



Wiltshire Adult Social Care Local Account

Autumn 2023

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Welcome to our Adult Social Care Local Account which provides you with information on how we have helped adults in need of support in Wiltshire over the past year - and our plans to continue improving our services for you even further.

In Wiltshire we believe that every person deserves to receive safe, high quality, personalised and accessible care when they need it. In partnership with Wiltshire Centre for Independent Living, we have worked with residents to build a joint plan “Listen Up Wiltshire” to transform our services. This plan is all about working alongside you throughout your journey with our adult care services so we can understand what is working well, where we need to do better and what and how you’d like improvements made – your lives, your way.



Our Wiltshire Local Account shows that it’s been another busy year for everyone and we have had a lot of achievements to celebrate. We remain as committed and ambitious as ever and we welcome another busy year ahead to deliver on our commitments to you.

In Wiltshire at any one point in time, we have around 1,600 adults living in residential or nursing home care (with many more supported across a full year) and around 20,000 hours of care at home per week are delivered.

Here’s what we spent on adults requiring social care support in 2022-23:

Type of need	Spend (Net £,000)
Physical support (things like mobility, access and personal care)	84,540
Learning Disability services	62,483
Mental Health services	22,139
Memory & Cognition services	10,575
Social support (things like social isolation, carers support, substance misuse)	5,662
Sensory support (things like hearing and vision)	1,543
TOTAL	186,942
Residential and Nursing Homes	113,923
Care in the home	30,647

Our overall performance 2022/23

All local authorities have to share their performance data with central government. We submit our data as part of the Adult Social Care Outcomes Framework (ASCOF). At the time of writing, the latest available national ASCOF data available was for the year 2021-22. Our latest local Wiltshire data is provided below:

Ref	Description	England 2021-22	Wiltshire provisional 2022-23 (or 2021-22)
1A	Social care-related quality of life score	18.9	18.4
1B	Proportion of people who use services who have control over their daily life	77%	74%
1C(1A)	The proportion of people who use services who receive self-directed support	94.5%	94.5%
1C(1B)	The proportion of carers who receive self-directed support	89%	100%
1C(2A)	The proportion of people who use services who receive direct payments	27%	19%
1C(2B)	The proportion of carers who receive direct payments	78%	100%
1D	Carer-reported quality of life score	7.3	6.6 (2021-22)
1E	The proportion of adults with a learning disability in paid employment	4.8%	6%
1F	The proportion of adults in contact with secondary mental health services in paid employment	6%	8% (2021-22)
1G	The proportion of adults with a learning disability who live in their own home or with their family	79%	59%
1H	The proportion of adults in contact with secondary mental health services living independently, with or without support	26%	32% (2021-22)
1I1	Proportion of people who use services who reported they had as much social contact as they would like	41%	39%
1I2	Proportion of carers who reported they had as much social contact as they would like	28%	16% (2021-22)
2A(1)	Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population	13.9	16.4
2A(2)	Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population	538.5	544.6
2B(1)	The proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	82%	78%
2B(2)	The proportion of older people (aged 65 and over) who received reablement/rehabilitation services after discharge from hospital	2.8%	2.5% (2021-22)
2D	The outcome of short-term services: sequel to service	78%	66%
3A	Overall satisfaction of people who use services with their care and support	64%	60%
3B	Overall satisfaction of carers with social services	36%	39% (2021-22)
3C	Proportion of carers who report that they have been included or consulted in discussion about the person they care for	65%	66% (2021-22)
3D	Proportion of people who use services who find it easy to find information about services	65%	71%
3D2	Proportion of carers who find it easy to find information about services	58%	59% (2021-22)
4A	Proportion of people who use services who feel safe	69%	71%
4B	Proportion of people who use services who say that those services have made them feel safe and secure	86%	89%

Provisional data for 2022-23 is not yet available for some measures so looking at our latest 2021-22 figures compared to national, we see some strong performance in 1E and 1F, for adults with learning disabilities or mental health needs in paid employment. We are, however, committed to do better and believe all local authority areas must aim higher given how low our collective national performance is.

