%	31	Hanford, Newstead, and Trentham	SW	57.50%	33
Basford and Hartshill	SW	45.79%	32	Hanley Park, Joiner's Square and Shelton	C	16.07%	9
Bentilee, Ubbberley and Townsend	SE	10.15%	4	Hartshill Park and Stoke	SW	24.30%	18
Birches Head and Northwood	C	28.37%	23	Hollybush	SW	25.84%	20
Blurton	SW	27.82%	22	Lightwood North and Normacot	SE	31.80%	27
Boothem	SW	18.11%	11	Little Chell and Stanfield	N	15.85%	7
Bradeley and Chell Heath	N	23.24%	17	Longton and Meir Hay South	SE	31.94%	28
Bucknall and Eaton Park	C	30.06%	25	Meir Hay North, Parkhall and Weston Coyney	SE	43.14%	30
Burslem	C	7.92%	2	Meir North	SE	11.31%	5
Burslem Park	C	18.46%	13	Meir Park	SE	63.18%	34
Dresden and Florence	SE	19.39%	14	Meir South	SE	18.45%	12
Etruria and Hanley	C	9.96%	3	Moorcroft and Sneyd Green	C	22.63%	16
Fenton East	SW	16.01%	8	Penkhull and Springfields	SW	33.80%	29
Fenton West and Mount Pleasant	SW	16.10%	10	Sandford Hill	SE	21.32%	15
Ford Green and Smallthorne	C	26.85%	21	Trent Vale and Oakhill	SW	28.68%	24
Goldenhill and Sandyford	N	25.11%	19	Tunstall	N	12.02%	6

The most deprived wards of the city are Abbey Hulton, Burslem, Etruria and Hanley, and Bentilee, Ubbberley and Townsend.

Long-Term Conditions

Long-term conditions or chronic diseases are conditions for which there is no cure, and which are managed with drugs and other treatment. The occurrence of long-term conditions is higher in Stoke-on-Trent when compared with the rest of England.

The below table shows the prevalence of long-term conditions in Stoke-on-Trent, compared to the national figures:

Condition	Stoke-on- Trent		England	
	%	Number	%	Number
Hypertension*	16.2	48,064	13.9	8,457,600
Depressions (18+)	17.4 ^[1]	40,127	12.3	5,955,865
Diabetes (17+)	8.6	20,033	7.1	3,491,868
Asthma	6.9	19,042	6.4	3,629,071
Chronic kidney disease	3.7	8,500	4.0	1,917,102
Coronary heart disease	3.4	10,134	3.1	1,850,657
Cancer	3.1	9,241	3.2	1,948,913
COPD**	2.7	7,989	1.9	1,170,437
Stroke and TIA***	2.1	6,185	1.8	1,093,593
Dementia	0.9	2,627	0.7	430,857

Source: NHS Digital Quality and Outcomes Framework, Achievement, Prevalence and Exceptions Data 2020-21

*All ages (unless specified otherwise)

**COPD = chronic obstructive pulmonary disease

***TIA = transient ischaemic attack (mini stroke)

The number of people suffering from long-term conditions is rising dramatically, largely due to the ageing population and lifestyle factors such as smoking, drinking, overeating and occupation related illnesses.

- There are an estimated 3,806 adults (aged 18-64) with a learning disability in Stoke-on-Trent (2023).

Source: Projecting Adult Needs and Service Information (PANSI)

- There are an estimated 1,592 adults (aged 18-64) with autistic spectrum disorders in Stoke-on-Trent (2023).

Source: Projecting Adult Needs and Service Information (PANSI)

- There are an estimated 2,692 adults with Dementia in Stoke-on-Trent in 2021/23.

Source: Public Health Fingertips data – Dementia QOF Prevalence

Life Expectancy

Life expectancy tells us how long someone is expected to live a healthy life.

Expectancy is an estimate on the number of years someone lives in good health.

The below table shows these figures for Stoke-on-Trent compared to the West Midlands Region and Nationally.

	Stoke-on-Trent		West Midlands Region		England	
	Male	Female	Male	Female	Male	Female
Life expectancy (birth)	75.8	79.7	78.5	82.5	79.4	83.1
Healthy life expectancy	55.9	55.1	61.6	62.2	63.1	63.9
Number of years in poor health	19.8	24.6	16.6	20.3	16.3	19.2

Source: ONS 2018-20

Latest data published

The three leading causes of death in Stoke-on-Trent (2019 - 2021) are:

1. Cancer – 24.9%
2. Circulatory disease – 21.1%
3. Respiratory Disease – 12.3%

Source: Nomis – Mortality Statistics

Predicted Future Trends

By 2030, the numbers of people aged 65 and over living in Stoke-on-Trent are projected to increase by around 8,000 to 51,300. This means that nearly one in five local people (19.9%) will be aged 65 and over (compared with 17.0% currently).

Among people aged 65 and over in the city, it is predicted that:

- o The number of people living with a limiting long-term illness (whose day-to-day activities are limited a lot) are predicted to increase from 14,876 to 17,324 between 2020 and 2030, a rise of 16.4%.
- o The number of people living with a longstanding health condition caused by a stroke is predicted to reduce from 454 in 2020 to 430 by 2030.

- o Those with a longstanding health condition caused by a heart attack are predicted to rise by 25.5% during this period (from 2,105 to 2,642).
- o The proportion of people with dementia is predicted to rise by around one-fifth by 2030 (with the number increasing from 2,879 in 2020 to 3,416).
- o The numbers of people with depression are predicted to increase from 3,808 in 2020 to 4,387 in 2030, a rise of 15.2%. The proportion with severe depression is predicted to rise by 17.1% (from 1,192 to 1,396).

Source: [Projecting Older People Population Information System \(poppi.org.uk\)](http://poppi.org.uk)

^[1] Percentages are not directly comparable against each other as some are based off the total population and others are just over the age of 18.

Compliments, Complaints and Comments 2022-2023

Service Area	No. of Compliments	No. of Complaints	No. of Comments
Domiciliary Care			
Community Wellbeing Teams	22	41	1
Physical Disability Services			
Reablement	10	12	
Lifeline & Telecare	34	12	
Hospital Assessment Team	2	11	1
Learning Disability	7	14	
Financial Assessment and Charging			
Residential Care	4	5	
Extra Care	1	1	1
Independent Contracts		18	
Commissioning	17	19	
Safeguarding		4	
Strategic Governance and Planning			
TOTAL	108	144	3

Adult Social Care's Key Highlights of 2022-2023

Social Work Apprenticeship Scheme

- We have a well-established Social Work Apprenticeship scheme now in its second year with more apprentices being offered a place each year.



Stoke-on-Trent Memory Walk

- Stoke-on-Trent City Council and Alzheimer's Society worked in partnership to host a memory walk to raise awareness of dementia during World Alzheimer's Month – which is held annually every September. The Stoke-on-Trent memory walk took place on Sunday, 18 September 2022 at Westport Lake from 10am to 12pm and is free to attend. Over 60 people took part, raising more than £200 in donations towards funding research and improving care and support for people living with dementia.

Reserve Workforce Model

- The Reserve Workforce Model developed by Staffordshire & Stoke on Trent Integrated Care System (ICS) received the Healthcare People Management Association (HPMA) Capsticks Award for Innovation in HR in December 2022.

