

# Medway Adult Social Care Local Account 2021/22



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# Introduction



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We are pleased to publish our Local Account for Medway Council Adult Social Care for the full year April 2021 – March 2022. The Local Account is an annual review of Adult Social Care that we have produced to inform people living in Medway about the services we offer, our key achievements and priorities for the service. It explains how much we spend on Adult Social Care, what we spend money on and what we are doing to support Medway's residents.

This year has been extremely difficult year for everyone and Adult Social Care have been busier than ever ensuring that Medway's residents are at the heart of everything we do.

Our new Adult Social Care Strategy, sets out our vision and key strategic aims between 2021 – 2025.

Medway's vision for Adult Social Care is:

*We will promote people's independence and wellbeing to aid the residents of Medway to live full, active lives; to live independently for as long as possible, and to play a full part in their local communities.*

This vision is supported by four principles – Prevention, Early intervention and recovery, Enablement and Safeguarding.

This Local Account includes a summary of our key achievements in 2021/22

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# Our Vision

## **Our vision supports the following council priority:**

### **Supporting residents to realise their potential**

Older and disabled people living independently in their homes

- We will support the people of Medway to live full, active lives; to live independently for as long as possible, and to play a full part in their local communities.
- We will continue to strengthen our arrangements to safeguard vulnerable adults

Medway Council works closely with partners across the full range of health services, including Public Health, and within the community and voluntary sector to ensure we deliver the best outcomes for our residents

## **Our Values**

### **Prevention**

We will focus shared learning and build on evidence-based interventions that can help to prevent avoidable demand on statutory health and care services.

### **Early intervention and recovery**

We will proactively work with individuals, families, and other agencies to help people who have experienced ill-health or crisis to recover as quickly as possible, reducing their ongoing needs and helping them return home.

### **Enablement**

We will work on the assumption that people want to be enabled and supported to live independently at home and access employment when possible, ensuring that residential care is only used when there is no alternative.

### **Safeguarding**

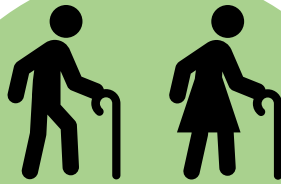
We will place the right of all adults to live their lives free from harm, abuse, and neglect at the heart of everything we do



# Key Facts and Figures



Medway has 213,701 adults (aged over 18)



Medway has a growing older population similar to England overall.



Many older people are enjoying longer and healthier lives, which is to be celebrated.



We have received 420 Mental Health Act Assessment referrals



Projections to 2025 suggest that the number of people in Medway aged 65 & over will increase by 7.1% to 48,400 & the number of people over 85 will grow by 11.5% to 5,800. This growth in the older population will inevitably require substantial change in the delivery of health & care services.



2407 hospital discharges supported



3392 people provided with long term care & support of which 2300 were supported in their home & 1092 supported in a care or nursing home



1666 people helped with short term support to maximise their independence



Received 2053 safeguarding concerns and undertook 724 safeguarding enquiries



1342 adults are known Carers (March 2022)



