

# Medway Adult Social Care Local Account 2022/23



# Contents

Introduction.....	1
Our Vision .....	2
Key Facts and Figures.....	3
How we spend our money.....	4
Our Key Challenges.....	5
How will Adult Social Care Support you?.....	6
Our work and what we do.....	9
How are we doing?.....	17
Progress against our strategic priorities.....	18
What's Next.....	21



# Introduction



**By: Cllr Teresa Murray**  
Deputy Leader of the council responsible for Adults' Social Care and Public Health

**Dr Lee-Anne Farach**  
Director of People – Children and Adult Services



**Jackie Brown**  
Assistant Director – Adult Social Care



---

We are pleased to publish our Local Account for Medway Council Adult Social Care for the full year April 2022 – March 2023. 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.

It continues to be a demanding time and Adult Social Care have been busier than ever ensuring that Medway's residents are at the heart of everything we do.

Our 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 2022/23

---

# 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**

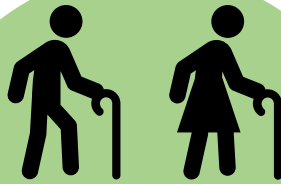
We will place the right of all adults to live their lives free from harm, abuse, and neglect at the heart of everything we do



# Key Facts and Figures



Medway has 216,012 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 335 Mental Health Act Assessment referrals



Projections to 2025, based on 2020 population estimates, 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.



2258 hospital discharges supported



3568 people provided with long term care & support of which 2413 were supported in their home & 1155 supported in a care or nursing home



1568 people helped with short term support to maximise their independence



Received 2345 safeguarding concerns and undertook 794 safeguarding enquiries



1404 adults are known Carers (March 2023)