Work on Forced Marriage

- We have received national recognition for our work on Forced Marriage.

Festival of Practice 2022

- In July 2022, Stoke-on-Trent Children and Family Services and Adult's Social Care, Health, Integration and Wellbeing commissioned the first Festival of Practice Week whereby 29 training events were held for staff and partners. The aim of the week was to cover identified key themes from across both directorates and to commission key training that was in line with the strategic plan and priorities of the safeguarding boards. A total of 524 individuals attended throughout the week.

-

Digital Community Renewal Fund

- We partnered with a local digital education provider, WaveMaker, in a Community Renewal Fund bid that delivered a range of sustainable improvements in the Stoke-on-Trent City Council's digital use and offer:
- Digital upskilling opportunities for public and professionals
- Expanded access to digital tech for the digitally excluded (using Alexa and tablet devices)
- Better online advice, information, and self-care resources
- New activity monitoring equipment to support people's independence
- Better mobile working equipment for social care teams
- Online wellness and fitness classes to promote overall wellbeing.



The launch of the new Community Lounge

- Based at Affordable Food Stoke, in Blurton. The Community Lounge is a new service led by Stoke-on-Trent City Council, working with partners, organisations, and local groups to better support residents in Stoke-on-Trent by meeting them in their communities and at social activities. Partners attending included: Department of Working Pensions (DWP), Beat the Cold, Mental Health Team, Saltbox, Grocott Centre, Housing Team, North Staffordshire Carers, local GP to offer blood pressure test, NHS COVID Vaccination Team – 'Grab a jab,' and a Locality Connector. The Affordable Foods Community Lounge is open every Friday 10am - 1pm to people to come along to have a brew and help break down barriers of social isolation and get support from the Locality Connector around benefits, utilities, housing plus many other services.

Community Catalyst

- This partnership project with Stoke-on-Trent City Council is helping local people to develop community enterprises which can offer care and help at home and in the community for older and disabled people. We will also be advising small groups and organisations that are already established and looking to diversify or extend what they offer. The project aims to capture learning and actively use this to affect the necessary local system and culture change to ensure success. The **Small Goods Stuff** is a directory of local enterprises in Stoke-on-Trent.

Ukraine Asylum Seekers & Social Work

- Under the **Homes4Ukraine** scheme a Senior Social Worker is in post for 12 months under the Principal Social Worker in the Safeguarding Team to support with Home Office requirements, safeguarding concerns, and the development of an embedded pathway for people seeking refuge in the city of Stoke-on-Trent.

This post is part of a 'Cross-Council Team' comprising of the following:

- Senior Social Worker (ASC Directorate)
- Asylum & Refugee Manager Ukraine scheme/Afghan Resettlement/contingency and dispersed accommodation for asylum seekers/refugees (Housing Directorate)
- Locality Connector post agreed and recruitment underway to be based in the Community Lounges and develop awareness of specific resources for people seeking asylum (ASC Directorate)
- Unaccompanied Children Social Worker (Children's Directorate)
- Community Led Support, Our Commitment to Strength-based Practice & Community Development

Community Led Support

- Adult Social Care in Stoke have rolled out a programme of training to introduce the 7 CLS (Community-Led Support) Principles that underpin this way of working and some of the known benefits to implementing this approach. A good awareness raising session has taken place with lots of information to set people on the CLS journey or as a refresh for those already involved.

Good Conversations

- The Community-led Support programme includes a number of core 'building blocks and essential components' – good conversations is one of those essential components. The purpose of these workshops is to gain people's understanding of what strengths-based approaches look like in practice, in the context of CLS and their role in creating the conditions for good conversations. The workshops are available for anyone who has direct contact with people needing support and advice. This may include those accessing 'front door' services, people working for voluntary sector organisations, community groups, health, and social care practitioners as well as people with lived experience and family carers.

Strength-based Review

- We know the importance of having a good conversation within the Community Led Support (CLS) approach. Where the person is known to us, and either seeks an unplanned review, or as part of the planned cycle of seeing what's working for them, it is essential that this approach is embedded. Failing to do so leads us into a practice that solely reviews the formal support element and not the whole person at that point in time; often leading to zero change or an increased change in formal support. Building on the Core CLS workshops of 'Good Conversations' and 'Outcomes and Supports' this workshop explores what a strength-based review should look like, what are the essential elements to ensure the review isn't simply a task meeting statutory duties and what needs to happen to achieve this.

-

Equality, Diversity, and Inclusion

This brings together actions from the Workforce Race Equality Standard (WRES) and widens them out to include all protected characteristics.

Our **key focus** areas are:

Learning and Development	<ul style="list-style-type: none">•Ensure all Continuous Professional Development (CPD) opportunities are clearly advertised and promoted across all of Social Care•Review and update Equality, Diversity, and Inclusion (EDI) training offer specific to ASC
Recruitment	<ul style="list-style-type: none">•Target a wider, more diverse talent pool for all job opportunities•Ensure our recruitment communications are inclusive
Data Intelligence	<ul style="list-style-type: none">•Work with the wider Council to understand staff demographic better and encourage better data reporting

Challenge and Culture

Political Scrutiny

The role of the Adult Social Care, Health Integration and Wellbeing Overview and Scrutiny Committee is to hold decision-makers to account and provide an overview on policies and service plans. They cover the areas of Adult Social Care, Public Health, Commissioning, Engagement and Partnerships. They also have an additional role of scrutinising the NHS Health partners' performance and any service change.

Peer Challenge

The City Council actively participates in the regional "Towards Excellence in Adult Social Care" (TEASC) programme. The programme brings together local authorities and their partners to ensure councils are responsible for their own social care performance and are accountable to their local community. This is achieved by using tools such as self-assessments and peer reviews to encourage reflective and constructive challenge.

Public Engagement

We engage with people and users via a number of forums.

This includes a virtual option to ensure that we are engaging with as many members of the public as possible, many of our forums are now carried out in a hybrid way to allow for virtual and face to face meetings.

Our engagement has included: Public consultations on commissioned services

Dementia Network meetings (virtual)

Dementia Awareness Week (Virtual)

REACH Parliament (virtual)

Carers Partnership Board (hybrid)

Attending Carers groups

Community lounges

Community groups

Surveys

We would welcome feedback and engagement, if you would like to discuss anything mentioned in this document please contact:

Email: adultscommissioningandcontracts@stoke.gov.uk

Telephone Contact Centre: 08005610015

5. What We Are Doing

Changing Futures



The Changing Futures programme has been developed to improve support for people in Stoke-on-Trent. The £64 million joint initiative by the Department for Levelling Up, Housing and Communities and The National Lottery Community Fund, will see local organisations work in partnership to better support those who experience multiple disadvantages are provided with service co-ordinated intervention. This will ensure that wrap-around support is offered at the earliest opportunity, driving through gaps and barriers, looking at the system and changes needed.

Through the Changing Futures programme, we have developed the Insight Academy and close working with Expert Citizens, and we know that co-producing work with people with lived experience leads to better outcomes. There is an established Multi-agency Resolution Group (MaRG) that meets monthly, bringing together a range of partners at a senior level to offer flexible and innovative solutions to vulnerable adults where there are system and service challenges.

