

Adult Care Services Local Account

**How we are performing
against our plan
April 2022 – March 2023**



Hertfordshire

1. Introduction

We are committed to delivering the highest quality services to residents who have care and support needs. We are proud of the way we work with our residents, the NHS, the voluntary sector and wider community.

This Local Account sets out what we have achieved against our coproduced 4-year plan, which covers some of the areas that people have said are the most important to them. Thank you to everyone who helped with this report.

Vision for ACS

Our vision is set out in the 4 Year Plan and 15 Year Vision for Adult Care services.

The whole council and our partners in the county work to create a place where people lead healthy, purposeful, self-supporting lives, and so help to prevent and reduce care and support needs. People who need care and support will have the same opportunities for a good quality of life as people who do not. We will offer services to maximise people's independence and support the freedom to choose, helping people at risk to be safe.

All care and support will be personalised to the individual and directed by them over their life. It will be based on their own strengths and their connections with family, communities, and professional. By strengths, we mean things the person, their family, their friends and neighbours and local community have or do that can help the person live a good life.

Connected Lives

Connected Lives guides how we work with people in social care in Hertfordshire, from assessments to commissioning, and the delivery of care. Connected Lives always starts with prevention, enablement and community opportunities and helps us to focus on what people want out of life, and how they can be supported to live a full, active and independent life. hertfordshire.gov.uk/connectedlives

Co-production

In Hertfordshire we are committed to co-production, which to us means developing equal working partnerships between people who use services, unpaid carers, community organisations, service providers and social care staff and service commissioners. Co-production brings together different perspectives, knowledge and experience to design and help make services better.

We have taken a co-productive approach to producing our 4-year plan and will work with people and partners deliver what we want to achieve. hertfordshire.gov.uk/coproduction

A Local Account is a report to help residents see how well local adult social care services are being delivered in partnership, and what is needed to improve in their area

2. Introduction – An overview of Adult Care Services (ACS) in 2022 - 2023

ACS supports over 30,000 adults at any one time. 67% of adults supported are aged over 65 with 33% aged 18-64. We directly support over 4,680 Carers, and over 39,000 Carers in partnership with Carers in Hertfordshire. 79% of unpaid carers in Hertfordshire are aged under 64 with 21% over 65. The budget for ACS in 23/24 is £442,705,000.

Some of our key achievements

- Our 'Connected Lives Gateway' service went live in April 2023. This is our front door for when people first contact us and includes a wide range of preventative and enabling support. The service will have more enablement occupational therapists, social workers and support for Carers.
- Our significant investment in care services has meant an increase in care wages. This has resulted in more care being available and less people waiting for care.
- Work has started to build a new state-of-the-art 75-bed care home at Little Furze in South Oxhey. This will add to the new nursing home we opened in Broxbourne last year. Following consultations with residents, relatives and staff from existing care homes, Little Furze will provide space for specialised services and a self-contained household which can be isolated for pandemic response. Given the proximity of Watford General Hospital, we have included a purpose-built intermediate care household designed together with care providers and our staff.

30,100 requests for support in 2022/23



20,000 adults have a social care service



3,260 adults received short-term enabling care



18,000 supported to be discharged from hospital



15,180 social care assessments completed



83.5% of care providers rated Good or Outstanding by CQC



7,720 Safeguarding Concerns resulted in **4,125** enquiries



5,200 younger adults and **9,100** adults over 65 have long term services



3. Our Survey results and what people tell us

Every year we send out a survey to people who we have supported. Some of the results are used for national performance measures. This year we posted a survey to 1,320 adults who either received services, were assessed or received information and advice. 381 were returned. Our survey results compare well with other local authorities. We use this information to improve our services.

81.4% of adults said they had as much control over their daily life as they wanted	48% of adults said they were able to "Spend my time as I want doing things I value and enjoy"	47.6% of adults said they had as much social contact as they would like	68.8% of adults were satisfied with their care and support. Our best performance ever	70.9% of adults said the way they were supported and treated made them think and feel better about themselves
We scored 19.4 out of 24 for 'Quality of life' based on 6 key questions in areas such as washing, dressing and support received	65% of adults said that have enough choice over care and support services. 30% said they don't have enough choice	52% of adults said they are not anxious or depressed. 38% said they were moderately anxious or depressed	94% of adults felt support services helped them have a better quality of life	40.6% adults said they hardly ever or never feel lonely. 37% said they often, always or sometimes feel lonely

Some of the feedback we have received that we use to improve our services

“ I'm impressed by the quality of staff at the day centre and care I receive at home. I normally find something to laugh about first thing and a positive event to pass on in the evening.

I feel like I am part of one big family, Needs are met with choices given, respect, dignity and kindness at all times.

