

Local Account for Hull City Council's Adult Social Care April 2021 to March 2023 "A life not a service"





Local Account for Hull City Council's Adult Social Care

April 2021 to March 2023

Highlighting the achievements, improvements,
and priorities of Adult Social Care in Hull.

A life not a service – supporting people that use
it to experience love, friendships, and
relationships, have meaning in their lives and to
live safely in the place they call home as valued
and contributing members of their communities

Contents

Introduction	Page 3
We are Hull	Page 4
What we do	Page 5
Adult Social Care's response to the Covid-19 pandemic	Page 13
Working with our partners	Page 15
Would you like to engage with	Page 19
Adult Social Care Feedback	Page 20
Priorities for Adult Social Care in Hull	Page 22

How to access Adult Social Care Support

Contact the Adult Social Care See
and Solve Team by
telephone on 01482 300 300

Access Hull Connect to Support
<https://hull.connecttosupport.org/>



Introduction:

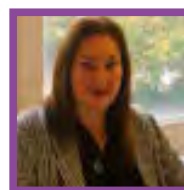
Portfolio Holder for Adult Social Care and Public Health – Councillor Linda Chambers and **Director of Adult Social Care – Tracy Meyerhoff**

We are pleased to present our Local Account for Hull City Council Adult Social Care for April 2021 - March 2023. The Local Account is a review of Adult Social Care that we have produced to inform people living in Hull about how we provide care and support in Hull, the support and services we offer, our key achievements and our priorities for the future. It explains how much we spend on Adult Social Care, and where this funding comes from.

Due to the Covid-19 pandemic and the challenges this brought, Hull was unable to produce a Local Account during that time. Therefore this is our first Local Account for a couple of years and we are delighted to share with you our achievements and plans. Moving forward the Local Account will be an annual report, with our next one to be published Summer 2024 which will report for the period April 2023 - March 2024.

It is important that we celebrate the good things as well as showcase the improvements in helping you to lead a fulfilling and independent life. It is important your voice is heard when choosing the right support for you and those close to you.

Therefore, with the Making It Real initiative which we will be adopting, it will allow you to input into the services offered. Your opinions equally matter when it comes to the vision and priorities of Adult Social Care in Hull.



In April 22, the Health and Social Care Act was formally introduced which followed the Adult Social Care reform white paper **People at the Heart of Care**. These key documents will help shape Adult Social Care and guide us towards implementing a 10-year vision. We want to build this vision with you, to make sure people are at the heart of everything we do, and to shape the best advice, guidance and support that enables people to stay as independent as possible. We want to focus on what people can do, rather than what they cannot do. We cannot achieve this alone. Find out how you can get involved in shaping Adult Social Care in Hull later in this document.

There have been some wonderful examples of partnership working over the last couple of years, especially during the pandemic, and we are committed to continuing working with our partners in health, voluntary and private organisations to put the people of Hull first.

We would like to thank everyone involved in creating our local account, including the people we support, carers, partners, and our workforce. We will continue to actively involve people in Hull to build a sustainable service for the future.

We are Hull

There is a growing population in Hull, and it is currently the home to over 288,000 people. Hull is a city of young people, with the average age in Hull being 35.9 (compared to 40.2 nationally), but its older population is also growing and, without appropriate interventions, demand for Adult Social Care will increase significantly in the coming years.

Hull was ranked as the fourth most deprived local authority in England out of 317 (Indices of deprivation 2019) and is more deprived than 99% of other local authorities, with 54% of Hull's population living within the 20% most deprived areas of England. 26% of working age adults have a disability (compared to 21% nationally).

Despite the challenges that Hull faces, people are valued as the experts in their own lives and supported to acknowledge their strengths and what works well, alongside what they feel may need to change. We aim to connect people with communities, and provide advice, information, and support, so everyone can achieve their goals and aspirations and live life to the fullest.

We work creatively and in partnership with people, local communities and partners, empowering them to deliver the best possible outcomes for people and to create a people based Adult Social Care culture.

We are committed to achieving our vision of 'A life not a service – supporting people that use it to experience love, friendships, and relationships, have meaning in their lives and to live safely in the place they call home as valued and contributing members of their communities' for the people of Hull. This means that we want to deliver on the Care Act requirement which is to support people to develop and maintain their wellbeing.

We also value and celebrate diversity and will challenge discrimination and promote respect and dignity for everyone living in Hull. Helping you to be safe and socially included to support your own sense of identity.

Over 5000 people received support from Adult Social Care in Hull between April 2021 and March 2023, with over 3000 people receiving aids and adaptations to assist them in their daily living.

Adult Social Care Finances

Adult Social Care is one of the largest services in the Council, and you can see below how much the Council spends on Adult Social Care.

A large proportion of money is spent on services that we commission from Adult Social Care providers for the people we support.