Multi-agency Resolution Group common themes include:

- Homelessness
- Substance misuse
- Poor mental health (regularly because of experiencing trauma)
- Involvement with the criminal justice system
- Unpredictable behaviour

Stoke on Trent Approach:

- Based within Adult Social Care Core Team
- Partnership with Expert Citizens – voice of lived experience and co-production
- Case Co-Ordination
- Recovery Community Facilitators / Volunteer Co-Ordinator
- Insight Academy – workforce development
- Welfare, Benefits and Housing Expertise

Working on individual outcomes around:

- Beneficiaries experience more stable accommodation
- Fewer presentations at Accident and Emergency department
- Fewer in-patient episodes
- Fewer arrests
- Fewer magistrates court appearances
- Fewer convictions
- Engagement with Drug and Alcohol Treatment Services

- In receipt of appropriate benefits
- Homelessness Assessment (as per Homelessness Reduction Act)
- Cases heard at MARG
- Number of individuals receiving trauma informed interventions via mental health services
- More people getting involved in Expert Citizens
- Becoming a part of a healthier community
- Take up of voluntary opportunities in wider community
- Involved in design and decision on future services influencing local and national policy

Changing futures case studies

Case study A has been very poorly with their physical and mental health and the co-ordinator has actively been involved updating the email chain daily organising meetings and with their knowledge and information the case has been raised as a Section 42 Safeguarding enquiry. They have advocated really well for the customer engaging them with Expert Citizens, and they are now no longer subject to safeguarding measures, is alcohol free and a volunteer.

Case study B is being supported is a victim of domestic abuse and this has been the case for a while. They didn't respond well with traditional support but since their relationship has developed with the co-ordinator, they have been able to build trust, feeling able to share more and with the co-ordinator's support they gave evidence against their perpetrator, and this resulted in a custodial sentence.

Case study C is being supported, who has exited the care of Children and Family Services who is very isolated, only consuming fast food and takeaways. The co-ordinator visits regularly as company, supports them with anything they need and is working towards cooking and engaging them in activities outside of their home.

Insight Academy



The Insight Academy is part of the Changing Futures Programme, delivered by Expert Citizens Community Interest Company (C.I.C) and Stoke on Trent City Council. The training provided is available free of charge to anyone living and / or working in Stoke-on-Trent area. The training is co-designed and co-delivered through lived experience. Insight Academy also offer people with lived experience the change to become trainers themselves with the 'Train the Trainer' programme.

Expert Citizens



Expert Citizens is an independent group of people who have all experienced multiple needs- combinations of mental ill health, homelessness, addiction, and offending behaviour.

We use unique skills and experiences to be a voice for others. We give our ideas to services of Stoke-on-Trent and nationally to help guide them to improve the care of multiple needs citizens. We act as a support network for each other and engage in team building and promote healthy lifestyles.

We use our voice to raise awareness of multiple needs, reduce stigma, and challenge stereotypes. As ambassadors of lived experience, we encourage decision makers to listen, learn, and then lead systems change in local services to make them even better.

Vision: People come first over money and systems, we are here to build a better future with anyone who needs us and shares our vision.

The 6 values of Expert Citizens are:

- Caring
- Belief in ourselves and others
- Understanding
- Kindness
- Honesty
- Fun

In-house Provider Services

Telecare and Lifeline



Telecare and Lifeline is a 24/7 team which provides a full range of a telecare solutions to the council and the public.

Telecare is equipment that is installed in a person's house to make sure they are safe and well and to summon help if there is a problem. The most well-known example is the community alarm pendant that an individual can wear around their neck or on a wrist band and that links wirelessly to a small unit that is installed to the individual's phone— this is called a "Lifeline"

If a person feels unwell, falls, is anxious or has other issues that require assistance, they can press the red button on the pendant and the Lifeline unit makes a telephone call to our 24/7 control centre.

The team at the control centre can talk to the person needing help through the Lifeline unit, to find out what is wrong, and can then dispatch the correct support.

Most other telecare equipment works in the same way, linking to the Lifeline unit to summon help in an emergency; the range of equipment we can provide includes:

- Lifeline pendant and unit
- Smoke alarms
- Flood detectors
- Carbon monoxide detectors
- Door contacts (to help us to check if a person with dementia is confused and going out at night, for instance)
- Epilepsy sensors
- Bed sensors (to alert us if a person has fallen for eg when going to the toilet at night)
- Medication prompting devices

The team can also support with other types of digital equipment to help people meet their social care needs – such as helping to set up “Alexa” devices for medication reminders and video consultations, amongst other uses

The range of services provided by the team include:

- Assessment of what equipment will best help a person to stay safe
- Buying, fitting, and maintaining the equipment (as well as fitting the equipment we can also provide the technicians who can offer advice and support on a wide range of other equipment)
- Answering all activation calls at our 24/7 Stoke-based call centre (almost all calls are answered within one minute and arranging the necessary support)
- An emergency response service for people who need assistance but who do not require an ambulance, using staff trained by the St John’s Ambulance Service to a high level. This service is free to anyone who has any of our equipment installed, as long as the person has a key safe (which we can supply and fit if needed at a cost of £60, or the person can fit their own).

People can get these services through:

- Paying for it themselves (currently £18 per month for the basic Lifeline and pendant, with additional costs if people want additional equipment)
- Getting it provided by adult social care following a social care assessment – if the service is needed to meet a person’s social care needs then this will be providing with a one-off charge of £30.
- Getting it on a short-term basis (6 to 12 months) from their GP if at high risk of falls

Approximately 5,000 people use the service, and the call handling team take around 100,000 calls per year.

Telecare and Lifeline Case Study 1

The Hospital Discharge team approached the Adult Social Care team to request telecare equipment be installed at short notice for a vulnerable person who was being discharged late on a Friday night. The team responded to this request and installed a Lifeline, pendant, smoke alarm, door contacts – The responder also discovered the person had no money on their pre-payment meter and no food. The responders recharged the meter and checked that all the equipment was working. A food voucher was issued to ensure provisions were in place and that the person was

comfortable for the night. A welfare call was completed the following day to check on the individual's wellbeing and flagged with the social care Emergency Duty Team that further support might be required. Further house visits were made over the weekend until working-hours services were available to support this person.

Telecare and Lifeline Case Study 2

A person presented at First Contact low in mood and not taking care of her personal/practical care tasks. The team quickly arranged for basic telecare to be installed to help the individual to stay safe. The Rehabilitation Occupational Therapy team worked with the individual to identify the issues (loneliness and forgetfulness – not remembering to complete daily tasks and appeared to be depressed). The team provided an “Alexa Echo Show” device (plus Wi-Fi), set this up and demonstrated how this could be used for video chats with a friend and daughter. The team also helped the individual to use the technology to provide prompts as to when to eat, drink and take medication. The team assessed the individual's ability to carry out daily tasks, and also arranged for simple community equipment such as a grab rail and long handled sponge to be provided. These interventions had a positive impact on the person's wellbeing and ability to care for herself and no further ongoing support was required.

Telecare and Lifeline Case Study 3

An individual was being considered for residential care, due to extreme unresponsiveness whenever carers visited in during the day. The individual was suffering from dementia and had no explanation for this beyond feeling tired. The team installed activity monitoring sensors to show us the patterns of daily living, and it demonstrated that this individual was nocturnal, having reverted to a night time pattern, having previously worked night shifts. This individual only required a basic community alarm and a medication dispenser to support him to be safe and independent.

