

**Adult Social Care – a summary of how we are doing and our plans to improve.**



**1. Introduction**

This summary describes what adult social care is, what works well and where improvements are needed. It describes how we will make improvements over the next 3-5 years.

**2. What is adult social care?**

Adult social care in Barking and Dagenham supports adults to lead safe, fulfilling lives. We help people with a physical disability, learning disability, mental health issue, frailty or long-term condition. Around 3,000 residents get support from adult social care in Barking and Dagenham each year.

People who need support with day-to-day life because of illness or disability normally start by having a conversation with a Social Worker or Occupational Therapist about the things they need help with and what is important to them (called 'social care assessments'). We then work together to put the right support in place for each individual. This could be information and advice; support to live independently at home through equipment, technology and help from care staff; or it could be support provided in supported housing or a care home. A large range of support is available, depending on the needs and wishes of the individual. We also support those who care for their friends or family.

Some adults may be at risk of abuse or neglect due to their illness or disability. We work to 'safeguard' people at risk of abuse or neglect and take action when there is a concern that abuse is happening.

Most of the legal duties' councils must fulfil in adult social care are described in the 2014 Care Act.

**3. How well do we work with people?**

Information about adult social care and feedback from people has shown the following:

What works well	Where improvements are needed
<ul style="list-style-type: none"> <li>- People who need support can easily contact our Adult Intake Team with a question or query.</li> <li>- People generally do not wait a long time to see a Social Worker to have an assessment.</li> <li>- Social Workers and Occupational Therapists are generally good at helping people talk through the things that are important to them. They care and are committed to supporting people.</li> <li>- A good range of technology helps people to be independent in their own home.</li> <li>- A lot of people organise their own support through a direct payment.</li> <li>- There is a clear policy explaining what is charged for adult social care.</li> <li>- We are committed to making sure different groups are treated equally.</li> </ul>	<ul style="list-style-type: none"> <li>- Information and advice on our website and leaflets are not always up to date.</li> <li>- It is not always easy to know which team to speak to about specific issues or to get hold of the right person on the phone.</li> <li>- People sometimes have to wait for an Occupational Therapy assessment.</li> <li>- The social work team supporting adults with a learning or physical disability is being improved for staff and residents.</li> <li>- We need to put a bigger focus on preventing, reducing and delaying the need for adult social care.</li> <li>- We need to put a bigger focus on short-term support (often called 'reablement') to help people regain their independence.</li> <li>- The process of charging people for care could be smoother and more clearly communicated.</li> </ul>

#### 4. How well do we provide support?

Information about adult social care and feedback from people has shown the following:

What works well	Where improvements are needed
<ul style="list-style-type: none"> <li>- We work well with local companies who provide support to people (e.g. local care homes) and help them provide good quality services.</li> <li>- People in Barking and Dagenham are more likely to say they are extremely or very satisfied with the support they get than elsewhere in London.</li> <li>- A high proportion of adults with a learning disability live independently in the community.</li> <li>- Frontline staff and senior managers all generally work well with the NHS and others to provide support to people.</li> <li>- We are committed to being more joined-up and 'integrated' with the NHS where it benefits residents.</li> </ul>	<ul style="list-style-type: none"> <li>- We need to develop more good quality housing for people who are ill or disabled in future years.</li> <li>- We want to improve support by understanding what difference it makes to people's lives.</li> <li>- We need to understand why the proportion of older people moving into care homes has risen over the last six months.</li> <li>- We want to work with the NHS to agree how to improve the support provided to adults with autism.</li> <li>- The roles and responsibilities of social care and the NHS would benefit from being written in policy and procedures in some areas.</li> </ul>

#### 5. How well do we ensure safety?

Information about adult social care and feedback from people has shown the following:

What works well	Where improvements are needed
<ul style="list-style-type: none"> <li>- People in contact with adult social care are more likely to say they feel safe than elsewhere in London.</li> <li>- We have a good system to keep people safe when they are discharged from hospital and in the event of a local care company closing.</li> <li>- Concerns that an individual is being abused or neglected is generally acted on quickly by Social Workers and are robustly investigated.</li> <li>- People who may be neglecting themselves or who have complex needs and are at risk of abuse are well-supported.</li> <li>- People who may be being abused or neglected are supported to express their views and what they want.</li> </ul>	<ul style="list-style-type: none"> <li>- We need to give better information to residents on what adult abuse and neglect ('safeguarding') is and what to do in the event of a concern.</li> <li>- We are working with other organisations to help prevent adult abuse and neglect from taking place.</li> <li>- We want to do more to prevent the abuse or neglect of people who employ Personal Assistants to provide care.</li> <li>- The process of one team asking another to investigate a safety concern can sometimes be disjointed.</li> <li>- We want to improve how we support people who have been abused or neglected by getting feedback on people's experience.</li> </ul>

## 6. What is the leadership of adult social care in Barking and Dagenham like?

Information about adult social care and feedback from people has shown the following:

What works well	Where improvements are needed
<ul style="list-style-type: none"> <li>- Senior managers are compassionate and supportive.</li> <li>- Our workforce is generally stable, with low staff turnover compared to elsewhere in London. This means staff develop good working relationships with people.</li> <li>- Staff and managers are open to learning and trying out innovative ways of doing things.</li> <li>- We have a good understanding of our own performance, where we are doing well and where we need to improve.</li> <li>- The council is committed to supporting those who care for their friends or family (sometimes called 'carers' or 'unpaid carers').</li> </ul>	<ul style="list-style-type: none"> <li>- We want to work together with people who need social care to design support services and make strategic decisions.</li> <li>- It is difficult to recruit staff into some roles.</li> <li>- We want to make sure all our policies and procedures are up to date.</li> <li>- We want to improve our IT system so that it is easier to record and show information.</li> <li>- We want to develop a shared vision for adult social care with the people who need it.</li> </ul>

## 7. What happens next?

We will continue the things that work well in adult social care. Our 'Adult Social Care Improvement Plan' describes the action we will take to improve adult social care in Barking and Dagenham over the next 3-5 years, focusing on the areas in this summary. The improvement plan includes actions to:

- ✓ Improve communication and information related to adult social care.
- ✓ Put a bigger focus on prevention, targeting support at people most at risk of needing social care.
- ✓ Offer more short-term support that helps people regain as much independence as possible.
- ✓ Re-design the service that supports working-age adults with a disability.
- ✓ Tackle waiting lists where they exist.
- ✓ Continue to improve support to people with a direct payment.
- ✓ Continue to expand the range and use of technology to help keep people safe at home.
- ✓ Review our Charging Policy and the improve information on what people might pay towards the cost of care.
- ✓ Agree a plan explaining how we will support adults with autism in future.
- ✓ Agree a plan to develop more good quality housing for people who are ill or disabled in future.
- ✓ Develop a Multi-Agency Safeguarding Hub to improve how we respond to concerns of adults at risk being abused or neglected.
- ✓ Raise awareness so more people know what abuse and neglect is and what to do if concerned.
- ✓ Review all our policies and procedures.
- ✓ Work in equal partnership with people who need support and carers to improve what we do.