This includes services such as residential care, care and support in people's homes and day opportunities.

	April 2021 – March 2022	April 2022 – March 2023
Gross Adult Social Care expenditure	£143.6m	£149.9m
Total income	£64.7m	£59.1m
Net Adult Social Care expenditure	£78.9m	£90.8m

Some of the income that Adult Social Care receives comes from government grants, and also from contributions that people make towards the cost of their care and support. The income that we receive in Adult Social Care is much less than what it costs to provide the Adult Social Care services that people need. Therefore, it cost the Council £78.9m in 2021/2022 and £90.8m in 2022/23 to ensure that people in Hull received important Adult Social Care Services to support them to live their lives as independently as possible.

What we do

Adult Social Care in Hull is focused on the following three principles:

1. Help to Help Yourself

Supporting people to live independently and promote wellbeing by providing people with information, advice and guidance about services in the community. This is typically through Hull Connect to Support and Community Navigation Service (**Hull's social prescribing scheme**) (which connects people to community groups, activities, and provisions in their local area. People are also typically supported to remain at home through the use of equipment and assistive technology.

Hull Connect to Support, a one stop website for Adult Social Care advice and information, received 131,576 visits between April 2021 to March 2023. The website has 929 entries within its community directory providing people with information about community groups and activities, homecare providers, housing, and accommodation providers and where to access aids and adaptations.

71.2% of people who use services find it easy to find information about support

(Adult Social Care Outcomes Framework - Outcomes 2021-22).

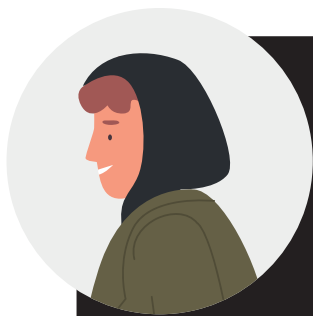
Hull Adult Social Care received 11,899 new community referrals from April 2021 to March 2023. Of these, almost 90% were resolved quickly by our See and Solve Team by providing advice and information, signposting to other organisations for support, by providing short term intervention like how they worked with James and his family (see story below), or by arranging for an occupational therapy, sensory or telecare assessment.

James has physical disabilities and is supported by his family. His family were struggling to move him appropriately and support his care needs and felt that they may no longer be able to care for him themselves at home. The See and Solve Team of social workers, social care support officers and occupational therapists provided advice to James and his family around meeting his care needs and taught them some simple moving and handling techniques. James' family are now confident in how to support him and James is thriving at home without the need for any formal support.



We completed 3,198 Occupational Therapy Assessments from April 2021 to March 2023. In Hull, Occupational Therapy is a vital function of Adult Social Care, ensuring that people can maintain their independence and live life to the fullest in their own homes with the use of the equipment or adaptations.





Meet Gemma and her mum Angela. Gemma contacted us to tell us that her mum had been poorly for over a week and wasn't managing well at home. Gemma had been staying with her to help her. An Occupational Therapist made an urgent visit and completed an assessment which determined that Angela needed a toilet frame, a commode on wheels for downstairs, zimmer frames for upstairs and downstairs (downstairs with a caddy), a perching stool for the kitchen and a bath board so she could safely sit on the side of the bath to wash at the sink. Angela also needed a bed stick. The Occupational Therapist ordered the equipment whilst in Angela's property and this was delivered in 4 hours.

A short-term package of care was also arranged, with carers from the Supporting Independence Team visiting each day for two weeks to help Angela regain her independence. Gemma, Angela's daughter was able to return home and after two weeks Angela had become more confident and independent and no longer needed some of the equipment, which was able to be returned.

The Occupational Therapist also requested adaptations to make Angela's home more suitable for her long-term needs and referred for the falls team physio to visit.

Angela continues to live at home independently with minimal support from her daughter Gemma.

People are supported to help themselves with the use of assistive technology such as **Telecare**. This plays an important role in enabling people to maintain their independence, supporting them through a variety of sensors and alarms which either alert the individual or the lifeline call handlers to an issue.

Telecare services include:

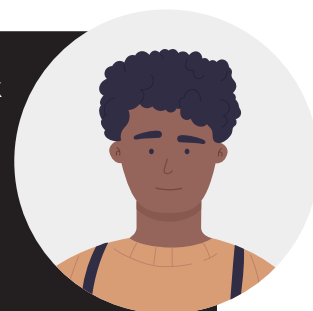
- A range of sensor options which best meet a person's needs and support them to live independently at home.

- Verbal response from the lifeline call handlers when an alarm is raised with a personal responder contacted where needed.

2. Help When You Need It

For people who may have experienced short-term illness or injury and need support getting back to their usual way of life, we provide solution focussed support to help them to actively recover and achieve their goals. By understanding people's strengths, goals, and the support that someone already has, we work with them and their carers to meet their outcomes and maintain independence. For example, using personal aids such as equipment and assistive technology to regain or maintain an individual's independence.