Telecare and Lifeline Case study 4

A person presented to one of the wellbeing teams suffering from postural tachycardia (POTS), which leads to black outs up to 15 times per day and also having seizures at night. This was impacting on the individual's ability to lead a normal life, including impacting on her college studies. The team quickly arranged a package of supports including:

- Direct payments for a support worker to assist whilst at college
- Epilepsy sensors on the bed, plus an anti-suffocation pillow, to ensure safety in the event of any seizures at night
- A GPS tracker smartwatch to alert family if the individual falls whilst out. This also tracks the individual's heart rate to hopefully give an indication and advance warning to the individual as to when a blackout might occur.
- These interventions have allowed the individual to continue with their studies and to main an independent life.

- **AskSARA-** the online tool which makes life easier AskSARA is a free and easy to use online assessment tool which can help residents find useful information and products to make daily living activities in the home easier. All they need to do is follow these simple three steps:
 1. Choose a topic they would like help with

2. Answer some simple questions about themselves and their situation
3. AskSARA will give advice and details of equipment that might help and where to get them. The link to start an assessment can be found here:
<https://stoke.livingmadeeasy.org.uk/>

Compliment received for Telecare and Lifeline 2022/2023

'Fantastic and very patient and explained everything they wanted to say, to be thanked for good work'- Telecare and Lifeline Services.

Sensory Service

The Sensory Service offers a range of sensory loss support to Stoke-on-Trent residents and their carers including:

- An assessment of a person's needs caused by a sensory loss.
- Information about techniques and *equipment appropriate to cope with sensory loss.
- Visual impairment rehabilitation programmes.
- Mobility training to give a person with a sensory loss the confidence and skills to go out independently.
- Help with kitchen skills, preparing food, chopping veg etc, so you can be independent in the kitchen.
- Signposting for support to access benefits, welfare rights, debt, and housing advice.
- Information about organisations, support groups, services, and concessions.
- Information about services to support a person with a sensory loss in the workplace.

Shared Lives



Shared lives is an adult social care initiative promoting independence for adults who need support and offers them the chance to be part of a family.

Shared Lives is a form of social care in which people, who need support to live their lives to the full, such as those with learning disabilities, are matched with compatible Shared Lives carers and families who will support them in their family and community life. Carers are paid a fixed allowance rather than an hourly rate and have access to benefits including tax discounts.

The initiative is run by Stoke-on-Trent City Council, after previously been successfully rolled out in other areas of the country. In many cases, the person moves in and becomes a permanent part of the carer's household, although Shared Lives is also used as regular short breaks for unpaid family carers. The Care Quality Commission (CQC) has rated this type of supportive adult social care as the safest and most cost-effective in the UK. Across the country, 11,880 people use Shared Lives.

Case Study of Shared Lives- Your Hero's Award

An example of how Shared Lives can work in Stoke-on-Trent. Chris is 57 and has learning disabilities. As a result, he needs extra support to develop his independence to do daily activities

Paul and Denice' Shared Lives journey began when Denice suggested they consider becoming carers. Chris began having short breaks with the family but moved in with them after his mother passed away.

Paul and Denice have helped Chris to develop new skills and live a more fulfilled life; including being in attendance for their wedding on the Isle of Wight.

The couple have since become Shared Lives carers for Gaynor, who started by having short breaks with them in 2022.

Paul and Denice were also highly commended in the "Your Heroes Awards" in 2022, in the Carer of the Year category.

Denice Condliffe said:

"Shared Lives is very rewarding for Chris, Gaynor, and us. It's a great experience seeing their independence and confidence grow.

"This service, in my opinion, is the best service out there for people with learning disabilities as it works perfectly for both clients and carers."

Councillor Duncan Walker, cabinet member for adult services said:

"We are delighted to be celebrating five years of the Shared Lives service. The example of Paul, Denice, Chris and Gaynor's journey is just one of many across Stoke-on-Trent of how both carers and individuals can benefit from Shared Lives.

"Chris and Gaynor have both been given opportunities they may not have had if they weren't part of Paul and Denice's family.

"Shared Lives is a truly unique service that is person-centric and makes such a difference to carers and the individuals. The people and families can form long-lasting relationships and enjoy a full life together."

Shared Lives have a dedicated carer support team for all carer members with resources such as training, information, advice and one-to-one support.

There are also opportunities for carers and families to meet and speak to others who are a part of the scheme, through Shared Lives carers groups within local areas and national carer events.

[Stoke-on-Trent City Council celebrates Shared Lives Week 2022 \(13– 17th June 2022\). | Stoke-on-Trent](#)

[Stoke-on-Trent City Council celebrates Carers' Week 2022 | Stoke-on-Trent](#)

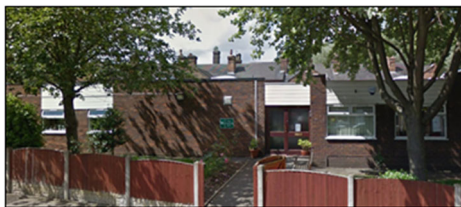
Marrow House

Marrow House is a 21 bed Dementia Reablement Service for Stoke-on-Trent offering a specialist bed-based service for people living with dementia. With a CQC rating of "Good". It has been recognised as a Centre of Excellence providing person-centred short-term intervention in partnership with the Alzheimer's Society and North

Staffordshire Combined Health Care. It offers on-sight GP support, memory clinic support and a fully multi-disciplinary approach.

Day Opportunities / Day Care Services

Day Opportunities are services whereby people can access daytime support and activities, either in a day centre setting or as 1:1 support within the community. These services aim to decrease isolation and loneliness, can give informal carers / family respite from their caring role and help people to socialise, do activities that they enjoy and learn new skills. It is very much based on an inclusion model, the staff team support people to be a part of their local communities, accessing leisure, recreation, employment and educational activities. The three-day Opportunities are Duke Street, Waterside, St Johns.



Duke Street



Waterside



St Johns

Growthpoint

Growthpoint enables people who have experienced mental ill health to engage in recreational, vocational and multi-based projects. Empowering individuals through the philosophy of recovery, utilising a person-centred, strength based, therapeutic approach.

The aim of Growthpoint is to promote social inclusion and self-development in a safe, supportive work environment. People can gain work experience, new skills, positive social interaction, recognised qualifications and potentially return to work.

People can use Growthpoint and a range of community-based locations to meet other people and regain a sense of purpose to their day. People who access Growthpoint follow a working day which promotes individual responsibility and self-

worth. Growthpoint involves the People in all aspects of the project's day to day work and development.

Growthpoint is available for all Stoke-on-Trent residents aged over the age of 18 years with diagnosed mental ill health.

The Meadows

The Meadows is a short breaks service



that provides 24-hour specialised care for people in a modern home away from home setting. The service is registered with the Care Quality Commission for people with learning disabilities from the over the age of 18. Providing a lovely, relaxing short break for people who come and stay at The Meadows, this service also provides families and carers, much needed respite, from their caring role. This support enables people to continue living

in the family home. The provision of care is tailored to meet individual needs encompassing the continuity of attending for example their day opportunities, college or work placement.

All people wishing to use the short breaks service will have a Care Act assessment. The number of nights for short breaks will be dependent upon the assessment, with up to a maximum of 42 nights per year.