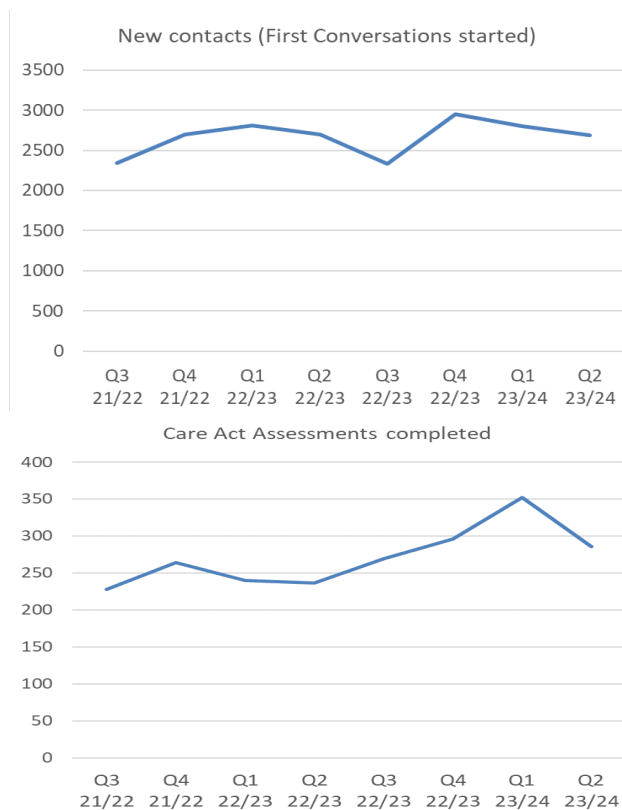
In 2021-22 we saw that Wiltshire carers completing the national Carers Survey reported a decline in having as much social contact as they'd like and their overall quality of life. We know some of this will be the impact of COVID and while we wait for the 2023-24 national Carers Survey to run, we have been talking to our carers to understand some more what has changed from them and what they need us to focus on to achieve better outcomes. More on that later.

We are very pleased to see those using our services (including carers) say that our services helped them feel safe and secure. Services users and carers also said they found it easy to find information about our services and carers felt consulted and engaged in conversations with us about the person they care for. Carers overall satisfaction with our services was good.

We've provided a summary of key performance areas over the following pages for you.

Working with people

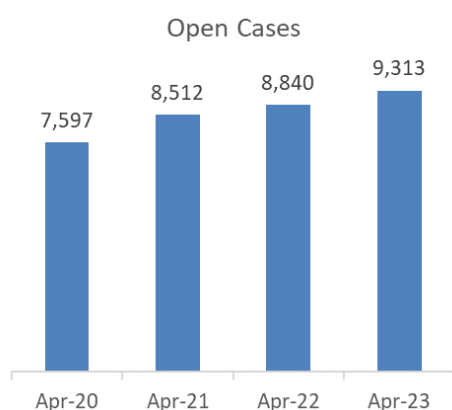
When someone approaches Adult Social Care seeking advice or support, we undertake something called a “First Conversation”. Our trained and skilled staff will ask some questions to understand the reason the person has contacted us. This helps us provide information, advice and signposting during the call. If a person may need social care support (as described in the Care Act [2014]) our staff will start our assessment process.



As you can see, we hold around 2,750 first conversations per quarter and are very successful at providing the majority of these with advice, information and/or signposting to local community support. This is also what people who use our services told us during our annual survey.

Around 300 people per quarter require a Care Act Assessment. More information on Care Act Assessments can be found at [Care Act 2014 Part 1: factsheets - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/care-act-2014-part-1-factsheets). The assessment is carried out in partnership with you, ensuring your voice is heard and your wishes are understood. As you can see from the chart, we are seeing a continual increase in the number of people requiring a Care Act Assessment and expect this to continue over the long term. Much of this is due to our growing older population and some of it is due to an increase in those with complex needs.