980 Deprivation of Liberty Safeguards (DOLS) applications granted.

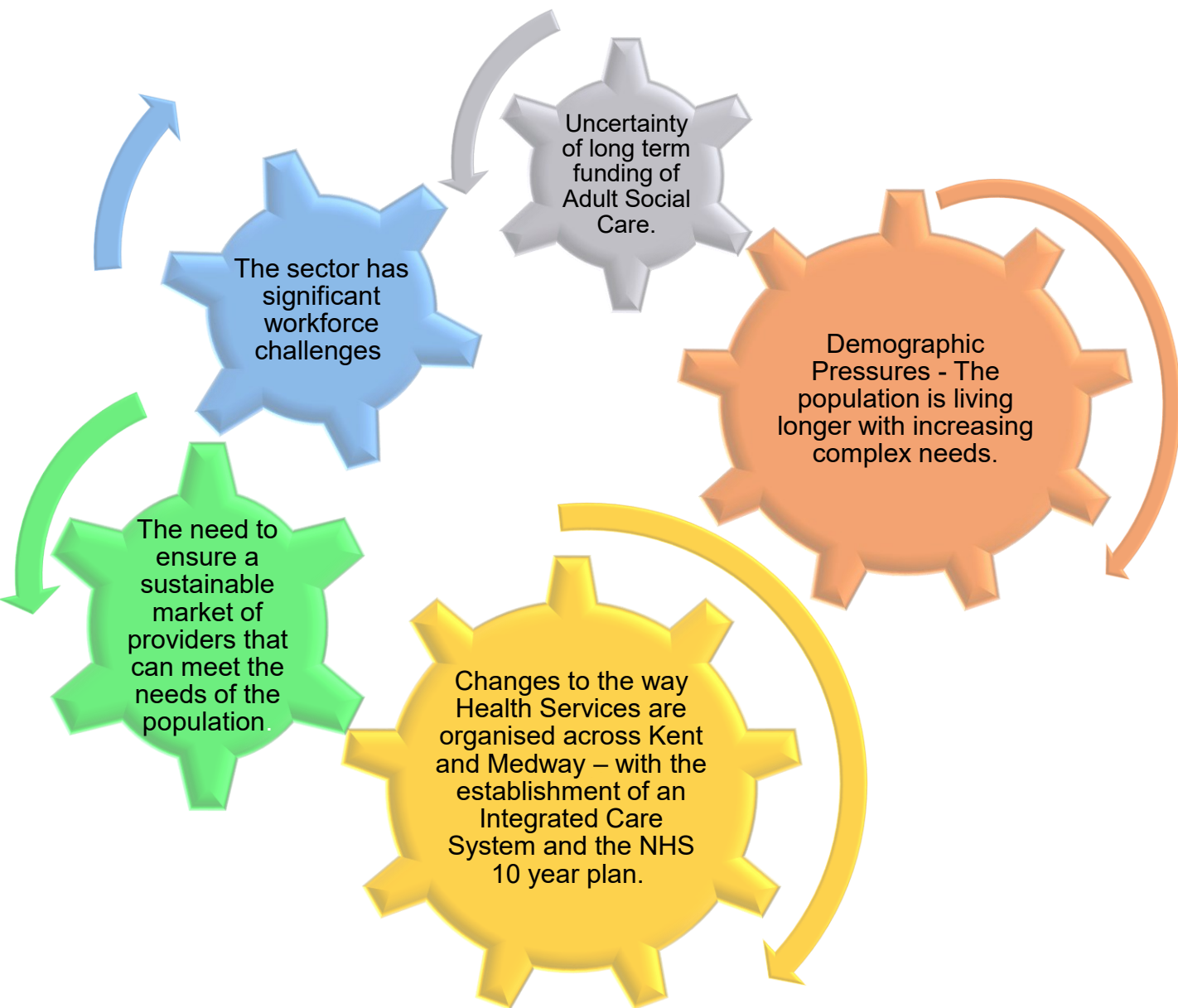
# How we spend our money

The Adult Social Care budget for 2021/22 is just over **£76 million**. The chart below sets out how we spend this money:



# Our Key Challenges

We continue to face a number of significant challenges:



## Population projections for Medway's over 65 population

	Aged 65+	Baseline change (Aged 65+)	Aged 85+	Baseline change (Aged 85+)
2018	44,600	NA	5,100	NA
2019	45,400	1.8%	5,200	2%
2020	46,100	3.4%	5,300	3.9%
2021	47,000	5.4%	5,600	9.8%
2022	47,900	7.4%	5,700	11.8%
2023	49,000	9.9%	6,000	17.6%
2024	50,000	12.1%	6,100	19.6%
2025	51,200	14.8%	6,300	23.5%

Source: ONS population projections for local authorities

# How will Adult Social Care support you?



## ADULT SOCIAL CARE LOCALITY TEAMS

There are three Locality teams in Medway comprising Social Workers, Nurse qualified practitioners, Occupational Therapists and Social Care Officers who deliver our statutory responsibilities under the Care Act 2014.

This includes early help and prevention and enablement support to help individuals to regain and maintain independence, with the aim of preventing, reducing or delaying the need for ongoing long term social care support.

Long Term Support takes many forms - packages of care, day care, supported living, respite care, residential and nursing care and support for Carers. Most individuals are supported through a personal budget which is often taken as a Direct Payment which offers more choice & control.