582 Deprivation of Liberty Safeguards (DOLS) Assessments

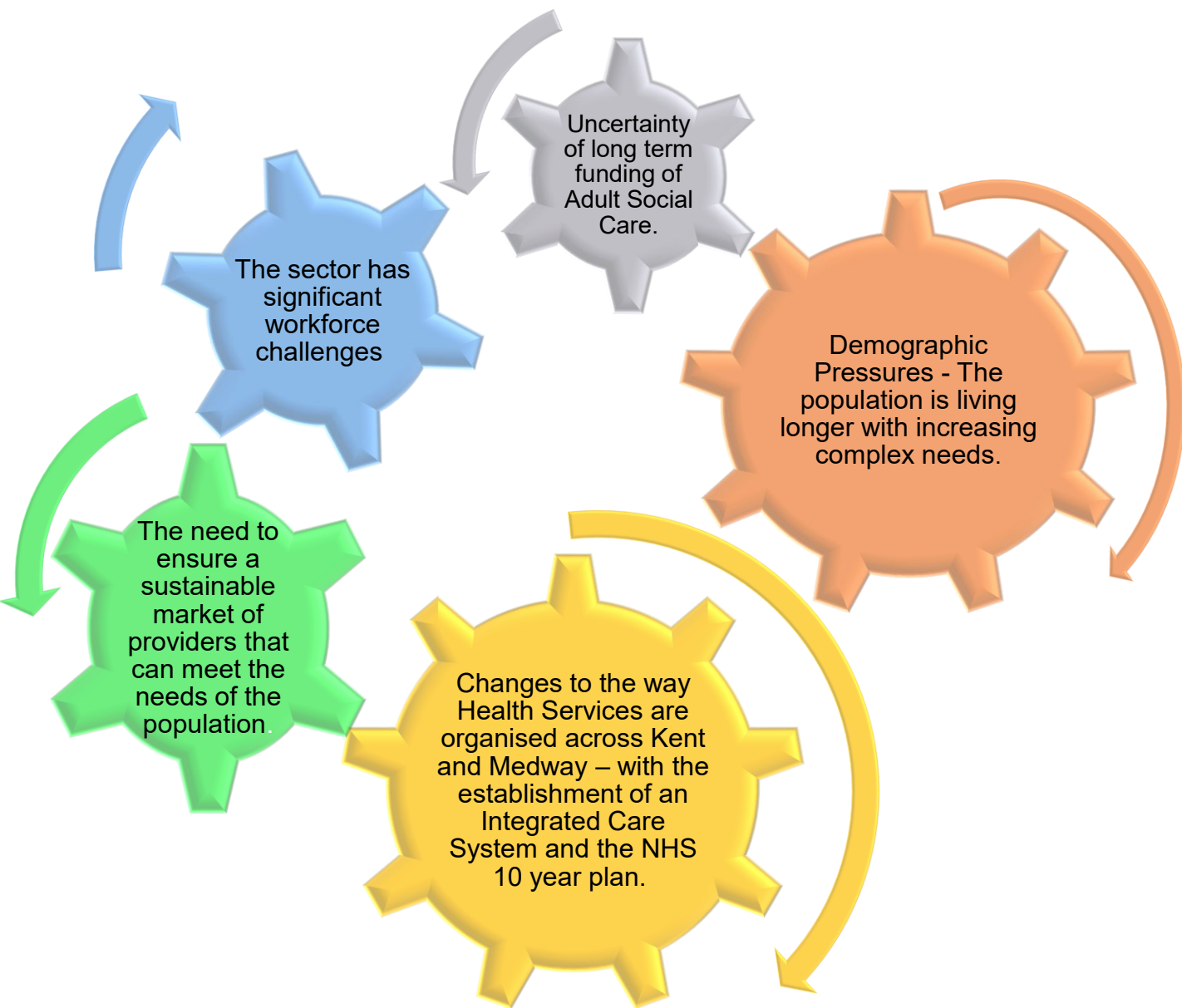
# How we spend our money

The Adult Social Care budget for 2022/23 is **£79,630,300** 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 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.

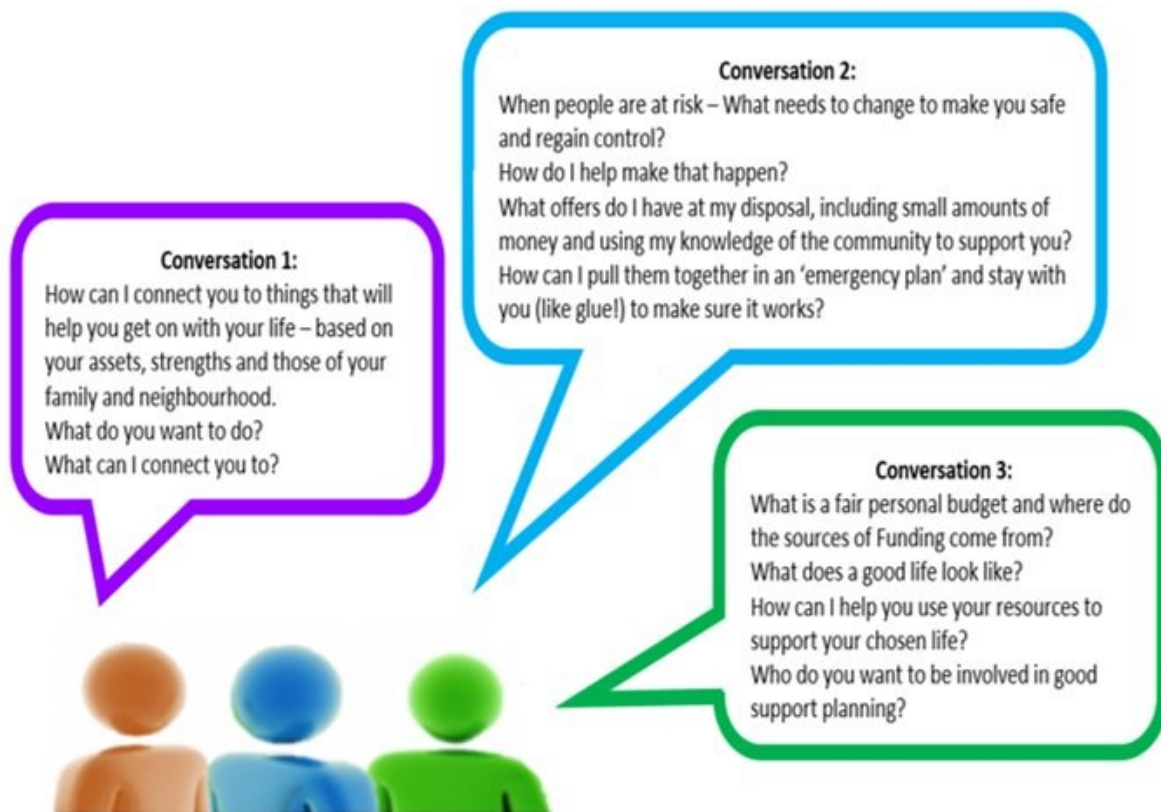
The locality teams are aligned with GP and Community Health Services, which means that we work in a joined up way with other local services, to ensure we all work together to help people to achieve better outcomes.