724 people received short term solution focused support, called Active Recovery, from April 2021 to March 2023.



Meet Bryan. Bryan was admitted to hospital following a heart attack and subsequently underwent surgery when a pacemaker was fitted. Before his heart attack Bryan had been neglecting his personal care and not kept up with repairs and maintenance on his house meaning it was not going to be possible for him to return home in its current state. Bryan's daughter helped with this and arranged for a deep clean and repairs to be undertaken. Whilst Bryan was waiting for his house to be ready for him he was discharged to a short term placement.

Once his house was ready, he returned home. Bryan received two calls per day to receive support to help him in developing a routine for personal care and light domestic tasks – to help reduce the risk of further self-neglect.

Bryan no longer requires support from Adult Social Care as he is now in an established routine where he goes to bed earlier and gets up earlier which enables him to carry out his chores each morning. The short-term active recovery support provided helped Bryan when he needed it, enabling him to regain his independence and live his life without the need for any formal support.

90.6% of people over 65 who were discharged from hospital into reablement or rehab services were still at home 91 days after discharge.

(Adult Social Care Outcomes Framework - Outcomes 2021-22).

77.6% of people receiving a short term service (Active Recovery) were fully re-abled.

(Adult Social Care Outcomes Framework - Outcomes 2021-22).

3. Help to Live Your Life

We ensure that people with longer term adult social care needs are supported to live their lives through the provision of equipment & adaptations and have the right support they need to live well. We develop innovative and tailored support plans with people that build on a person's strengths and the goals they want to achieve, considering existing networks and community provision. We work closely with other teams and partners to ensure individuals are appropriately supported, which also includes supporting families and people who care for others.

18% of new people contacting Adult Social Care between April 2021 and March 2023 were progressed for a Care Act Assessment. This is where a social care worker will talk to you about the care and support needs that you have and the goals that you want to achieve and how these can best be met.

Around 1700 people per year receive community wellbeing services. Community Wellbeing provides individualised care and support to people in their own homes. People are supported to live full and independent lives for as long as possible in their own homes focusing on what matters and what's important to them.



Meet Betty. Betty was referred into the Social Work team for a Care Act assessment following a deterioration in her health and the impact this was having on her daughter who has been Betty's sole carer for the past 2 years.

During the assessment Betty discussed what her strengths were and what she can do for herself, however there were things that Betty and her daughter started to struggle with which included personal hygiene, getting up in a morning and getting ready and into bed on an evening.

Betty's goal was to be able to stay in her own home for as long as possible with the support from both her daughter and a care provider therefore 2 calls per day were identified to meet the identified needs to be delivered by a Community Wellbeing Care provider.

The Community Wellbeing Care provider involved Betty and her daughter from the start in creating a care plan that took all of Betty's wishes and needs into consideration and set some specific goals with her to support her in maintaining the independence she had.

This involved supporting Betty to do as much of the personal hygiene on her own with the support of the carer when needed and being there to guide Betty in and out of bed rather than doing those things for her.

Betty remains in her own home and continues to do as much as she can independently. Betty's relationship with her daughter has improved due to the input of the care provider.

Around 265 people receive community wellbeing services within an Extra Care Scheme



What is Extra Care?

This year, Hull City Council, Riverside and the tenants at Redwood Glades, Cecil Gardens and Harrison Park celebrated five years of Extra Care in Hull.

There are 316 extra care apartments at the above three locations across the city which have been built to provide an environment where people over the age of 18 have their own front door with a provision for 24-hour on-site care and support. The apartments enable people to live an independent life with loved ones in a supported community environment.

To celebrate these wonderful facilities which have supported people in Hull for five years, a host of activities took place for residents and their families. These included a mini market of pop-up shops, Ben (resident at Redwood Glades) playing the piano, face painters, BBQ, ice cream, falconry display and a singer.

Extra Care provides an alternative to residential care or supported housing for people wanting their own front door but who need care and support to live in their own home. Extra Care ensures independence, wellbeing and promotes privacy and dignity.

Carers Service

In Hull, the local Carers Service is delivered on behalf of Hull City Council and the Hull Integrated Care Board (ICB) by City Health Care Partnership (CHCP) Carers Information and Support Service (CISS). The service aims to improve the quality of life for carers in Hull, helping them sustain their caring role. The Carers Service offers Carer's Assessments which are completed virtually which better meets carer's needs.

Hull City Council and CISS work collaboratively to ensure access, information and support is available to all carers and encourages a whole system approach by all health and care providers.

Over 2100 carers were supported between April 2021 and March 2023.

63% of carers said that they have been included or consulted in discussions about the person they care for.