Transport to get me places would be good. I only get out at weekends if my friend can drive me. I no longer drive. From Monday to Friday I just go to the library or a cafe to pass the time. No one talks to me, except the staff.

Don't have everything online - websites are difficult to navigate. I want to speak 1-1 with an actual human being in person.



4. What we spend on adult social care

Hertfordshire County Council spent **£426,263,000** on Adult Care Services (ACS) in 2022/23 and has budgeted to spend £442,705,000 in 2023/24 an increase of around 3.9%. Adult social care currently accounts for around 42% of the council's whole budget

	22/23	23/24
	Spent	Budget
Total in ACS	£426,263,000	£442,705,000
Disability Services	£203,836,000	£225,563,000
Older People	£132,645,000	£130,426,000
Provider Services (services ACS commission from others such as care homes and support at home)	£31,936,000	£31,484,000
Mental Health	£16,887,000	£16,655,000
Preventative Services (such as enablement support and assistive technology)	£19,106,000	£18,529,000
Support Services	£14,822,000	£14,951,000
Transport	£4,653,000	£5,058,000
COVID 19 and COVID recovery	£2,135,000	0
Grant funded projects	£243,000	£39,000



5. What we achieved from April 2022 to March 2023

Theme 1. Communication and relationships (including information and advice)



This priority is about how everyone who is involved in social care, including local people, Carers and partner organisations work together to develop and improve services and improve communication and information and advice to help people stay well and independent for longer; and when people need care and support, know how to get help and what choices are available.

What we set out to achieve:

- Having the right people working in social care
- Improving information and advice and in particular information around paying for care
- Having more co-production across services
- Having a new way for people to contact us (our front door)

Key things we achieved

- A new workforce strategy to help us attract and retain skilled and knowledgeable staff
- Investment in our Finance Team to set up a support team and helpline to help with completing financial declaration forms and provide information on charging and paying for care
- We now carry out 'light touch financial assessments' by telephone
- We have reviewed all financial paperwork and reduced our standard letters from 29 to 4

- Partnership funding for HertsHelp, Citizens Advice and Money Advice Unit to increase the support available to people on the cost of living
- Our co-production boards worked on a new Dementia Strategy, the Autism Strategy and oversee the delivery of the Carers Action Plan
- A new 'Connected Lives Gateway' service which includes enablement Occupational Therapists, support for Carers, and HertsHelp

What we continue to work on

- Improving Hertfordshire Directory to help people to access local groups and organisations
- Working with partners to deliver the vision of a new preventative service to include a 12-week preventative and enabling pathway, early intervention, reablement and community services including social prescribing
- development of an online financial assessment

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Theme 1 - Facts and figures on our performance

58.4% of new adults that contacted us were signposted, provided information and advice or did not go on to receive a service	11.7% of adults called back within 21 days of being given information and advice	70.9% of adults surveyed last year said they found it easy to find information about our support services	3,000 people supported in our community dementia support services
9,700 Financial Assessments completed	30,000 filled posts in the council and the independent sectors workforce (reported in 21/22)	12% of new adults were supported with equipment or an adaptation to support them at home	4,800 new referrals into our Money Advice Unit. The Unit delivered £11M of benefits over first 6 months of 2022

Co-production in action

“In a difficult time when my wife had dementia, I spent hours trying to get phone numbers of real help. This inspired me to draw on my experience, and the skills I had gained in my career, to develop a useful resource for others in the same situation. Our co-produced document is succinct and clear and aimed at giving the right information to people who need support, in a language they will understand.”

Ernie, co-chair of the Dementia Co-Production Board



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Theme 2. Maintaining wellbeing



This priority is about people getting the right information and support to stay active and well, recover well after illness and other setbacks such as bereavement and be protected from harm and neglect. Wellbeing is about physical health, emotional and mental health as well as things like individual choice, seeing your family and having an active life in your local community.

What we set out to achieve:

- Work in partnership to support the voluntary, community, faith and social enterprise sector (VCFSE) to recover following Covid
- Coproduce a range of new strategies and action plans
- Evaluate our assistive technology pilots and develop our offer
- Improve employment opportunities for adults with disabilities

Key things we achieved

In 2022/23, ACS provided Hertfordshire's VCSFE sector with approximately £24.1m to deliver a wide range of local services, which includes some pooled budgets across health and social care grant awards. Some examples of things we have achieved together include:

- our response to the cost-of-living crisis:
- partnership funding to increase support by HertsHelp, Citizens Advice and Money Advice Unit and grants for warm spaces
- promotional campaigns like 'here for you this winter' to signpost people to support
- A range of new strategies have been delivered. These are published on [Hertfordshire.gov.uk](https://www.hertfordshire.gov.uk).