# How will Adult Social Care support you?

## 3 CONVERSATIONS – A STRENGTHS BASED APPROACH

Adult Social Care use a strengths-based practice model following 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](#)

## Rachael's Story.

Rachael is thirty years old. She grew up as a looked after child and lives with a mild learning disability. At the age of 18 she began a 12-year relationship with a man that resulted in her not being allowed to leave her flat for six years. When the safeguarding investigation began, health, social care, housing, and the police worked together to develop a plan that Rachael agreed would meet her needs and aspirations.

With the support of the team Rachael acknowledged that she wanted to leave her situation and was clear that she needed to make a new start away from Medway. The years of isolation and control meant Rachael would need a special kind of support to make a new start in life. The goal of Shared Lives is to match people in need of support with the right carer, sometimes the shared lives relationship will be long term, in Rachael's case the placement was expected to be a steppingstone to independence. Luckily, we had the right carer in the right place. Following their initial meeting everyone involved was confident this was a relationship that could work.

Once the placement was agreed, careful consideration was given to how the move could safely take place. Coordination with Rachael, the Outreach Team, Social Work, the placement, and the police was required and was successful in moving her to safety and the beginning of a new life.

After a year in her new home, Rachael can now enjoy life. Last year she had her first Christmas tree in twelve years and was delighted to have seaside holiday. With the assistance of her family she lives with and her counsellor, she is developing her confidence. Although she isn't quite ready to move on. Rachael is thriving in her shared life and making her own decisions.

# 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 are ready to be 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 ME1 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 over all.



### 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



## **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.

Birling Avenue currently provides planned breaks to 81 Medway families. People receive a yearly allocation which can be booked, in much the same way as you would a hotel.

Birling Avenue provides twenty-four-hour support, with 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 dedicated team.

We work with people who have moderate to severe learning disabilities and autism, as well as additional health needs including epilepsy and diabetes or need a specific diets. We can support individuals to manage and administer their medications.

The benefits of the service are a break for both the carer and the service user. Regular breaks support the carer to continue in their caring role with the individual enjoying a change of scenery in a familiar environment. The team encourage independence supporting with budgeting, cooking and going out and about.

A crucial part of Birling Avenue’s work is urgent and emergency short term care.



# Our work and what we do

## Transitions

The team supports those Young People known to Children's services into Adult Social Care. We support those people that are not living at home with parents / family, or those open to the former 0-25 disability service. We begin to work with young people before they turn 18 and up to the age of 25, when they are transferred to the ASC locality team. We work closely with teams such as Leaving Care and SEND. We adopt a strengths-based approach, promoting independence. Young People are signposted to other agencies and organisations where appropriate, can be assessed for ongoing support under the Care Act 2014. We work closely with our Children's team and other agencies such as housing to ensure a smooth transition and improve the life chances for the young people we work with.

## Management of Complex Care Cases – discharges back into the community

We work jointly with our health colleagues in Kent and Medway Partnership Trust and the Integrated Care Board to ensure the safe discharge of those individuals with learning disabilities and or Autism who currently reside in secure hospital settings. To date we have successfully supported the discharge 25 individual back into the community.

## Targeted Review

The team completes reviews of existing care and support for recipients of Adult Social Care paid services. We are currently in the 7th year of Targeted Review Savings, last year having saved £1.5m in cashable savings and £500,000 in cost avoidance. Our aim is to ensure outcomes are met in the most strength based, cost efficient way, drawing on community based support and use of assistive technology. We work closely with providers and commissioner of services to review existing services and develop new provisions which generate savings and contribute to the improvement of budget deficit.