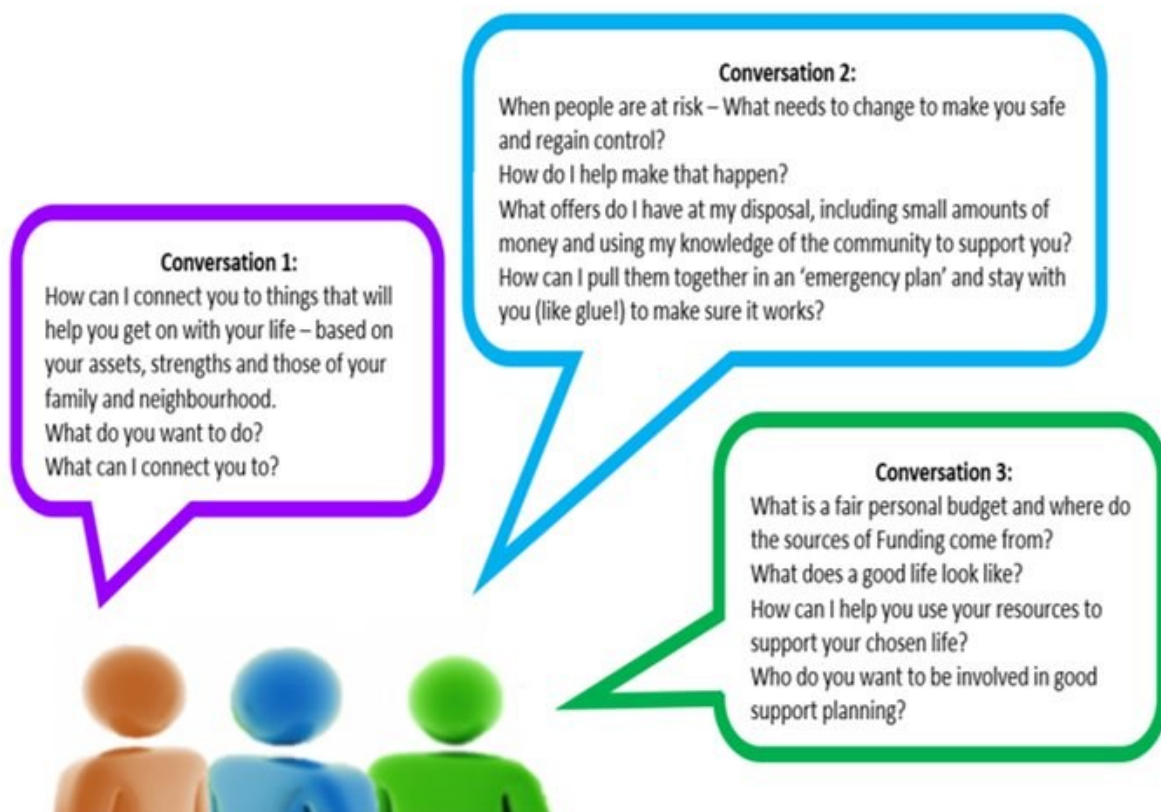
The locality teams are aligned with GP and Community Health Services, which means that we work in a joined up way with other local services, to ensure we all work together to help people to achieve better outcomes.



# How will Adult Social Care support you?

## 3 CONVERSATIONS – A STRENGTHS BASED APPROACH

Adult Social Care have adopted a strengths-based practice model using a conversations approach. This focuses on helping people to achieve the things that are important to them by listening carefully to what is important to them. This approach helps people to maintain independence and will consider how a range of community resources can support people in the community.



Our Occupational Therapists support individuals to maintain independence through enablement and the provision of equipment. The Council undertakes adaptations, via the Disabled Facilities Grant Scheme, to support people to remain in their own homes, through a range of significant adaptations, for example, ramps, stair lifts and level access showers.

# How will Adult Social Care support you?

## ADULT SAFEGUARDING

### **Safeguarding Adults at Risk**

Abuse can happen anywhere including at home, in care homes, at hospital or in public. It could be a single act or can take place over a long period of time.

Some adults are more at risk of abuse than others as they are not able to protect themselves from abuse. This could be because they are elderly, disabled or rely on others to meet their care needs.

### **How to raise a safeguarding concern:**

Report adult protection concerns during the day on 01634 334466 from 08:30 to 17:00.