(Adult Social Care Outcomes Framework – Outcomes 2021-22)

We have over 700 Carers Champions across the city who are trained to recognise unpaid carers and know how to refer people for carer support if needed.

People with longer term adult social care needs are appropriately supported to live their lives to the fullest. The Shared Lives scheme is an example of this...



What is Shared Lives?

Shared Lives is a chance for people to share their home with an adult who needs support and may otherwise be in residential care or live in isolation. Those who become Shared Lives carers are carefully matched with the person they look after and receive full training and financial support. They also have access to the network of professionals behind Shared Lives, who provide practical help and advice at every stage of the process.

Meet Jez and Vijay

Jez has been a Shared Lives carer supporting Vijay for over 7 years. Before making the transition into a shared lives carer, Jez started out in the life of care as a support worker before working his way to being a registered manager of a residential home and this is where he met Vijay! Jez says "the benefits of being a Shared Lives carer is being able to give something back to Hull and doing something which is very rewarding. I always say that I get more in return from the

Shared Lives scheme than I give, in terms of the relationship I have formed with Vijay and the experiences we have had together as well as with my family. We are able to support Vijay by giving him a life which now has a variety of opportunities and the ability to thrive.

Throughout the time of being a Shared Lives carer we have had lots of support from Hull City Council. This includes regular reviews, meetings, chat groups and training opportunities. All the Shared Lives carers have received tablet devices which allows us to be flexible and keep up to date as much as possible!

I wish I'd have known about the shared lives scheme sooner; I now wouldn't do anything else!"

Day Opportunities

Day opportunities in Hull offer the opportunity to meet other people and take part in new activities. They help people to maintain their health and wellbeing, independence, and social links within their community. They also allow carers or family members to have some time for themselves.

Around 400 people per year access day opportunity support.



Care Homes

Care homes offer accommodation for people who may not be able to live independently. Some care homes offer care from qualified nurses or specialise in supporting people with specific needs such as people with a learning disability.

We always support people to remain living in their own homes at the first solution, accessing support as described in sections 'Help to help yourself' and 'help when you need it'.

Around 1800 people live in a care home where they receive care and support

We know that when someone receives longer term care and support, their goals, and aspirations and what they want to achieve will change and so reviewing the support that they receive is really important. Sometimes the level and type of care and support that they receive may reduce.

From April 2021 to March 2023, 747 reviews undertaken resulted in services ending or reducing, meaning 10% of reviews of care and support resulted in people gaining more independence in living their life.

80.8% of people who use services said that they have control over their daily life.

(Adult Social Care Outcomes Framework – Outcomes 2021-22)

Safeguarding People

Safeguarding Adults is everyone's responsibility, it requires all agencies and local communities to work together to promote individual wellbeing and prevent abuse or neglect.

The Care Act 2014 sets out a clear legal framework for how local authorities and other parts of the system should protect adults at risk of abuse or neglect.

The Care Act places safeguarding duties on the Local Authority. They must:

- lead a multi-agency local adult safeguarding system that seeks to prevent abuse and neglect and stop it quickly when it happens
- make enquiries, or request others to make them, when they think an adult with care and support needs may be at risk of abuse or neglect and they need to find out what action may be needed
- establish Safeguarding Adults Boards, including the local authority, National Health Service, and police, which will develop, share and implement a joint safeguarding strategy
- carry out Safeguarding Adults Reviews when someone with care and support needs dies because of neglect or abuse and there is a concern that the local authority or its partners could have done more to protect them
- arrange for an independent advocate to represent and support a person who is the subject of a safeguarding enquiry or review, if required.

The **Hull Safeguarding Adults Board** is a statutory board formed under the Care Act 2014. It consists of representatives from Hull City Council, Humberside Police and Humber and North Yorkshire Integrated Care Board and has an independent chair.

The Board is the strategic lead body in Hull for safeguarding adults with care and support needs that may be suffering or at risk of abuse or neglect.

The Care Act places statutory functions on the Board.

It must publish a strategic plan, write an annual report and conduct a safeguarding adult review if an adult with care and support needs dies and abuse or neglect is suspected.

Underneath the Board sits a Safeguarding Strategic Delivery Group which is responsible for the delivery of the ambitions set out by the board. The ambitions for 2023 – 24 are:

- Assurance and Governance – A subgroup of the board has been set up to ensure that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance. This group will provide assurance that safeguarding practice is person centred, outcome focused and continuously improving and enhancing the quality of life of adults living in Hull.
- Proactive approach to Safeguarding – we will aim to mitigate risk and reduce harm in a proactive evidenced based way.
- Learning and Development to inform practice – A subgroup of the board has been set up to focus on providing the right learning and development opportunities and to ensure there is a clear pathway to communicate and assess the embedding of learning from a range of reviews both locally and nationally.
- Leadership – We aim to build a partnership that takes ownership, collaborates and is not afraid to challenge in the pursuit of ensuring people thrive and sustain a healthy fulfilled life.