They include [Hertfordshire Domestic Abuse Partnership Strategy](#), our [Sensory Strategy and Action Plan](#) and [Dementia strategy](#)

- We have tested new sensor technology for people's homes linked to a professionals' dashboard, aimed at encouraging independence and a preventative approach to care planning. This was evaluated together with people who use services and will now be rolled out wider.
- Step2Skills adult community learning and employment support help people with learning disabilities and people with barriers to accessing work and education to get jobs and attend training and education. The latest Inclusive Employment Job Fair in Watford was a tremendous success, with 32 employers exhibiting, 600 visitors, 46 job offers, 1 supported internship agreed and 4 local employers signing up to the Disability Confident Scheme.

What we continue to work on

We will work in partnership to deliver on the [Health Creation Strategy - Working together for a healthier future](#)

ACS Local Account

Theme 2 - Facts and figures on our performance

12,656 adults receiving assistive technology	6.3 % of adults with a learning disability who are also receiving a long-term service are in paid employment	21,951 referrals supported by our hospital and community navigation service (helping with things like benefits, debt advice and food provision)	7,717 safeguarding concerns in 22-23. 4,125 (53%) have progressed to an enquiry (investigation)
In 2022/23, ACS provided Hertfordshire's VCFSE sector with approximately £24.1m to deliver a wide range of local services	98% of enquiries where action taken to mitigate risk, saw that risk reduced or removed	The greatest proportion of concerns in 22-23 related to abuse involving acts of neglect or acts of omission (52%) followed by physical abuse (31%)	17,600 Calls to HertsHelp with 91% related in some way to the cost-of-living crisis

Alan's story

Alan had resisted any support in the past, and his neighbour had noticed how difficult he was now finding things in his cluttered house. After ending up in hospital a few times, Link worker Juliette from the Hospital and Community Navigation Service set about supporting Alan and making his home safe, by first building his trust. Under the clutter, was Alan's prized Grand Piano. Alan is thrilled with the support he has had and is now back to delighting others with his incredible musical talents.



Theme 3. Providing care and support



This priority is about putting **choice, independence, enablement** (learning and relearning skills to get the most out of life) and **citizenship** (the rights you have to take part in society and make decisions about your own life) at the heart of our work with people. Prioritising things that are important to people may mean balancing people's right to take risks, which is part of everyday life, whilst keeping people safe.

What we set out to achieve

- Working with care providers (support at home and residential care homes) to embed Connected Lives
- Review and improve how we carry out safeguarding of adults and apply mental capacity legislation
- Increase extra care and nursing home places and transform council in-house supported living, short breaks, and day opportunities services
- Implement our direct payment strategy action plan

Key things we achieved

- A new homecare framework will help with capacity in the home care market, with 138 providers approved. Our waiting list for home care has reduced significantly
- We have more variety of community opportunities (community opportunities include day activities), with more services offering community based and online support; and more able to support autistic and physically disabled adults
- our [Connected Lives standards for commissioning](#) have been refreshed

- Our specialist Safeguarding Service has been described by an independent review as a strength with a 'well-trained and motivated workforce with an understanding of Making Safeguarding Personal' and a new portal (online form) for professional referrals has had positive feedback
- We have developed a plan to provide more accommodation for older people, offering enabling environments and sociable spaces to live independently. This includes a programme of new homes in development
- We have published our [Direct Payments and Individual Service Fund Strategy and](#) co-produced a [new direct payment booklet](#)

What we continue to work on

- We have more to do to strengthen the voice of lived experience in our approach to safeguarding
- We will maintain our focus on quality while we improve capacity in nursing care

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Theme 3 - Facts and figures on our performance

88.4% of support at home (domiciliary care) providers are rated good or outstanding by CQC (Care Quality Commission)	85.5% of residential and 70.4% of nursing providers are rated good or outstanding	8058 (73%) of adults supported in long term community-based services
88.2% of supported living providers rated good or outstanding by CQC	81.8% adults with a learning disability supported to live at home or with family	Adult Care Services Commission approximately 2 million hours of mainstream support at home each year to support approximately 3,600 adults

Direct Payments

A Direct Payment was given to Fatima to buy a greyhound they called Wilmer. Fatima is a family Carer for her grandfather and has a son with Autism. The family was impacted by the recent loss of a much-loved family pet, so Fatima was confident she could afford the additional expense of another dog. Wilma the greyhound encouraged them both to go out more often and meet new people, giving her a much-needed break from her caring role and increasing her son's confidence to walk Wilma on his own. The dog was also good company for her grandfather and improved the mental health of the whole family.



Theme 4. Supporting people who look after others (unpaid Carers)



This theme is set out in our [Carers' Strategy](#). We want Carers and the people they care for to have control and choice over how they are supported. We want to focus on the things that make the biggest difference and want to learn from Carers, recognising the immense commitment shown by Carers, and work with them to taking forward their priorities and actions.