Emergency outside of normal hours call anytime on 03000 419191

Or visit our website to find out more information or to complete an adult safeguarding alert form.



# Our work and what we do

## SHARED LIVES

Shared Lives is support for an adult who can't live on their own. Hosts share their home, family and community life. People supported in Shared Lives learn new skills, take part in more activities, make new friends and become more independent. Through sharing a life together both people's lives become enriched.

All sorts of people can benefit from the support of a Shared Lives carer, particularly those with a learning disability, autism, older people, people with mental ill health, people leaving hospital or who have a long-term health condition and young people in transition to adult services.

Maximising independence and wellbeing is central to the Shared Lives ethos. Our Carers support people to develop life skills such as literacy, money management, cooking, use of public transport and day-to-day living skills. Although for some people, the aim is to maintain their skills and help manage the things they find difficult to do without help.

### **I'd like to share my life – what should I do next?**

We are looking for more Shared Lives Carers, who want to welcome someone into their home and family, to provide support and to share everyday life. You will receive a fee for the support you provide, up to £2000 per month and will receive comprehensive training, so you don't need any formal qualifications or previous experience. What you do need is a caring attitude and personal qualities like warmth, kindness, patience and energy.

People wishing to use the service and potential Carers are carefully matched to ensure a successful relationship.

For further information visit our website via the following link:

[Become a Shared Lives Carer](#)

Or give us a call on: 01634 337100

We have also produced a video that tells the story of a number of our Shared Lives families. You can see the video via the following link:

[Medway Shared Lives video](#)



# Shared Lives – Case Study

Shared Lives offers people in need of support the care they need, while they live within a family home with caring people who will support them to develop and grow.

Mary is a young woman with a mild learning disability who had been living on her own, independently in the community for a number of years. When she became diagnosed with diabetes it was a difficult time for her, she struggled to attend all of her medical appointments and to understand and follow all of the dietary and medical advice that she was being given. She also found it difficult to manage her new medication. As a result, her health began to decline, and the situation became overwhelming for Mary. It affected her ability to cope with all aspects of her life, not just her health, and she struggled to attend her usual activities and to maintain her normal routines. The change in her situation led to repeated hospital admissions, and though her family tried to help, they had their own families so could not be with her all of the time. Finally, Mary collapsed and was admitted to hospital again, while she was there it was suggested to her that she could stay with a Shared Lives family for a while. Mary visited the Shared Lives family at their home to see if she liked them before deciding to give it a try. Mary lived with her shared lives family for 3 years, they supported her to learn about diabetes and what she needs to do to keep safe and well. They supported her to appointments and learnt with her about how to manage her medication, gradually Mary's health has improved, and she has regained her confidence and independence. Mary stayed a little longer in Shared Lives than expected, due to covid, but she is now moving out of Shared Lives and into her own home and is looking forward to a healthy future.



# Our work and what we do

## SENSORY SERVICES

### Visually Impaired Service

Kent Association for the Blind provide support that includes:

- Information and advice
- Specialist assessment and initial emotional support (e.g., for people with newly diagnosed eye conditions)
- Rehabilitation and Mobility Training
- Equipment recommendation and loans
- Support with accessing low vision aids
- Support with access computer training and IT equipment
- Voluntary registration and Severely Sight Impaired (Blind) and Sight Impaired (Partially Sighted)
- Support with accessing employment, training and leisure opportunities



### Deaf Services

Medway's Deaf Services Team support the Deaf, hard of hearing or deafblind residents of Medway. We focus on maintaining and promoting independence. We provide a range of services including:

- Statutory specialist assessments if you're deaf, hard of hearing or deafblind.
- Support for welfare rights, housing and employment issues.
- Equipment recommendations and equipment loans.
- Supporting with use of interpreters and equal access to services.
- Voluntary registration as deaf or hard of hearing.
- Educating colleagues and external agencies about hearing issues.
- Raising awareness of the barriers that deaf and deafblind people face.
- A drop-in service available twice a week:

Referrals can be made by the person, family, friend or professionals.