Community Enablement Team

The Service provides an enablement assessment period to adults who are seeking to maximise their full potential to adults aged 18 and over whom have a wide range of needs. The service does not offer long term support but promotes independence and encourages individuals to regain and maintain their optimum ability. This also includes provision for adults having a diagnosis of dementia.

The flexibility of the Enablement Team enables you to live safely and comfortably in the home you know best. We deliver a person-centred approach. From daily or weekly visits to support with daily living, personal care, meal preparation and mobility needs. By choosing the Enablement Team, you are safe in the knowledge that the support is fully regulated by the Care Quality Commission (CQC) and is rated as Good.

Between April 2022 and March 2023, the Community Enablement Team delivered:

- Support to an average of 83.8 service users per week

- A total of 33846.8 hours

External Partnerships

The Adult Social Care, Health Integration & Wellbeing directorate within the City Council works with many partners, some of those include: -

Integrated Care Board (ICB), Health Providers and Services, Safeguarding: -

Children Partnership Board, Adult Partnership Board, Multi-Agency Safeguarding Hub (MASH), Other Local Authorities, Emergency Services, Private Sector and Independent Companies, Regulators, Care Quality Commission (CQC), Healthwatch, Education, Various Voluntary and Community Group.

Partnership Boards and Programmes

There are a number of partnership boards, programmes and initiatives in which we manage, support and play an active role. Some are detailed below:

Stoke-on-Trent Health and Wellbeing Board

A statutory partnership which brings together senior leaders from Stoke-on-Trent City Council, the Staffordshire and Stoke-on-Trent Integrated Care Board, the NHS, Healthwatch, voluntary sector organisations, education providers and emergency services.

The partnership has strong relationships with other local and regional boards that enable action and delivery against the city's priorities for improving the health and wellbeing of local people and reduce health inequalities.

The Joint Health and Wellbeing Strategy 2021-25 sets out the Board's priorities for health and wellbeing in Stoke-on-Trent as:

- Getting the healthiest start in life
- Developing well into adulthood
- Promoting good physical health
- Promoting good mental health
- Supporting people to maintain independence
- Living well into old age
- Providing the best end of life care
- Building strong communities
- Living in a healthy home and environment
- Supporting sustainable employment, skills and local economy

Joint Commissioning Board (JCB)

A partnership board between Stoke-on-Trent City Council and Stoke-on-Trent Integrated Care Board (ICB) responsible for providing strategic planning and direction of the Better Care Fund (BCF), manage jointly commissioned plans and the development of future joint commissioning intentions and for assuring delivery of the Better Care Fund plan.

Who: Stoke-on-Trent City Council and the Stoke-on-Trent Integrated Care Board

Vision: There is a shared commitment to:

- Promote better health and independence
- Integrate services and improve customer experience
- Support the development of community-based services to reduce hospital admissions and facilitate timely discharge
- Reduce admissions into long term care

Priorities:

- Enable people to stay well, safe and independent at home for longer
- Provide the right care in the right place at the right time
- Drive the integration of health, social care, housing and the voluntary and community sector
- Ensuring the sustainability of adult social care

Staffordshire and Stoke-on-Trent Adult Safeguarding Board (SSASPB)



A broad partnership of local organisations that work together to help to protect adults in Staffordshire and Stoke-on-Trent.

How: By co-ordinating and ensuring the effectiveness of what each of our members does.

Vision: People with care and support needs are supported to make choices in how they will live their lives in a place where they feel safe, secure and free from abuse and neglect.

Priorities:

- Promote good practice and continuous improvement within services
- Raise public awareness that safeguarding is everyone's responsibility
- Respond effectively and swiftly when abuse or neglect has been alleged or occurs
- Seeks to learn when things have gone wrong
- Be sensitive to the issues of cultural diversity
- Put the person at the centre of planning to meet support needs to ensure they are safe in their homes and communities

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Case Study

Ken' is a 56-year-old white British man. He has had a variety of physical health issues and suspected cognitive impairment. Ken was self-neglecting. He was not looking after his personal care; not meeting his nutritional needs; not taking prescribed medications; not maintaining his home environment and was experiencing significant deterioration in his physical and mental health. Adult Social Care was contacted arising from concerns that he was being subjected to physical and financial abuse, was alcohol dependent and was 'rough sleeping'. Continuous communications between the Rough Sleepers Team and Adult Social Care resulted, after several attempts, a meeting between all relevant agencies which was the start of Ken receiving the support that he needed. A Section 42 Safeguarding Enquiry was commenced in response to concerns for self-neglect. There were difficulties in engaging with Ken and his living environment was not conducive to completing an accurate assessment of need. A series of Multi-Disciplinary Team Meetings were convened to involve the relevant services including Housing, Health Services, Occupational Therapy, Memory Clinic, Police, Drug and Alcohol Services, Changing Futures and support workers through charities including Reaching North Staffordshire. Ken's circumstances presented challenges to the safeguarding partners particularly in relation to the differences in value bases between professionals. Service gaps were also a challenge - the most notable of these between housing and the limited services that are willing to work with adults who are actively misusing alcohol. The processes included completing mental capacity assessments, risk assessments and regular reviews of Ken's needs. A key aspect was managing the co-ordination of relevant services to address each specific area of need. These included completing health checks, supporting Ken to make, remember and attend appointments. Supported living was eventually sourced and implemented with an appropriate care package that promoted Ken's independence and sustains his safety. Police supported Ken to examine previous incidents of abuse through the appropriate channels. The Community Drugs and Alcohol Service (CDAS) completed ongoing work around Ken's misuse of alcohol and the trauma-based factors underlying this. Six months after the referral to Adult Social Care Ken has stability in his life. He is thriving in supported accommodation; engaging well with support services for his mental health and alcohol dependence; receiving proportionate daily support; building social networks; establishing new relationships and is no longer self-neglecting.

Multi-Agency Public Protection Arrangements (MAPPA)

A statutory group set up to protect the public, including previous victims of crime, from the risks posed by sexual and or violent offenders, who are due to or already released from prison on licence. This is essentially a complex multi-disciplinary meeting to assess, manage and reduce risks associated with these individuals whilst in the community.

Who: Youth Offending Services, National Probation Service including Approved Premise representatives, HM Prison Service, Staffordshire Police, Stoke-on-Trent City Council Adults and Children's services, Staffordshire County Council Adults and Children's services, Mental Health Services and Housing. This is not an exhaustive list and additional partners may be included in the discussions via invite from the chair.

Community Safety Partnership

A statutory partnership responsible for identifying and addressing crime, disorder, anti-social behaviour and substance misuse issues within Stoke-on-Trent.

Who: Stoke-on-Trent City Council, Staffordshire Police, Staffordshire Fire and Rescue Service, Staffordshire and Stoke-on-Trent Integrated Care Board, Probation Service, Staffordshire Commissioner's Office and voluntary sector representatives.

Vision: to "create a safer, stronger city" by reducing crime, disorder, anti-social behaviour and substance misuse.