# Our work and what we do

## **Medway Council Community Support Mental Health Team:**

The Community Support Mental health Team (CSMHT) offers a need's led, flexible and responsive provision, to service users who need support because of their Mental Health. The CSOT operates 365 days a year including evenings,.



In July 2021, in order to provide a more person-centred outcome-based support, the Community Resource Centre and the Community Outreach Team amalgamated to create the Community Support Mental Health Team (CSMHT).

The team works with people who have eligible needs resulting from their mental health to improve the quality of their life. The team's major focus is on short term recovery plans but also works with people who need long term support.

The aim of the work is to promote and develop personal independence and resilience. Depending on a person's particular needs, the team will assist people to be safe at home and maintain their property. Which might include supporting with budgeting, menu planning, developing the motivation and ability to keep the home clean and maximising benefits.

Developing self-confidence and self-esteem are crucial to a person's sense of wellbeing, CSMHT work to build a person's confidence by providing opportunities to develop and maintain relationships, this is often achieved by accessing groups and organisations throughout Medway. Much of the team's work focuses on identifying what is important to a person and supporting them to engage in that.

# Our work and what we do



**Direct Payments** are monetary payments made by a local authority to individuals 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 individuals 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.

812 social care customers are in receipt of a four weekly direct payment to meet their eligible needs 131 parents of disabled children are in receipt a four weekly direct payment and 1136 parents of disabled children are in receipt of an annual direct payment to be used for short breaks.

# How are we doing?

We received 30 compliments between April 2022 – March 2023. Some of the main reasons for the compliments included;  
Staff going the extra mile, caring and professional Staff and help with financial and independent living advice.

Here are a few quotes from some of our compliments:

*“Thank you for answering my questions so concisely and providing information. input. Your consistency of engagement and empathy in helping your client’s is invaluable. Finding someone prepared to listen, yet adhere to the rules, and to take time to understand, yet know the limitations of the service they are responsible to, is priceless.”*

*“I can’t thank you enough for all you did for my husband, you went the extra mile to help him.”*

*“I wanted to write to say a big thank you to the social worker who helped me when my mums health deteriorated. Whenever I rang or messaged her, she would always reply very quickly and was very concerned about my mum and always asked how I was coping as at times it was very difficult. In the last few weeks mum has moved to a care home where she is settling in very well and getting much better because of the great care she is receiving. If it wasn't for the social worker and all her help, I'm not sure if my mum would be there now. She is very caring, kind, and supportive and great at her job. I just to say thank you.”*

## **Adult Safeguarding**

2345 concerns were received between April 2022 – March 2023. The same timeframe in 21/22 saw 2053 concerns raised, which is a 14.2% increase

34% (794) have gone to enquiry in 22/23 and for the same period in 21/22 41% (844) concerns went to enquiry. Therefore 22/23 has seen a 7 percentage point decrease on 21/22.

In 22/23 where a risk has been identified, in 65% the risk has been reduced, 30% risk removed and 4% risk remains.