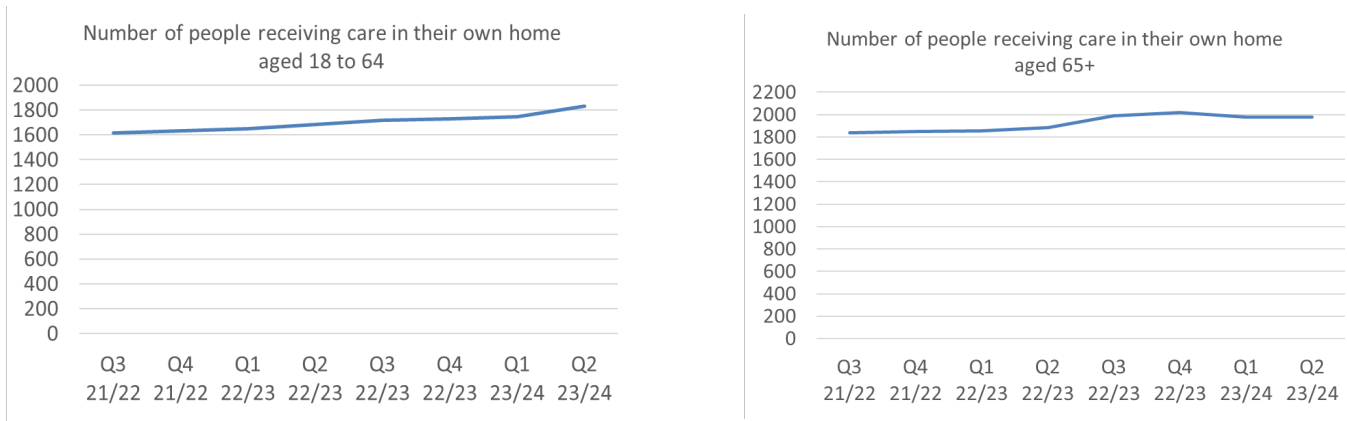
Providing support



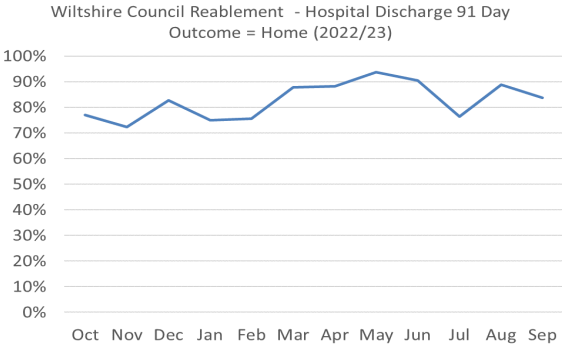
Once a Care Act Assessment is completed and we know social care services are required, we work out what package of support would be best to meet your needs. How this support looks is dependent on you and your needs - it could be adaptations and equipment to help you feel safe and well at home, support with personal care and getting ready for each day, or care and accommodation in a residential setting. We do this with our colleagues in our Commissioning Service who help us find the most suitable package of care for you. We also work jointly with GPs and Hospitals to ensure your health needs, as well as your social care needs, are being supported and coordinated.

We can see in the chart above that the increase in people contacting our front door and needing a Care Act Assessment has led to an increase in demand on services with the number of people waiting for next steps (open cases) we have. At present, we have just under 9,500 people in Wiltshire who are being actively supported by Adult Social Care and we expect that number to continue to grow.

We are pleased that we have continued to help as many people as possible to remain at home:

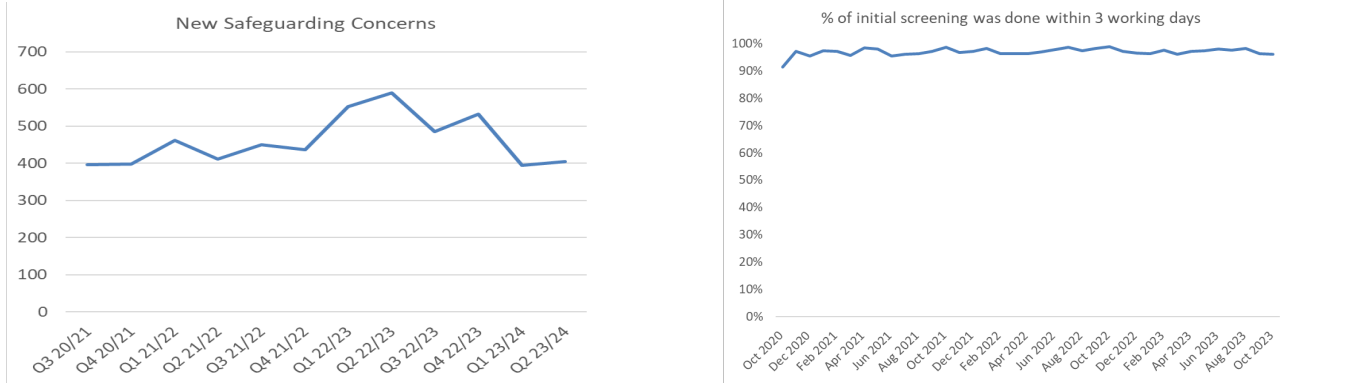


Some people come to Adult Social Care after a period of care in hospital. We have great relationships between our social care staff and hospital discharge teams which helps ensure timely support from the moment it's agreed you're ready to begin transitioning back home. We have teams that specifically support those coming out of hospital and they do this work well. We can see that in the chart below which shows the percentage of adults who are still at home 91 days after discharge from hospital:

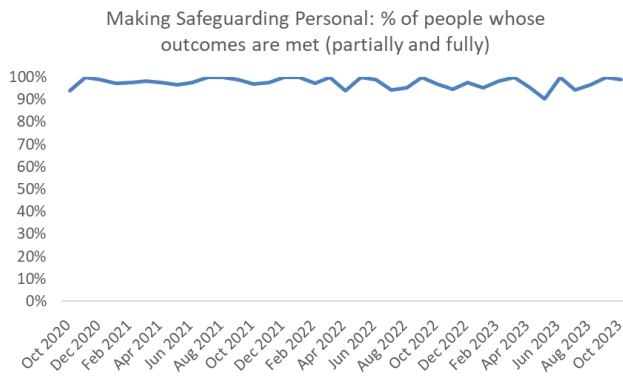


Your safety

Adult Social Care also has a safeguarding responsibility to help protect vulnerable adults from abuse and neglect. This also includes when you may not be able to protect yourself. We usually have around 400 calls per quarter to our safeguarding hub (called a 'MASH' – Multi-Agency Safeguarding Hub) although we did see a spike begin late in the quarter following the relaxation of COVID rules.



You can see from the graph on the right that throughout the changes in demand, we have maintained consistent performance in screening concerns within three days.



“Making Safeguarding Personal” (MSP) aims to ensure a personalised approach when someone is safeguarded, as being safe means different things to each person. MSP is based on the person’s wishes, thoughts and what they want to achieve. It is part of the Care Act (2014) and it’s vital we get this right. The graph on the left shows good performance too with people reporting to us that we almost always help them achieve what they want whilst working with our safeguarding services.

Given the increased demand into our services, we have, like many other local authorities, found it difficult to get all Care Act Assessments done in a timely fashion. This means some people are waiting longer than we’d like for an assessment of their needs. We have put checks in place to review each person’s risks while waiting which helps us identify and allocate to teams those that need prioritising first. We’ve invested in our staffing and made changes to increase our how fast we are getting our work done and by the end of this year we expect no-one to have waited more than 3 months for a Care Act Assessment. Our challenge is to reduce this even further as we know how important it is to you that we act as quickly as we can and we have plans in place to do this.

Living your life, your way

There is always more we can be doing to make sure we are helping you to *live your life, your way*. We have lots of work underway to help us deliver our best to you, and people who use our services are shaping how we do that.

Just a small selection of some of the work we are doing are:

- Expanding opportunities for our service users to participate in designing and developing our services.
- Improving the scrutiny of the quality of our social care practice and the impact our services are having.
- Making sure we have enough support available for those with learning disabilities or autism and doing our best to ensure their independence in their own home.
- Working with our partners who provide care to support them to deliver the best care services possible.
- Taking forward our new Dementia Strategy, Accommodation & Independent Living Strategy, and Carers Strategy, complete with re-commissioning of new services and capacity. We’ve also been expanding our Home Care offer and increasing residential and care home capacity too to meet the growth in demand.
- Piloting a range of new technologies as part of our “Technology Enabled Care” (TEC) transformation programme. We’re working with Technology for our Ageing Population: Panel for Innovation (TAPPI), and The Dunhill Medical Trust to pilot TEC within Extra Care Housing. Feedback from residents so far is very encouraging and making a big difference in their lives, helping them lead more connected, healthy and safer lives.
- Encouraging Carers to make use of Direct Payments where this would be helpful and piloting ways to make the processes easier. Direct Payments help give you and your carer more choice and control over what support you have.
- Embedding our brand new Moving On Service to improve how young adults move from Children’s to Adults Social Care.
- Responding swiftly to find the right care when our colleagues in the NHS say someone is able to leave hospital - doing our bit to help with hospital pressures whilst ensuring everyone gets the help they need.

There is much, much more that could be added and if you’d like to be involved in our improvement work, helping to design new ways to deliver high quality support, get in touch.

There is lots more information about our services online at www.wiltshire.gov.uk/adult-care-your-care-your-support . We have lots of wellbeing support at our Wiltshire Wellbeing Hub Wiltshire Wellbeing Hub | Your care Your support Wiltshire 03000034576

If you or someone you care for has Care and support needs, please do get in touch with our Advice and Contact Team on 0300 456 0111 or Or contact us via the portal [Referrals and forms | Your care Your support Wiltshire](#)