Priorities:

- Anti-Social Behaviour
- Serious Violence, Public Space Violence and (non-domestic) Violence Against Women and Girls
- Modern Slavery
- Community Cohesion, Hate Crime and Tackling Extremism

Supporting Priority Areas (led by other statutory partnerships):

- Alcohol-Related Harm
- Contextual Safeguarding
- County Lines
- Domestic Abuse
- Drug-Related Crime and Harm
- Safeguarding Vulnerable Persons - Mental Health

Stoke-on-Trent and North Staffordshire Dementia Steering Group

The Stoke-on-Trent and North Staffordshire Dementia Steering Group provides the local steer for commissioning and development of services for people who are living with dementia and their carers.

Who: Age UK, Alzheimer's Society, Approach, Beth Johnson Foundation, Carers hub, Diocese of Lichfield, Douglas Macmillan Hospice (Admiral Nurse), Healthwatch Stoke-on-Trent, North Staffs Carers Association, North Staffordshire Combined Healthcare NHS Trust, Staffordshire County Council, Staffordshire Fire and Rescue Service, Staffordshire Moorlands District Council and Stoke-on-Trent City Council.

Vision: In line with its aims, the group will oversee the implementation of the national and local dementia strategies, including the Stoke-on-Trent Joint Dementia Strategy 2020-24

Priorities: The aims and objectives of the steering group are to pull together all parties across health and social care provision including statutory, voluntary agencies, independent sector and people who use services, to implement local and national priorities and strategy, to enable people living with dementia and their carers to live well.

Dementia Network Staffordshire and Stoke-on-Trent (DNSS)

The Dementia Network Staffordshire and Stoke-on-Trent works to bring about a community wide response to dementia across the area. It is a group of local organisations, businesses and individuals who are committed to enabling people to live well with dementia by taking action to contribute towards the development of Dementia Friendly Communities. Member organisations share equal responsibility for the DNSS, and the group encourages and welcomes new members to join and be a part of the network.

Carers Partnership Board

Who: Stoke-on-Trent City Council, Integrated Care Board, Health representatives, Staffordshire Fire and Rescue, Elected Members, Carer Representatives, Voluntary Sector Organisations, Commissioned providers, Parent Engagement Group in Stoke

Vision: The purpose of the Board is to implement and oversee the delivery plan to improve outcomes for unpaid carers in partnership with key stakeholders across the City of Stoke-on-Trent and in conjunction with the wider Integrated Care System.

Priorities: Five key carer priorities are set out in the Carers Strategy

- o **Identification and Recognition** - Supporting those with caring responsibilities to identify themselves as carers at an early stage, recognising the value of their contribution and involving them from the outset both in the designing local care provision and in the planning individual care packages
- o **Realising and Releasing Potential** - Enabling those with caring responsibilities to realise their aspirations and fulfil their educational and employment potential
- o **A life outside of caring-** Personalised support both for Carers and those they support, enabling them to have a family and community life
- o **Supporting Carers to Stay Healthy-** Supporting Carers health and wellbeing
- o **Young Carers** –Supporting Children and Young People by protecting them and encouraging them to thrive

Learning Disability Partnership Board

The role of the Learning Disability Partnership Board (LDPB) is to oversee the delivery of the Learning Disability Strategy which aims to improve the lives of people with a learning disability who live in the Stoke-on-Trent area.

Who: Stoke-on-Trent City Council and co-chaired by an adult with a learning disability, people with learning disabilities, family carers, health, social care, education, employment support and housing

Vision:

- Promoting independence, choice, rights and inclusion
- Making sure people with learning disabilities are treated as equal citizens, with access to mainstream services such as health, housing, employment and education
- Look at and agree priorities for people with learning disabilities
- Bring together information to support strategy development and service planning

Priorities:

- Working in partnership
- Keep an eye on how services perform, make sure people with learning disabilities have better outcomes and encourage new ways of working
- Key plans for learning disability services are in line with government and other local plans and priorities.

Externally Commissioned Services

We have number of contracts with external organisations to deliver other services. We review, design, procure and monitor services to improve the lives of people living in Stoke-on-Trent, their families and carers. Examples of the externally commissioned services that we have are as follows:

All Age Advocacy Hub

Independent support to ensure the views, wishes and aspirations of people are heard and listened to; providing information in a way that the person understands, give access and empowerment to individuals legal and human rights.

Contracted provider: Asist

The City Council provides statutory advocacy services and self-advocacy for Children and Adults in Stoke on Trent. This is through a range of services including:

- Community Advocacy
- Children's Advocacy
- Parent's Advocacy
- Independent Mental Health Advocacy (IMHA)
- Independent Mental Capacity Advocacy (IMCA)
- Care Act Advocacy
- Independent Health Complaints (IHCA)

Carers Support

North Staffs Carers commenced the Carers Support Service on the 1st of April 2021. The service aims to improve the lives of carers by offering assessments, support, advice and information to young and adult carers.

Number of referrals made to North Staff Carers for the period April 2022 to March 2023:

Adults	477
Children	142

Transition	17
Total Number of Referrals	636

Over the past 12 months North Staffs Carers have organised and facilitated over 40 group sessions and over 20 trips and one-off events for adult and young carers. They continue to work closely with partners in the Stoke-on-Trent area to raise awareness of unpaid carers. Some of the main events during the year for North Staffs Carers and Partners are “Carers Week” and “Carers Rights Day”.



Carers Coffee Morning



Monday Group



Christmas 2022



Carers rights Day 2022

External Day Opportunities / Day Care Services

As well as providing internal Day Opportunities, we also provide independent external Day Services which are services whereby people can access daytime support and activities, either in a day centre setting or as 1:1 support within the community. These services aim to decrease isolation and loneliness, can give informal carers / family respite from their caring role and help people to socialise, participate in activities that they enjoy and learn new skills.

Home Care

Home Care providers deliver care and support people within their own homes, to meet their assessed care needs and to enable people to remain as independent as possible. Stoke-on-Trent City Council commission a number of different home care providers who deliver care across the city.

The number of hours of home care provided a year (2022/23)	764,094 hours
The average number of hours of home care provided a week	14,694 hours
The average number of home care hours per service user per week	13 hours (25 hours for dual calls)
Number of people in the city who have received home care from April 2022 – March 2023	1634 people

Home Care Referrals

The Care Brokerage Team take referrals via the social care teams from both community and hospital settings to arrange care packages in peoples own homes.

The team also take referrals via 'Home first' which is a reablement service delivered by the hospital to support discharge home following which a reduced level of support is arranged on a permanent basis.

Care package referrals from a hospital setting (acute or community hospital)	Home first 274 Directly home 370
Care package referrals from a community setting (people already at home who require support)	628
Care packages which were sourced with external providers	2027

The average number of referrals for all services received per month is 266.

Extra Care

Offers independent-living accommodation but with enhanced facilities and care and support staff available 24-hours a day. The rental aspect of the service is separate to the care aspect and individuals can live in extra care complexes without having any care and support needs however this is in the minority of cases.

If an individual is interested in living in an Extra Care Scheme, they put forward an 'expression of interest' This is then considered by both the City Council and the Extra Care scheme to determine which individuals are eligible and suitable.

This then leads to nominations in to a vacant flat within one of the schemes. The schemes also accept privately funded referrals and referrals via the Housing directorate.