The Care Act 2014 which became law on the 1st April 2015 defines a vulnerable adult as the following:

- Is over 18
- has needs for care and support (whether or not the local authority is meeting any of those needs) and who
- is experiencing, or is at risk of, abuse or neglect; and
- as a result of their care and support needs cannot protect themselves from either the risk of, or the experience of abuse or neglect.

Within Hull City Council Adult Social Care there is an Adults Safeguarding Team based within a Multi-Agency Safeguarding Hub (MASH). The MASH consists of Adults Safeguarding, Children's Safeguarding, Vulnerable, Exploited and Missing Persons team (VEMP), RENEW, Humberside Police, City Health Care Partnership (CHCP) and Domestic Abuse Partnership (DAP). The purpose of the MASH is to improve the quality of information that is shared between professionals to make timely and informed decisions about risk based on accurate and up to date information.

The Adult Safeguarding team deals with incoming safeguarding concerns, recognising the importance of engaging the person in how best to respond to their situation in line with the Making Safeguarding's Personal principles. These Principles are:

- Empowerment
- Partnership
- Protection
- Prevention
- Accountability
- Proportionality

Adults can have complex lives and being safe is only one of the things that they want for themselves – and so safeguarding is addressed with that in mind.

We are committed to ensuring that people are free from physical and emotional abuse, harassment, neglect and self-harm and that people enjoy physical safety and feel secure. Adults safeguarding is about preventing abuse and neglect, enabling adults to retain their independence and promoting good practice when responding to specific concerns. Where abuse or neglect is suspected or alleged, Hull's Safeguarding Adults Operational Guidance can be used by the organisations involved to ensure that services provide a consistent and comprehensive response.

Between April 2021 and March 2023, 4917 safeguarding concerns were received by the Adults Safeguarding Team. Of these 2170 were progressed to a safeguarding enquiry. 2097 required no further action and the remaining were either resolved by providing information, were signposted to other support outside of Adult Social Care or were progressed for support from another Adult Social Care Team.

71.3% of people who use services said that they feel as safe as they want to.

(Adult Social Care Outcomes Framework – Outcomes 2021-22)

88.6% of people who use services say that those services have made them feel safe and secure.

(Adult Social Care Outcomes Framework – Outcomes 2021-22)



Adult Social Care's response to the Covid-19 pandemic

The Covid-19 pandemic was particularly challenging for the Adult Social Care sector nationally and locally. We worked tirelessly to ensure that people requiring adult social care support in Hull continued to be supported.

Adult Social Care providers include care homes, organisations providing day opportunities, supported living, housing related support and organisations who provide community wellbeing care and support services to people living in their own homes.

To respond to the pandemic, Hull City Council Adult Social Care introduced the following support:

- Distributed and monitored government grants to support the social care sector in implementing safe infection, prevention and control measures and testing and vaccination of the workforce.
- Development of a dedicated COVID-19 Co-ordination Team to offer support to providers in relation to implementing government guidance and supporting people through the pandemic

- Development of a dedicated email address for providers to contact the COVID-19 Co-ordination Team
- Development of a dedicated weekly provider newsletter to share all government guidance and updates as well as local information and support
- Development of a monthly provider teleconference hosted by the Director of Adult Social Care with all providers and a monthly provider commissioning and quality forum chaired by those teams. Speakers have included key stakeholders.

This has given providers the opportunity to engage directly with key people in the health and social care sector which has not been seen before. It has been invaluable to providers in getting their questions answered directly and the opportunity to raise any issues.

Gaynor Saunders, Chair of the Hull and East Riding Care Home Association: "Their support and help with the Adult Social Care sector throughout the pandemic has been amazing. The newsletter which helps providers to access the changing advice and guidance throughout the pandemic really helpful. To have all of the information in one place and to connect the providers with the local authority has been brilliant".

A key challenge for the Adult Social Care sector has been, and continues to be, the recruitment and retention of social care staff. To support this we worked with local providers to develop the Proud to Care website.

Are you ...

Proud to Care?

Can you make a difference to **your** community?

"Thank you to the care workers who support me to do the things I love!"

Sarah from Hull and Vivian, Care Worker, Foxglove

www.proudtocarehull.co.uk

Hull City Council Proud to Care

Proud to Care Website

Proud to Care Hull spotlights the rewarding opportunities in adult social care in Hull and provides advice for people looking to begin or further their career in the sector.

The initiative includes a website – www.proudtocarehull.co.uk – which details current vacancies in adult social care across the city as well as guidance for job seekers looking for their first or next move in the sector. The site also includes updates of relevant events and highlights training and education opportunities.