# Our work and what we do

## SUPPORT FOR PEOPLE WHO HAVE BEEN IN HOSPITAL

We offer a range of services, some of which are commissioned jointly with health to support people when they are discharged from hospital

The **Integrated Discharge Team** assess the needs of people who have been discharged from hospital, and if eligible for Adult Social Care support, ensure they are receiving appropriate services this, including packages of support within the home, telecare and care home placements



**The Intermediate Care** service supports people in the early stages of recovery from an acute episode of illness through rehabilitation, enablement and mutually agreed goals. The aim is to help people return to their own home after a period of support in a community bed.

A key part of our Intermediate Care Service is **Home First** which supports people back to their own home after a stay in hospital.

This may include a package of care and or appropriate aids and small pieces of equipment to support during recovery. This is put in place for a short period initially but will be reviewed and reduced, increased, or removed in line with your needs.

**Pathway 3 Team** - A Medway Council Social Work team manages the discharge to assess Pathway 3 service on behalf of health. Pathway 3 is in place for people who require bed-based 24-hour care. It includes people discharged to a care home for the first time plus existing care home residents returning to their care setting.

Health & Social Care Systems work towards an ambition whereby no person is transferred to a care home as a permanent placement for the first time straight from an acute hospital bed. However, where this type of placement does occur, this transfer cannot happen without the involvement and agreement of the Local Authority

# Our work and what we do

## COMMUNITY SUPPORT SERVICES

**WALT & wHoo Cares** are community interest companies based in the ME5 and ME3 areas of Medway. Their aims are to reduce social isolation and to establish innovative and creative models of support for vulnerable people and their Carers.

This is achieved through recruiting local volunteers (community support) and matching them with individuals who require support. These volunteers provide a range of services including befriending (telephone & face to face); transport to appointments; introducing people to the existing services in their local area and providing support to access, if required.

The overall aim is to reduce manage and health and social care needs; reduce the need for care and support through early intervention and delay the development of long-term support needs and the associated costs to the health and care system overall.



### Support for Carers

Those who provide regular care to an adult, friend or family member are entitled to a carer's assessment to find out if they could get support as a Carer.

They can get help as a Carer if their physical or mental health is deteriorating or is at risk of deteriorating.

There are many possible outcomes and options of support depending on what is identified through the assessment. This could include signposting to carer organisations; services for the cared for person or a Direct Payment for the carer.

An adult Carers assessment can be requested by telephoning 01634 334466 or emailing [ss.accessandinfo@medway.gov.uk](mailto:ss.accessandinfo@medway.gov.uk).





# Our work and what we do



## Medway Community Support Mental Health

In July 2021, the Community Support Outreach Team and the Community Resource Centre amalgamated to offer a more outcome focused needs led, provision, to service users with mental health support needs. The team operates 7 days a week, 365 days of the year.

The team's key aims are to help people to:



Improve their quality of life.



Develop, improve and maintain daily living skills



Increase their self -confidence and self–esteem



Reduce the need for residential care, acute care provision



Promote overall wellbeing, equality and social inclusion



Support service users to rebuild and maintain family and social networks to prevent social isolation.



# Our work and what we do



## **Birling Ave – Short Breaks Service**

Birling Ave Short Breaks Service is a 7 bedded detached house in Rainham, which offers home from home respite breaks for adults with learning disabilities.

Registered with the Care Quality Commission with a current rating of “Good” – the service has been supporting the people of Medway for 20 years.

Each person receives an allocation of respite nights per year, which can be booked, similar to a hotel bookings system. 24-hour support is provided at the service, as well as full board and a range of activities, both in house and in the community. The service benefits from comfortable bedrooms with TV and WIFI, a large well-maintained garden and support from a small and dedicated team throughout the individuals break.

We support people who have moderate – severe learning disabilities and autism, as well as additional health needs including epilepsy & diabetes & specialist diets. We can support people to manage and administer their medications.

The benefits of the service are a break for both the Carer and the individual. Regular breaks support the Carer to continue in their caring role for longer and the individual benefits from a home from home supported break with many social opportunities. The service also supports individuals to maximise their independence providing support with budgeting, cooking and making choices.

The support for individuals whose main Carer is unwell or in hospital, those in a safeguarding service is currently supporting 76 families across Medway as well as providing support in emergency “one off” situations. This includes safeguarding a situation or a person who is awaiting a new placement to be sourced.