Extra Care Scheme	Number of Flats	Number of residents receiving care 2022/23	Number of new placements 2022/23
Berryhill Village	148	47	46
Camoy's Court	32	22	12
Maple West	140	39	47
Oak Priory	175	53	61
Rowan Village	74	18	16
St Dominic's Court	44	19	16
West End Village	112	23	16
Willow Barns	75	38	41

- o The average number of care hours delivered within Extra Care schemes per week: **382.15**
- o The average number of care hours delivered within Extra Care schemes per year: **19,871.80**

Healthwatch Stoke-on-Trent

Healthwatch is the local consumer voice for Health and Social Care for the public, patients, service users, carers, community and voluntary groups of the City of Stoke on Trent to enable their views to be heard and help shape local health and social care services. There is also a duty to support commissioners and providers by providing feedback, research and information on local views, experiences of health and social care in order to improve services.



Highlights over the past 12 months include:

Statistical research into Long-Term Conditions

- Virtual visit to the fracture clinic at Royal Stoke hospital and shared findings with the hospital managers
- Created and promoted a dental survey
- Signposted people to various services across the city
Attended 34 community outreach events
- Engaged with 476 individuals at various events
- Promoted a campaign to find out about the impact of the cost-of-living pressures on resident's health and well-being

Healthwatch's next steps and key priorities for 2022/23

Healthwatch will continue in their role to collect feedback from everyone in Stoke-on-Trent, giving them a voice to help shape improvements to Health and Social Care services.

Healthwatch will continue their work in tackling inequalities that exist and work to reduce the barriers that people face when accessing care; regardless of race, where they live or what their income is.

Top priorities:

1. Services for people with Parkinson's disease
2. Carers services
3. Sensory impairment

Integrated Community Equipment (ICE)

A jointly commissioned service which provides, delivers and installs minor adaptations and equipment to support people with eligible health and social care needs to remain independent in their home and community.

Number of people who accessed this service for equipment deliveries in 2022/23: 37,027 (split between 31,717 Health clients and 5,310 social care clients)

Prevention, Early Intervention and Enablement Service

The Service provides a comprehensive offer that enables people to access help within their communities with a focus on housing related support. This will support people to become independent, build confidence, develop positive relationships, use their time meaningfully and encourage participation in the wider community

The Service is available to anyone with a learning disability, autism or both (18 – 65 years) who requires support to maintain independent living in the community. Providing a range of interventions including information, advice and guidance and where required, targeted interventions.

Mental Health Assessors

The Mental Health Assessor contract is in place to provide suitably qualified providers to assess people to safeguard against an unlawful Deprivation of Liberty Safeguarding (DoLS) taking place. There are six providers on the Mental Health Assessor contract that can undertake assessments on behalf of Stoke-on-Trent City Council and Staffordshire County Council.

The aim of the DoLS is to provide legal protection for those vulnerable people (over 18) who lack capacity to consent to the arrangements for their care, who receive care that deprives them of their liberty, and who are not detained under the Mental Health Act 1983 (MHA) (referred to as the Relevant Person [RP]). DoLS recognises that there are vulnerable adults who need to be deprived of their liberty and provides a mechanism to ensure that they have rights of review and appeal.

As part of the process, a Mental Health Assessor (the Provider) is required to complete the Mental Health and sometimes eligibility elements of the DoLS process. The provider must be approved under Section 12(2) of the Mental Health Act and a registered medical practitioner with at least three years post registration experience in the diagnosis and treatment of mental disorder. They also have to have completed the Deprivation of Liberty Safeguards Mental Health Assessors training programme made available by the Royal College of Psychiatrists.

Residential and Nursing Care

Residential Care provides 24-hour care for those who are no longer able to have their care and support needs met within their own home.

Nursing Care Homes offer the same personal care as residential care homes but with additional nursing staff on duty 24-hours a day.

Number of contracted homes within Stoke-on-Trent	2022/23
Residential Homes	62
Nursing Homes	19

Number of contracted homes outside of Stoke-on-Trent, but within Staffordshire	2022/23
Residential Homes	45
Nursing Homes	24

Number of contracted homes outside of Staffordshire	2022/23
Residential Homes	27
Nursing Homes	12

Total number of people who received residential care	2022/23
18-64 years old (including Specialist, 8 if not including specialist)	261
65+ years old	856

Total number of people who received nursing care	2022/23
18-64 years old	78
65+ years old	695

New permanent admissions into residential homes in Stoke-on-Trent	2022/23
18 - 64 years old (INC SPECIALIST)	11
65+ years old (INC SPECIALIST)	175

New permanent admissions into nursing homes in Stoke-on-Trent	2022/23
18 - 64 years old	8
65+ years old	158
New permanent admissions into residential homes outside Stoke-on-Trent, but within Staffordshire	2022/23
18 - 64 years old	6
65+ years old	45
New permanent admissions into nursing homes outside Stoke-on-Trent, but within Staffordshire	2022/23
18 - 64 years old	11
65+ years old	50

Supported Living / Group Supported Living

Where people with learning disabilities own or rent their home, and have control over the support they receive, who they live with (if anyone) and how they live their lives.

Number of contracted supported living homes:	2022/23
Total number of supported living properties	23
Total number of flats / apartments within above properties	103

Total number of people living within supported living homes	2022/23
18-64 years old	64
65+ years old	23

6.What We Will Do / Next Steps

Key Priorities- Vision and Strategies

Place to Be Strategy for 2023-2026.

- Our vision is for every person in Stoke-on-Trent to live in the place they call home with the people and things that they love, in communities where they care and are cared for, doing and achieving the things that matter to them. We believe passionately in every person's right to pursue possibilities, dreams and aspirations. To enable the achievement of everyone's full potential we will use our financial resources, the skills of our workforce and partnership with

our local communities to help people make connections and build relationships in a way that improves wellbeing and fosters independence. We want everyone to be able to enjoy and contribute to community life. We will make sure we are accessible to people and that they know their rights and what help is available to them. We will promote autonomy, choice and self-determination. If and when they need it, we want people to have access to a choice of good quality care and support that enables them to live the life they choose and do the things that matter to them, as independently as possible. The result will be better experiences and better lives for those who receive support, and improved morale and satisfaction for Stoke-on Trent's social care and health workforce. It will also mean better use of public money because we will be achieving improved outcomes.

Target Operating Model February 2023

- Next year, we are planning for a single Target Operating Model. We developed a model at the end of 2022 under 5 headings – Prevention and Early Intervention, Assessment and Decision Making, Emergency Response and Discharge, Market Development and Management, and Safeguarding.

CQC Assurance Self-Assessment

- We shall begin to prepare our Self-Assessment of Adult Social Care in preparation for the upcoming Care Quality Commission (CQC) Formal Assessments. These inspections will inspect the Local Authority and Adult Social Care directorate.

Workforce Plan 2023-2025

- The workforce plan is currently in development around developing our management and leadership skills and supporting and rewarding our people.

Key Priorities - Principal Social Worker (PSW)

- Embedding strengths-based practice. Working with local, regional and national office of the Chief Social Worker to agree and implement strategic and operational priorities
- Improving the quality of social work practice, supervision and leadership
- Research in Practice
- Social Work Apprenticeship Scheme
- Supporting Newly Qualified Social Workers who are in their Assessed Year in Practice (ASYE)
- Training in other specialist areas such as Practice Education, Best Interest Assessing and Approved Mental Health Practitioners
- Implementing new legislation and policies through practice guidance
- Social Work health check
- Workforce delivery plan
- Peer Review Association of Directors of Adult Social Services (ADASS) and Care Quality Commission (CQC) preparedness

- Making Safeguarding Personal will be at the forefront of the Safeguarding Training Package to be delivered to staff from September 2023 sourced and delivered by the Insight Academy co-produced with people with lived experience/ Expert Citizens.
- One of our objectives within our Adult Social Care Workforce Plan 2023-24 is 'developing an inclusive workforce where all can belong and thrive'.