Made With Care is a national campaign to promote career opportunities in the social care sector. The Proud to Care Hull website provides a local insight into what it is like to work in adult social care featuring stories from people working in the industry.

Ensuring Quality of Care and Support

In Hull, Adult Social Care wants to work with as many providers as possible who share our values and want to deliver high quality care and support to local people. Our **Market Position Statement** demonstrates how we want to do this.

In order for us to ensure that people receive excellent care and support Hull Adult Social Care have a dedicated Care Quality Assurance Team who work closely with providers using a **quality framework** which applies to all commissioned services.

Working with our partners

The Yorkshire and Humber Care Record

There are lots of computer systems across our region. They all hold information about people who have used services provided by their GP, at a local hospital, community healthcare, social care or mental health teams.

The Yorkshire and Humber Care Record makes available the key information held in all these different systems that Health and Care Practitioners use, which enables them to access the information they need quickly and easily to support the provision of care and support.

This gives Hull Adult Social Care access to a person's health information when needed to best support that individual. It means that Social Care Practitioners have a better understanding of the people that they are supporting which means that people do not have to re-tell their story to different clinical and social care staff. Resulting in a better experience for that person as well as more time available for the delivery of care and support.

Integrated Care Centre

The Jean Bishop Integrated Care Centre (ICC) is the UK's first ever centre that combines health and social care support for older people as an alternative of going to the hospital. It was opened by Jean Bishop, Hull's Bee Lady, in front of 100 guests, and transforms care for older people in Hull by providing out of hospital care, reducing unnecessary hospital admissions, enabling residents to keep fit, healthy and living independently in their own homes.

The Centre has a comprehensive specialist team including Older People's Consultants/ Geriatricians, Advance Nurse Practitioners, GPs, Pharmacists, Therapists, Social Workers and the voluntary sector. There are diagnostics at the centre enabling the team to undertake blood tests, x-rays and in the future CT scans.

Humberside Fire and Rescue also has an operational fire station on site and provides a falls response team as well as responding to other fire and rescue incidents. Fire crews work with people who are socially isolated to help reduce the risk of falls in the home.



Changing Futures

Changing Futures is a 3 year, £64 million programme aiming to improve outcomes for adults experiencing multiple disadvantage – including combinations of homelessness, substance misuse, mental health issues, domestic abuse and contact with the criminal justice system.

Working with 15 local partnerships across England, Changing Futures is testing new ways of bringing together public and community sector partners to help people change their lives for the better. Local areas have developed their own delivery models which adhere to the programme principles and within Hull, the approach is being led by the Housing Service focusing on Rough Sleeper initiative and Making Every Adult Matter (MEAM) with a specialist Adult Social Care Team to work alongside the Rough Sleeper and MEAM teams.

Outreach support for asylum seekers

The Adult Social Care See and Solve team have created strong links with the city's health professional and legal services in dealing with a number of referrals from the asylum provisions in the city. Working together in partnership, an outreach support service in the form of a monthly drop in for advice and support has created a smooth referral process. By having a clear pathway for vulnerable adults, it has led to positive working outcomes which has enabled creative support and minimised the need for long term care and support. This form of community-based working has provided a clear route to the right level and requirement of support.

From inpatient to the Community

To address some delayed discharges in our Learning Disability, Autism and Mental Health specialist care units, the Integrated Commissioning Team met with the Provider

Collaborative and the Clinical Commissioning Group (now Integrated Care Board) to consider transition solutions which would give people a seamless personalised journey from inpatient to the community.

There were several challenges to overcome and as a result, we agreed to:

- Set up an early identification of people who were due to be discharged within the 12 months, which is updated regularly.
- Hold a six weekly collaborative meeting to discuss the progress and raise any issues or barriers and to discuss solutions and next steps. (Provider Collaborative, Service Development Commissioner, Integrated Care Board Senior Clinical Case Manager and the Humber Forensic Advanced Practitioner Social Worker).
- Continue discussions to enable the Service Development Commissioner to have real intelligence and inform care providers on likely need and demand coming through the system for the market to better meet need for the future.

The new process brings greater cooperation, governance and ultimately ensures all partners are working together to understand challenges and to find solutions.

Developing specialist complex care and accommodation for people with Learning Disabilities and Autism

Development of a Hull care service for people in Hull, to support people who require bespoke packages of care due to their needs. This has been two years in the development with commissioners, the provider and the Intensive Support Team (Humber Foundation Trust) working together. The approach includes 6 bespoke bungalows.

Working with people

There are a number of participation boards in Hull that work with and represent the people of Hull, working to improve their lives.

Older Peoples Partnership Group

The Older People's Partnership Hull and East Riding was formed in 2014 and became a charity in 2017 who continue to champion older people across our region.