# How are we doing?



We received 30 compliments between April 2020 – March 2021. Some of the main reasons for the compliments included:

- Dedicated Social Workers going the extra mile
- Caring and professional Social Workers
- Help with financial and independent living advice

Here are a few quotes from some of our compliments:

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*“This is just to say a big thank you for your support with X. You have been a lifeline to me. You were in constant contact with me, giving me update regarding finding a respite placement. You kept being positive and optimistic of finding a suitable place for X. You are very knowledgeable, and you know your stuff.”*

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*“Thank you for everything you are a shining star if only everyone was as caring as you are inspirational. The Social Services hospital team from the outset have been phenomenal and please pass this on to the team.”*

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*“I would just like to highlight how supportive and helpful O and N have been to us at a particularly stressful time, transitioning to adult services. Their empathy and understanding as well as knowledge are so reassuring and so valuable. We have been lucky to have them on board and Medway are lucky to have them on their team.”*

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*“Thank you so much for all your help with my mum and dad, it’s made such a difference. Dad, although he was not 100% happy about going to day activities, benefited from yesterday’s taster session and Mum absolutely needs the break.”*

## Adult Safeguarding

2053 concerns have been received up until end March 2022. The same timeframe in 20/21 saw 1623 concerns raised which is a 26.5% increase

41% (844) have gone to enquiry in 21/22 and for the same period in 20/21 38.7% (630) concerns went to enquiry (s42 and non-statutory).

In 21/22 where a risk has been identified, in 57% the risk has been reduced, 39% risk removed and 4% risk remains.



# Our work and what we do



**Direct Payments** are monetary payments made by a Local Authority to people who want greater flexibility and control over how we meet some, or all of their eligible care and support needs.

The Self-Directed Support (SDS) team are responsible for supporting individuals through the Direct Payment process.

Our SDS team works with people, their Carers and their families to make informed choices about what their support looks like and how it is delivered, making it possible to meet agreed personal outcomes.

As a result of the support planning process the SDS team empower people to secure a bespoke package of care via a Direct Payment. Through conversations with individuals the team are able to identify gaps in the provider market or community and work with providers and the community to develop a wider selection of resources. Direct Payments give individuals greater choice and control, enabling them to advocate for themselves.

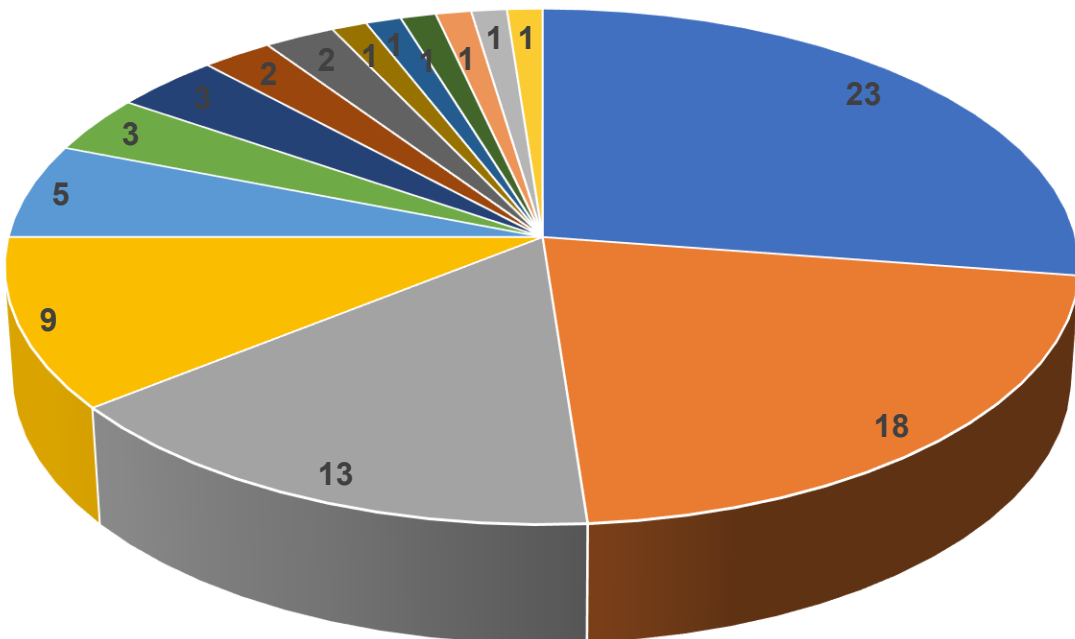
774 social care customers are in receipt of a four weekly direct payment to meet their eligible needs, 750 parents of disabled children are in receipt of an annual direct payment to be used for short breaks.