Key Priorities / What we are doing in Provider Services

- Explore alternative delivery models for Provider Services. We are currently reviewing a number of services to ensure they align with the strategic direction of Stoke-on-Trent City Council.
- Working alongside health partners to improve the hospital discharge/admission avoidance pathways. Work has continued with the acute care at home team to avoid unnecessary admissions and a new integrated discharge hub is planned to be implemented later in the year which involves a number of partners locally (including the Stoke-on-Trent City Council) to improve discharge pathways.
- Pilot and implement activity monitoring technology to identify if people are not following normal lifestyle patterns to improve innovation and reduce traditional care services. A number of pilots have been initiated to trial new technology to support individual cases. The benefits of these are being evaluated to build a business case for further investment into new technological solutions.
- Remodel Learning Disabilities and Mental Health Day services to ensure outcomes for people are improved. - Engagement sessions have taken place with staff, people who use internal Learning Disability (LD) day services and their informal carers. The Local Government Association (LGA) are providing support to look at what options and opportunities we the city council should be considering going forward.

Key Priorities/What we are doing in Mental Health, Learning Disability and Enhanced Transitions

- A draft procedure has been developed with regard to the transition of young people from children's service to adults. Further work is underway in relation to the proposal to establish a dedicated transition team from 14-25.
- Support people with a learning disability to remain living in their own homes for as long as possible promoting positive relationships/ friendships. A strengths-based approach already exists within the assessment and care management process and will continue to be strengthened. Further work is underway in partnership with commissioning colleagues in relation to identifying new support options which will further allow individuals to maintain independence within the community. This will link with proposals to review

existing support and provision in order to ensure eligible needs are being met in the most appropriate way.

Key Priorities/ What we are doing in Urgent Care, Localities Social Work Teams

- To access community health services for people on discharge to allow them to lead healthier lives that work to avoid future hospital admissions.
- Access to health professionals via the community lounge
- Link roles with locality teams with health professionals within a Multi Disciplinary Team (MDT) approach to the locality model
- Development of our seven days service along with the Emergency Duty Team (EDT) review to consider an adults only out of hours to ensure that there is a consistent approach to Adult Social Care contact outside of what we class as 'normal working hours' so that we can ensure critical front-line services are staffed.
- We have a dedicated social work team within the Track and Triage team. Plans to develop an Integrated Discharge Hub during 2023.
- We will be Implementing 7 day working in new staff contracts.
- 8am – 8pm working over 7 days a week to be implemented.
- Brokerage function alongside the working pattern of assessment team to be implemented.
- Provide a strengths-based approach using assets in the local communities to support people with advice and information tools that they can access.
- 6P strengths-based model now used within all assessment teams
- Teams have accessed good conversation training to aid assessment using strength-based models
- Community directory utilised more effectively
- Understanding of community catalyst role
- Development of stronger information, advice and signposting within the teams due to access of information and relationship-based practice that has developed
- Working in collaboration with community resources and locality-based professionals such as district nurses, fire service and police.
- Work alongside the Changing Futures programme for those on the edge of care.
- Multi-agency Resolution Group (MaRG) process accessed by all teams
- Changing futures referrals completed
- Multi agency discussion where required to consider support mechanisms available
- Working in collaboration with people with lived experience as a support to adults
- Multi-Disciplinary Team (MDT) approach to complex situations

7. Useful Websites

AskSARA

[Stoke-on-Trent City Council - AskSARA \(livingmadeeasy.org.uk\)](http://livingmadeeasy.org.uk)

Communities Together

[Home page - Communities Together \(communities-together.co.uk\)](http://communities-together.co.uk)

Community Catalysts

[Stoke-on-Trent - Community Catalysts](#)

Small Good Stuff- Stoke-on-Trent

[Stoke on Trent | Small Good Stuff](#)

[INSIGHT Academy - Expert Citizens](#)

Care Act 2014 Factsheets:

<https://www.gov.uk/government/publications/care-act-2014-part-1-factsheets/care-act-factsheets>

JSNA

https://www.stoke.gov.uk/directory_record/333579/joint_strategic_needs_assessment/category/299/adult_care_and_wellbeing

Skills for Care Workforce Intelligence Data

<https://www.skillsforcare.org.uk/adult-social-care-workforce-data/Workforce-intelligence/publications/Local-authority-area-summary-reports.aspx>

Stoke-on-Trent Joint Health and Wellbeing Strategy 2021-2025

https://www.stoke.gov.uk/download/downloads/id/1803/health_and_wellbeing_strategy_2021-25.pdf

Staffordshire and Stoke-on-Trent Sustainability and Transformation Partnership

<https://www.twbstaffsandstoke.org.uk/>

Better Care Fund

<https://www.england.nhs.uk/ourwork/part-rel/transformation-fund/bcf-plan/>

Staffordshire and Stoke-on-Trent Transforming Care Partnership

<https://staffordsurroundscg.nhs.uk/about-us/our-work-streams/transforming-care-partnership>

Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership Board

<https://www.ssaspb.org.uk/Home.aspx> -

Multi-agency public protection arrangements

<https://www.gov.uk/government/publications/multi-agency-public-protection-arrangements-mappa--2>

Safer City Partnership Strategy 2020-2023

[https://www.stoke.gov.uk/directory_record/123/safer_city_partnership_strategy_2020 - 2023](https://www.stoke.gov.uk/directory_record/123/safer_city_partnership_strategy_2020_-_2023)

University Hospitals of North Midlands:

<http://www.uhnm.nhs.uk/Pages/Home.aspx>

Midlands Partnership NHS Foundation Trust:

<https://www.mpft.nhs.uk/>

Care Quality Commission:

<https://www.cqc.org.uk/>

North Staffs Carers

[Home | North Staffs Carers \(carersfirst.com\)](http://carersfirst.com)

Healthwatch Stoke-on-Trent

<https://www.stoke.gov.uk/sharedlives>

Home First

<https://www.mpft.nhs.uk/services/home-first>

Housing Options for Older People in Stoke-on-Trent (Including Extra Care):

https://www.stoke.gov.uk/download/downloads/id/61/directory_of_housing_options_for_older_people.pdf

Stoke-on-Trent Shared lives:

<https://www.stoke.gov.uk/sharedlives>

Staffordshire and Stoke-on-Trent Dementia Action Alliance:

https://www.dementiaaction.org.uk/local_alliances/938_staffordshire_and_stoke-on-trent_dementia_action_alliance

Stoke-on-Trent Care and Support Directory

<https://www.carechoices.co.uk/publication/stoke-on-trent-care-services-directory/>

Stoke-on-Trent Councillors:

<http://www.moderngov.stoke.gov.uk/mgMemberIndex.aspx?bcr=1>

Health Watch Stoke-on-Trent

[Home | Healthwatch Stokeontrent](http://www.healthwatchstokeontrent.co.uk)