Working across Hull and East Yorkshire, this multi-agency partnership promote the needs of older people, coordinating and improving existing services in the region. They also help to find new, creative approaches to problems older people face in the community. This creativity is the driving force behind the Celebration of Older People Week, organised and run by the charity each year in October.

Learning Disability Partnership Board

The Learning Disability Partnership Board are a group of people who live or work in Hull and the surrounding area who meet bi-monthly.

Members of the board include people with learning disabilities, their family carers and people who work in Health, Social care, Education, Employment support and Housing.

The aims of the board are to work together to make sure that:

- people with a learning disability are part of their local community in Hull
- people have the right support to live a good life with dignity and respect
- the quality of life for people with a learning disability gets better
- people with a learning disability have the same opportunities as everyone else

The Board helps people with a learning disability to have their say and make sure their voices are heard by giving people with a learning disability, family carers and professionals an opportunity to ask questions and discuss any concerns and by making sure that people who make decisions hear the voices and views of people with a learning disability and their families.

The Profound and Multiple Learning Disabilities Group (a subgroup of the Learning Disability Partnership Board) have worked hard to campaign for a Specialist Doctor for people with a learning disability which has been achieved, and the Doctor is now in post. They also continue to work to try and improve accessibility to Dentistry for people with a learning disability.

The Autism Partnership Board

The Autism partnership Board meets bimonthly and is made up of citywide partners and people with lived experience. The Board discusses issues arising relating to services and support available to autistic people in Hull and agrees actions to improve these. The Board has supported improvements in diagnostic process and in sharing of information. Members of the Board have worked alongside Adult Social Care to co-produce important advice and information for autistic people - ensuring that the right types of information is available and is written and presented in a way that is accessible for autistic people. Over the coming month's the Board will be working to review Hull's Autism Strategy.



The Integrated Carers Partnership Board (ICPB)

The Integrated Carers Partnership Board led by Hull City Council adopted the vision from the National Carers Strategy that carers will be universally recognised and valued as being fundamental to strong families and stable communities. The Board meets bi-monthly and is made up of citywide partners and carers with lived experience. The Board discusses issues, reviews the Carers Strategy and implementation plan, and agrees and measures actions to improve services and support for carers in Hull. With carers with lived experience sitting on the board it has the ability to identify real issues that are affecting the lives of carers in Hull and understand what is needed to make a tangible improvement. One of the areas identified was the number of hidden carers who do not recognise themselves as carers and do not ask for help until they reach breaking point. The ICPB promote support to carers earlier in their journey and worked to increase the number of annual carers' assessments and improve access to information by the development of Hull Carers Champion Scheme. This scheme provides people with virtual training to increase their awareness of carers and the support available. With over 700 carers champions in place in all types of organisations around the city who ensure that carers are recognised and signposted to support.

The ICPB has also been instrumental in the re-launch of the free **Carers Card** which officially identifies unpaid carers and provides them with access to various discounts across the city. With support from the CISS service and HCC each carer puts together an emergency support plan which when the number on the card is called is enacted immediately to ensure that their loved one is cared for should anything happen to them. Previously this was only available to carers who cared for an adult, however through the collaborative efforts of the ICPB this is now available to young carers and parent carers making it an inclusive and effective support offer.

The Curiosity Partnership

The Curiosity Partnership is a new and evolving network, working across North Yorkshire, York, Doncaster and Hull. The Partnership aims to link academics from local universities with people working in – and drawing on - adult social care, to explore how evidence can be used to inform practice.

'Evidence' includes:

- The lived experience of people who draw on social care support
- The knowledge and experience of people who work in social care
- Evidence from research

The Partnership has a particular focus on older people but will also inform wider practice development and improvements.

The Partnership will bring people together to:

- share their experiences of engaging in, and using, evidence
- explore the challenges of strengthening the connections between researchers, practitioners and people with lived experience
- create new communities of practice
- use these experiences to help shape and engage in new research agendas that can inform policy and practice.

The Curiosity Partnership offers a unique opportunity to develop a collaborative research agenda and to be part of a network that codesigns and undertakes innovative research that is embedded in the opportunities, issues and challenges at the forefront of support for older people.

A photograph of the Hull City Hall building, a grand neoclassical structure with three prominent domes and a central flagpole. The building is set against a clear blue sky with a few wispy clouds. The foreground shows a paved plaza with some greenery and a street lamp.

Would you like to engage with us?

We are committed to ensuring residents are a part of the planning and shaping of Adult Social Care in Hull. We know the people who use our services often have the best ideas about how to make changes and improvements.

Get involved and help us improve our services and support adults in the city with disabilities, older people and carers.

Ways that you can get involved and help us to achieve this

- Attend general Adult Social Care engagement sessions
- Provide feedback
- Work with us on specific pathways/ processes
- Review policies and procedures
- Be part of developing service specifications for commissioning services
- Be part of commissioning tender panels
- Be involved in recruitment panels

What are the benefits of getting involved?