# How are we doing?

Between April 2020 – March 2021 we received 84 complaints. Some of the main reasons for complaint included:

- Financial
- Communication issues
- Delays

The outcome of complaints received were that 45 were upheld or partially upheld and 39 not upheld.



- Financial
- Delays in providing a service
- Lack of/ poor communication
- Service provided
- Behaviour or attitude of staff
- Standard of home care
- Delay in reviewing a care plan
- Disagreed with a decision re service
- Standard of residential care
- Lack of support
- Inaccuracies in an assessment
- Standard of day care
- Discharge from hospital
- Delay in allocating a social worker
- Changes in social worker
- Family not involved in decisions



# Progress against our strategic priorities

Our Adult Social Care Strategy includes four strategic priorities – Prevention, Early Intervention and recovery, Enablement and Safeguarding.

We have summarised our achievements against each of our strategic priorities in the last year below:

## Prevention

- We have developed the 'Medway Better Care' which is an online self-help tool through video animation. It provides advice and support about everyday daily living activities and includes details of local suppliers.
- We have improved the effectiveness of our prevention offer. People are offered timely assessments to support them to remain living independently at home. This can range from the provision of small pieces of equipment and adaptations to full enablement support which is overseen by an Occupational Therapist. Following this involvement most people do not need ongoing support.
- The Mental Health Community Support Outreach Team are piloting a new way of accepting referrals in order to speed up the process and prevent people from deteriorating.

## Early Intervention and Recovery

- We have embedded our strengths-based conversation approach to assessments through divisional training, enabling us to focus on individual's strengths and the promotion of empowerment and autonomy
- We have strengthened our commitment to partnership working, recognising that a multi-agency approach is effective to positive outcomes and delay
- We have actively begun to establish the expertise of lived experience through co-production, promoting Equality, Diversity and Inclusion
- We continue to review care packages to identify whether there are alternative options to aid recovery and promote independence
- All our social work teams are looking at the least restrictive option for anyone that requires Adult Social Care and Support in order for them to remain independent for as long as possible.

# Progress against our strategic priorities

## Enablement

- We have introduced new assistive technology, Canary Care. This has supported people to remain at home safely and live as independent as possible
- Through our pilots at the point of referral all new cases are considered for enablement and assessment by an Occupational Therapist. This process supports individuals to remain living at home for longer and delays and reduces the need for long term care.
- Our Occupational therapists are integral and at the core of enablement underpinning the overall goal of enabling people to achieve their potential and be engaged in daily living activities that promote health and well-being.

## Safeguarding

- We continue to jointly lead all Kent and Medway Safeguarding Adult Board meetings
- We continue to share learning and training opportunities with our partners in Kent County Council
- We are committed to a learning culture and not blame, embracing lessons learnt from a range of resources such as; Safeguarding Adult Reviews and Case Law and Judgments
- We have successfully recruited our Principal Social Worker who will be sharing learning from the safeguarding reviews, this will be through weekly bulletins, workshops and commissioned training
- The principal Social Worker role will also be looking at ensuring that we are meeting our statutory responsibilities with complex safeguarding cases, with the use of audits, reflective practice and direct observations.

# What we are doing in 2022/23?

## Adult Social Care Strategy 2021 – 2025

Our strategy sets out the objectives and focus for Medway Adult Social Care. It aims to ensure that we safeguard our residents and improve outcomes for our people who draw on support, while ensuring that the service we provide achieves the best value for the Council.

The primary aim of the strategy is to prevent and reduce social need by providing effective support so that citizens maintain their independence. Wherever possible and appropriate we will support citizens with eligible social care needs to remain in or return to their own home, so that they can maintain important relationships with family, friends, and continue to actively be a part of their own community.