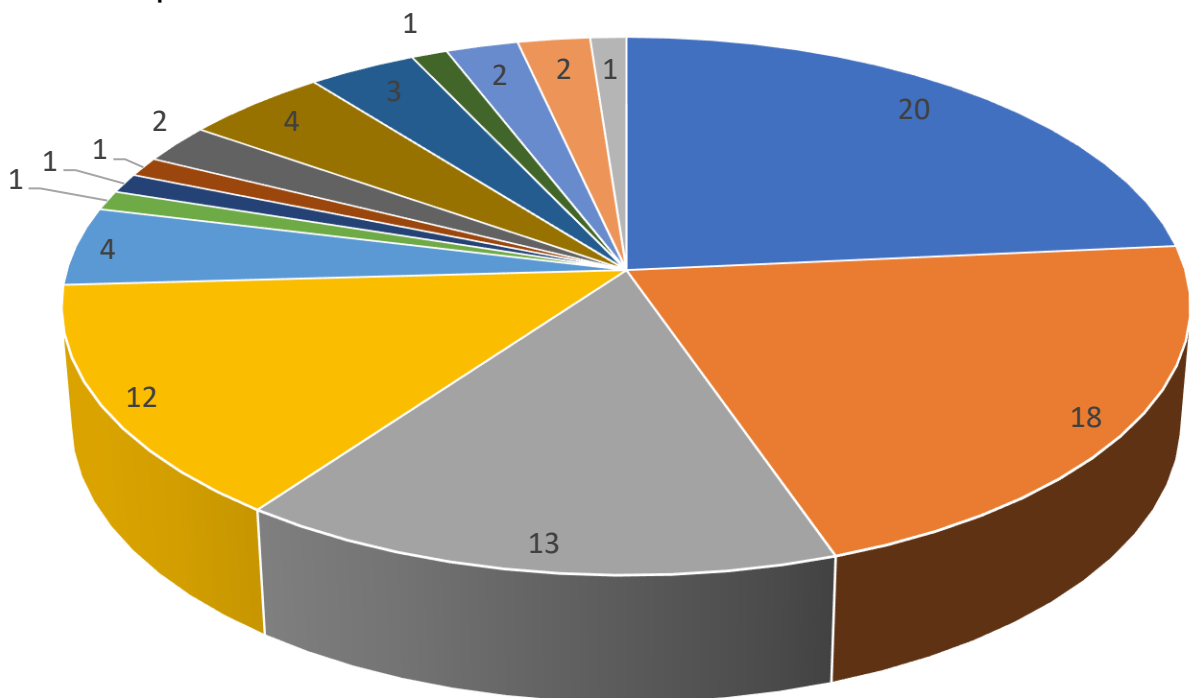
# How are we doing?

## Complaints and Compliments

Between April 2022 – March 2023 we received 85 complaints. Some of the main reasons for complaint included:

- Financial
- Communication issues
- Delays

The outcome of complaints received were that 40 were upheld or partially upheld and 45 not upheld.



- |   |                                |
|---|--------------------------------|
| ■ Lack of/ poor communication                   | ■ Financial                    |
| ■ Delay in providing a service/review           | ■ Service provided             |
| ■ Behaviour or attitude of staff                | ■ Delay in providing equipment |
| ■ Standard of residential care                  | ■ Standard of home care        |
| ■ Delay in allocating a social worker           | ■ Disagreed with an assessment |
| ■ Disagreed with a decision re service provided | ■ Not providing a service      |
| ■ Discharge from hospital                       | ■ Changes in social worker     |
| ■ Data Protection Breach                        |                                |

# Progress against our former strategic priorities

Our former Adult Social Care Strategy included six strategic priorities – Prevention, Personalisation, Partnership, Integration, innovation and Safeguarding. We have summarised our achievements against each of our strategic priorities in the last year below:

## Prevention

- Information, advice and advocacy support in the **community** is now commissioned to form part of our Voluntary Community Sector Consortium arrangements. This support allows people to live independent healthier lives for longer.
- Our equipment service ensures we maximise the use of equipment to support people to maintain their independence.
- We have reviewed our support for Carers, and are delivering against the Carers strategy, to ensure the Council meets its statutory requirements to support Carers, whilst valuing the amount of unpaid care they provide and understand the impact that caring can have on a carer's health and wellbeing.
- We support a higher proportion of people with enablement – which means that more people benefit from short term support to help them to maximise their independence

## Personalisation

- We introduced 'Better Care Support Medway', an online assessment tool which supports people to access appropriate services, advice and information to help them live their lives independently. We also direct people to AskSARA which is an award- winning online self- help guide which provides expert advice & information on products and equipment for people with disabilities.
- We have improved our offer to self employed carers to support those in receipt of direct payment.

# Progress against our former strategic priorities

## Innovation

- We have increased the use of digital technology to support people to remain in their own homes, and we are piloting the use of new technology.
- Commissioning work closely with the Integrated care Board to champion the [Digitilising Care](#) agenda across Medway. This initiative supports [People at the Heart of Care](#) .
- We have upgraded our electronic social care system to improve functionality and capability. We are now able to complete individuals yearly financial assessment review automatically.
- We have invested in growing our Shared Lives service as an innovative and cost effective way of supporting people in the community to achieve great outcomes.