What we set out to achieve

- Support Carers through Covid and recovery, learning from its impact to shape future ways of working with Carers
- Refresh the multi-agency Carers Strategy under direction of the Carers' Co-Production Board and develop an action plan
- Our actions include an updated Carers in Case of Emergency leaflet, implementing the Carers Quality Marker in GP surgeries and promoting health checks and cost of living support

Key things we have achieved

- The Hertfordshire Carers Strategy 2022-25 was developed jointly with the NHS with an extensive and genuine co-production process. We have now co-produced an action plan to deliver on this, led by the Carers Co-production Board

What we continue to work on

- Reaching more carers from diverse backgrounds
- Re-commissioning our carers breaks offer
- Improve our carers information and advice offer at hospital discharge

Theme 4 - Facts and figures on our performance

We directly support over 4,680 Carers and over 39,000 Carers in partnership with Carers in Hertfordshire	76.8% of the carers we support chose to receive a direct payment to spend their personal budget	3,340 carers were assessed or reviewed in 2022-23	Over 900 carers had an 'In case of emergency plan' put in place last year	639 carers have been supported to access learning opportunities in 2022/23, with 94 supported to access peer mentoring
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A break from caring

Joanna was referred to Carers in Hertfordshire as she was reaching breaking point caring for her two elderly parents. Carers in Hertfordshire was able to support Joanna for a few weeks while care was being commissioned, by arranging for a care worker to call twice a day to support her dad. This freed up Joanna to spend more time with her children and visit her mother in a nursing home. Joanna said 'Thank you for all your help and support – it was a godsend in our time of crisis and desperation.'



Support with benefits

Linda has dementia and her niece Katy gave up her job to care for her. The Money Advice Unit supported the family to complete the attendance allowance application and provide the supporting evidence. They also helped Katy to apply for her Carer's allowance, and a council tax discount, based on her aunt's condition. The extra money meant Katy could take on the Carer role so that her aunt could remain living in the community, surrounded by friends and the support she needed.



Theme 5. Organisations working together to support people



This priority is about how we work with the NHS, district and borough councils, community and voluntary organisations and other key partners to ensure services are joined-up and meet the needs of people. This includes providing value money, avoiding unnecessary duplication and looking at where there are gaps in services.

What we set out to achieve

- Co-produce monitoring arrangements for the 4 Year Plan and the Local Account
- Work with the NHS and partners to support people who are frail including a new approach for people with Learning Disabilities
- Work with partners on key areas of work around preventable admissions to hospital, discharge to assess and urgent emergency care
- Addressing areas of inequality
- Work with local councils to deliver a range of accommodation options for people with care and support needs
- We have developed a detailed plan to improve to our Discharge to Assess arrangements. At present our offer does not always help people achieve desired independence. Our focus is in areas such as a therapy led model of care at home, wrap around care for all beds including mental health and better support for family carers
- The Integrated Care Partnership recently agreed its first strategy of the Integrated Care System, with a high-level delivery plan in development.

Key things we have achieved

- The Mental Health and Learning Disability, and Autism Care Partnership has worked on a new pathway for people diagnosed with ADHD and a Learning Disability Frailty Risk Assessment

What we continue to work on

- By 2027, we want all people that need supported accommodation to have a choice of high-quality housing. We are currently developing a wider range of accommodation options to support independent living, including supported living and extra care.

Theme 5 - Facts and figures on our performance

18,000+ health and social care discharges were supported by our adult social care teams in 2022/23

In 2022/23 the Money Advice Unit assisted **5384** people to claim **£22.25m** in extra benefits

The Hospital Community Navigation Service supported **13,222** referrals and **19,859** issues, with over **27,000** onward referrals made

Peggy's Story

When 92-year-old Peggy started an Exercise at Home programme with HILS (Health and Independent Living Support), she had one goal: to be able to walk around her home unaided, and maybe even venture outside to enjoy the sunshine. Peggy's Active -Ageing Instructor, was amazed at her rapid progress and commitment to becoming fitter and stronger. After just two months of exercising, Peggy now regularly does the 25-minute round trip to the end of her road.



ACS Local Account

Contact Adult Care Services

Find out more about Adult Care Services hertfordshire.gov.uk/adults

Call us on 0300 124 4042

Contact Herts Help

Herts Help is a free, independent advice service. Get help finding a service, event or group near you.

hertshelp.net

Call Herts Help on 0300 123 4044 or email info@hertshelp.net

Contact Carers in Hertfordshire

Carers in Hertfordshire provide free information, advice and support to unpaid carers.

carersinherts.org.uk

More information

Contact us if you have a question about this document or if you would like it printed or in a different format

An easy read version will be on our website

Email us at acsperformance@hertfordshire.gov.uk

Connected Lives