- Meet new friends
- Build your confidence
- Learn new skills
- Opportunity to let us and other organisations know what is important to you and your community
- Be involved in making decisions

We will support you to get involved!

We will make it as easy as possible for you to get involved. Our engagement meetings will be held at convenient times for you and will be accessible for all support needs. There may be training opportunities to ensure you have the skills and knowledge of the topic you need to make a difference.

If you think you may be interested in helping us, we want to hear from you. Please contact us at adultsdeliveringdifferently@hullcc.gov.uk or telephone 01482 300 300.

Adult Social Care Feedback

In the last 12 months, our internal complaints processes have improved to ensure practice is in line with the Local Government Ombudsmen expectations. This has included providing specialist external training to Investigating Officers that are tailored to meet the needs of the service area. Furthermore, the implementation of the adjudication panel has ensured a consistent approach to decision making which now supports Investigating Officers in undertaking investigations. This has resulted in finding fair and proportionate outcomes for the complainants whilst allowing us to identify lessons to be learnt and highlighting any themes for concern.

You can provide feedback and access our Adult Social Care annual complaints and feedback report here. <https://www.hull.gov.uk/support-adults/carers/adult-social-care-feedback>

Measuring Impact

What difference are we making to people lives

The Adult Social Care Outcomes Framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people. It is used both locally and nationally to set priorities for care and support, measure progress and strengthen transparency and accountability.

Regionally, the data supports sector led improvement; bringing councils together to understand and benchmark their performance. This, in turn, stimulates discussions between councils on priorities for improvement, and promotes the sharing of learning and best.

The Adults Social Care User survey for 2021/22 highlighted people were more likely to:

- Have as much social contact as they would
- Have improved mental health
- Feel satisfied with their care and support
- Feel in control of their daily life
- Receive self-directed support
- Live independently
- Feel safe and secure
- Find it easy to find information about support

Positive early indications from the 2022/23 Users survey identify:

- Good quality of life
- Control over Daily life
- As much social contact as they would like
- Ease of finding information about support
- Feel safe and secure

Who checks that we are delivering our responsibilities and making a difference?

The Health and Care Act introduced a new duty on the Care Quality Commission (CQC) to independently review and assess how Local Authorities are delivering responsibilities under the Care Act.

A governance structure has been implemented to support Local Authority Assurance within Adult Social Care.



The Continuous Improvement Board

The Board monitor the Adult Social Care implementation and delivery programme of continuous improvement and discuss and make key decisions on relevant risks and issues. This includes:

- Making decisions on the direction of projects contained within the project charter, including any changes to scope, signing off all key deliverables.
- Ensure the benefits realisation is on track and delivering in accordance with each respective project plan.
- Performance manages the work of individual projects, ensuring they remain relevant and are delivered on time.
- Ensuring dependencies and communications are managed, including managing the interface with out of service programmes and the work of the PMO
- Ensuring resources are available and risks are managed and mitigation
- Manage risks escalated from Sponsors
- Act as champion for the programme with stakeholders and partners



Priorities for Adult Social Care in Hull

We now have the Health and Care Act 2022 which brings with it multiple reforms, many of which are financial. The focus both nationally and locally will be to strengthen our commitment to work with people who have lived experience to co-produce adult social care strategies and care and support. This will also include working collaboratively with Adult Social Care providers and partners in the city, including the new Integrated Care System, to ensure we have a valued and sustainable workforce that is able to meet the needs of local people.

We are making a commitment to Making it Real and ensuring that we are inclusive and responsive to people's feedback, especially in relation to choice, independence, control and quality. We want to be commissioners of great quality care in the city and for providers to deliver services to be proud of.

Our Adult Social Care Priorities for 2023-2024 are:

Priority 1: We will work in partnership to support people to 'have a life not a service'.

Priority 2: We will co design our co production strategy and engagement plan to keep the voice of the person at the heart of everything we do

Priority 3: We will identify and deliver changes to prepare for Adult Social Care reforms

Priority 4: We will reshape our care market to improve responsiveness and build capacity to deliver

Priority 5: We will create opportunities for greater leadership visibility

Priority 6: We will work with system wide partners to develop and plan our workforce strategy

Priority 7: We will develop a performance framework, dashboard, storyboards and Key Performance Indicators to measure improvements and how we are making a difference

Priority 8: We will make best use of resources and identify/ achieve agreed efficiencies

Local Account for Hull City Council's Adult Social Care April 2021 to March 2023 "A life not a service"



How to access Adult Social Care Support Contact the Adult Social Care See and Solve Team by telephone on 01482 300 300

Access Hull Connect to Support
<https://hull.connecttosupport.org/>