## Participation & Partnerships

- We have begun to review our partnership arrangements, formalising the support for boards and engagement with the wider client groups. We have engaged client groups in the development of key adult social care strategies
- Our Community Support Outreach Team have supported those with mental health conditions gain or maintain employment and we are introducing a number of new initiatives to support disabled people and those with mental health needs into paid employment.
- We have supported WALT and wHooCares to establish innovative and creative models of support for vulnerable people and their Carers
- We have worked with Housing colleagues to develop further options for those requiring extra care housing. We now have a total of five schemes in Medway which has increased the opportunity for people to remain independent in their community.
- Through our commissioning contract management, we have developed a good working knowledge of the status of our providers. This helps stimulate the market. We also support our Care Sector by sharing information via the Care Portal, newsletters and Forums, as well as workforce action plan and on an individual basis.
- Through our commissioning activity we engage with our stakeholders and listen to the service user voice to redesign services.

## Integration

- Our level of delayed transfers of care are some of the lowest nationally, and we continue to work with health partners to offer new and innovative approaches to help people to return home as quickly as possible with the right support.
- We continue to work in partnership with health colleagues through the Kent and Medway Integrated Care System as well as the Medway and Swale Health and Care Partnership. This approach will result in greater collaboration in improving population health and wellbeing outcomes.
- We have developed a joint health and social care Mental Health Strategy which sets out our vision for improving outcomes for people with mental health problems in Medway.
- We have developed a joint health and social care Learning Disability strategy, which sets out how we will ensure that people with learning disabilities are identified and supported to access the services that meet their needs and deliver better outcomes. The strategy has been created in partnership with a Learning Disability working group of people with lived experience and other stakeholders
- Care navigators have seen 2423 individuals in the last 10 months and 285 people had mental health as primary reason for referral .These people were provided support or signposted to the right support .
- Our better Care Plan is co produced with health and community partners.

## Safeguarding

- We continue to support the work of the Kent and Medway Safeguarding Adults Board (KMSAB) as a statutory partner to the board. The Assistant Director for Adult Social Care in Medway is the Vice-chair of the Board.
- The board has produced an annual report, which sets out the strategic priorities for the board, and the key achievements in the last year. The report can be found via the following link: [KMSAB annual report](#)
- Adults continue to be fully involved when a safeguarding concern is raised. They are asked what they want their outcomes to be and they inform any action taken where possible.



# What we are doing in 2023/24?

## **Adult Social Care Strategy 2021 - 2025**

Our strategy which 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 Service Users, 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

# What we are doing in 2023/24?

## Liberty Protection Safeguards

On 5 April 2023, the Government announced that it would be delaying the implementation of the Liberty Protection Safeguards. “beyond the life of this Parliament”. Commentors are of the opinion that LPS will not now be introduced before 2027. Consequently, the Deprivation of Liberty framework will remain in place for the foreseeable future.

## Care Quality Commission CQC Review of Adult Social Care

CQC inspections of local authorities were reintroduced as part of the Health and Care Act 2022. These changes allow the CQC to act upon their additional responsibilities laid out in the Care Act 2014. Their additional responsibilities include assessing how local authorities are meeting their adult social care duties including market shaping, market oversight and more.

CQC has not published the final assessment framework. It is unlikely there will be any significant changes to the draft framework and LA's are using the draft document to prepare.

The initial focus of the local authority assessments will use quality statements to look at the following four themes:

1. Working with People
2. Providing Support
3. How the Local Authority ensures safety within the system
4. Leadership

The I-statements and quality statements that they will assess:

- Quality statements are the commitments that local authorities must commit to. Expressed as 'we statements', they show what is needed to deliver high-quality, person-centred care.
- I statements are what people expect. They are based on Think Local Act Personal's 'Making It Real' framework.
- Sections of the Care Act to which the quality statements relate
- Required evidence categories for each quality statement and sources of evidence.

The assessments are due to start in November 2023. This will be a good opportunity for us to share the good work we are doing and the areas we have identified for improvement and what we are going to do to make these improvements.

# 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.