Our approach is based on four principles:

- **Prevention:** we will focus on evidence-based interventions that can help to prevent avoidable demand on statutory health and care services
- **Early intervention and recovery:** we will proactively work with individuals, families, and other agencies to help people who have experienced ill-health or crisis to recover as quickly as possible, reducing their ongoing needs and helping them return home
- **Enablement:** we will work on the assumption that people want to be enabled and supported to live independently at home and access employment when possible, ensuring that residential care is only used when it is clinically appropriate
- **Safeguarding:** we will place the right of all adults to live their lives free from harm, abuse, and neglect at the heart of everything we do

## Transformation & Improvement Programme

The Transformation & Improvement programme is underway. The programme was developed through engagement with teams to identify what areas they thought needed to be improved. The programme has been developed based on the feedback, reviewing complaints, analysing data and reviewing high areas of spend.

The aim of the programme is to reduce Adult Social Care demand, introduce more straight-forward, efficient, and effective processes and improve the Adult Social Care experience for our customers.

# What we are doing in 2022/23?

## **Community Mental Health Support Team**

The amalgamation of the Community Support Outreach Team and 147 Nelson Road Resource Centre has been a crucial first step in developing the new support offer to the people of Medway. The offer is being developed in accordance with the key principles of the Medway Council Adult Mental Health Strategy 2018-2023 and the principles of the Care Act 2014. Working closely with our partners in leisure, culture, and community services we have been able to offer a more individualised model of support leading to an improved service offer across Medway, and health and social integration for our residents.

The new team will work with adults who have social care needs in relation to their mental health, when and where the support is needed. Building on the existing skills and experience of the team, outcome focused work will enable and empower people to regain both the skills and confidence to live independent lives by regaining and developing the skills and strategies of daily living.

## **Liberty Protection Safeguards**

**The implementation of Liberty Protection Safeguards (LPS) which will replace the existing Deprivation of liberty safeguards has been delayed. The Department of Health and Social Care are unable to commit to an implantation date.**

LPS hopes to deliver improved outcomes for people and has been designed to put the rights and wishes of those people at the centre of all decision-making. To deprive someone of their liberty means they are not allowed to leave where they live without being accompanied and are always under supervision.

LPS applies to a person's own home or family home, shared living and supported living, hospitals and care homes. If an individual lacks the capacity to consent to being deprived of their liberty, due to illness, injury or disability, decisions will be made for them and within their best interests.



# What we are doing in 2022/23?

## **Adult Social Care Reforms**

The government has taken the difficult decision to delay the planned adult social care charging reforms from October 2023 to October 2025. The funding will be retained in local authority budgets to help meet current pressures in Adult Social Care.

The government remains committed to delivering the adult social care charging reforms and supporting people drawing on care and support.

This will give local authorities additional time to prepare for the rollout of these reforms and provide additional funding to help with immediate pressures.

The delay covers the implementation of the extended means test, the lifetime cap on personal care costs and the extension of Section 18(3) to enable self-funders in residential care to access local authority commissioning.

## **CQC Review of Adult Social Care**

The Health and Care Bill introduces a new legal duty for the CQC to review and make an assessment of the performance of local authorities in discharging certain specified key adult social care functions as outlined in part 1 of the Care Act 2014 with the aim of assessing the effectiveness of services put in place to achieve high quality care outcomes for local populations.

The CQC assessments will be informed by priorities and objectives set by the Secretary of State. Based on this, the CQC will identify indicators and prepare a statement providing details of the methodology it will use when assessing and evaluating local authorities. The indicators and statement must be approved by the Secretary of State. The CQC will publish the findings of their reviews with the intention of allowing people to see how their local authority is performing in the delivery of its adult social care duties, and thus support transparency and local accountability.

# What's next?

We hope that you have found our local account to be useful. We would welcome any views on what you think of it and what we could do to improve it in the future.

If you have any views or feedback on any of the above, please let us know your views by contacting Healthwatch using any of the following methods;

Website [www.healthwatchmedway.com](http://www.healthwatchmedway.com),

Email: [enquiries@healthwatchmedway.com](mailto:enquiries@healthwatchmedway.com)

Freephone number 0800 136656 or Text on 07525 861 639. By texting 'NEED BSL', Healthwatch's British Sign Language interpreter will make contact and arrange a time to meet face to face.

Postal address: 5A New Road Avenue Chatham ME4 6BB.



