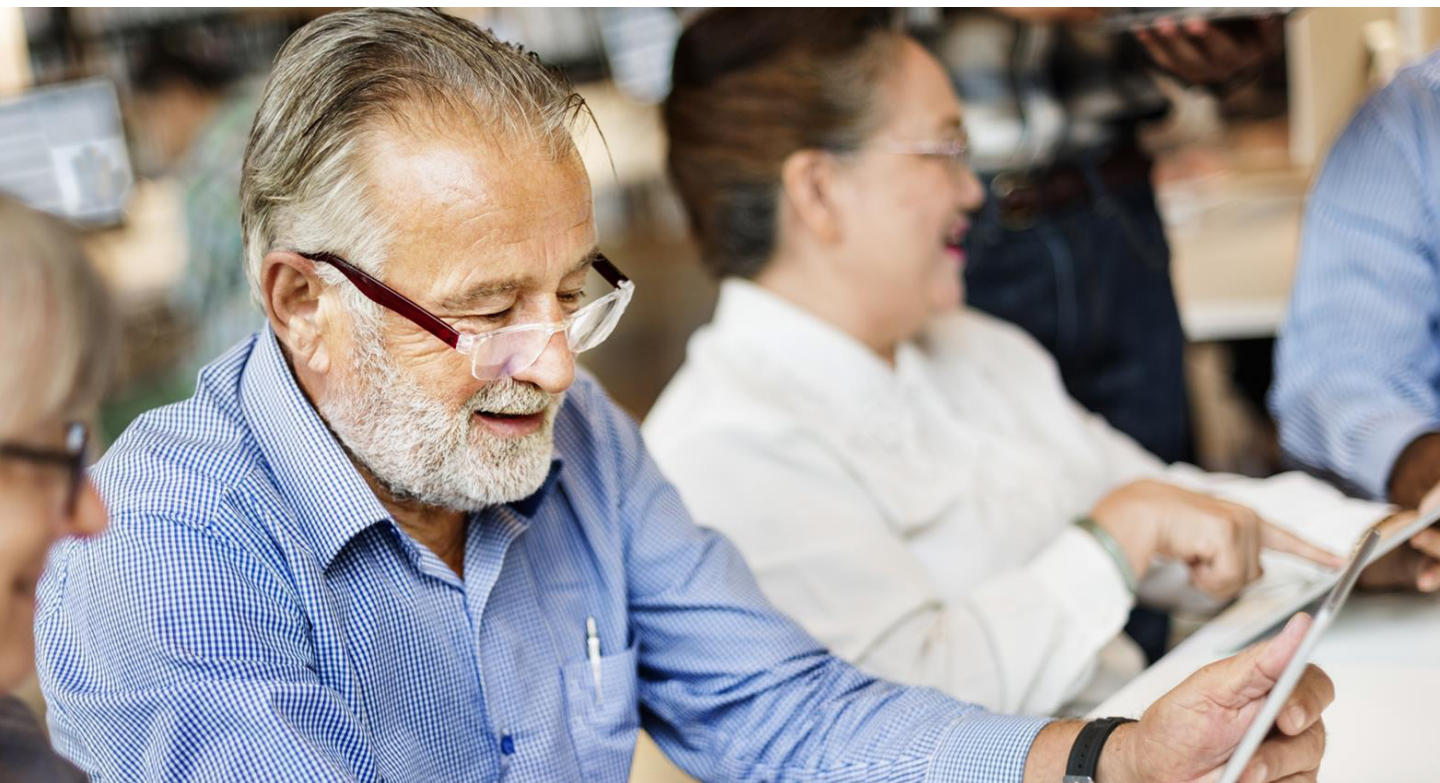


Adult Social Care Local Account 2023 - 2024



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Foreword

Welcome to the Local Account for Adult Social Care in Medway. This report summarises our achievements in supporting individuals who require care and support across Medway over the past year, and details how we have invested public funds.

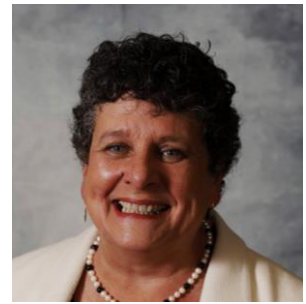
This report not only celebrates our accomplishments but also outlines our priorities for the coming year, allowing residents to hold us accountable and ensure we meet the aspirations set out in our Adult Social Care strategy.

At the core of our work is a commitment to person-centred practices and strength-based approaches, enabling individuals to live their best lives. We take pride in making a significant impact on the lives of our residents across Medway.

Looking ahead, it is crucial that people with lived experience have their voices heard and are empowered to collaborate with us.

In the coming year, we will continue to partner with the voluntary sector, health services, police, fire and rescue, and other internal council departments to ensure residents receive high-quality services.

We hope this report provides valuable insights into our work, the progress we have made, and the challenges we face.



Cllr Teresa Murray

Deputy Leader of the Council responsible for Adult Social Care and Public Health



Dr Lee-Anne Farach

Director of People and Deputy Chief Executive



Jackie Brown

Assistant Director Adult Social Care

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.

Our vision supports the following council priority:

- Delivering quality social care and community services

And its sub priorities:

- Provide effective, targeted support for our most vulnerable residents to enable them to fulfil their potential and improve their quality of life.
- Support people of all ages to live the most happy, healthy, independent life possible, utilising assistive technologies.
- Support all adults, including those living with disability or physical or mental illness to live independently and stay safe.
- People in Medway live independent and fulfilled lives into an active older age.

Our approach is based on four principles

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.

Who do we provide services to?

Adult Social Care (ASC) provides support to adults of all ages, to help them live an independent life.

Social care services are available to a diverse group, including young people transitioning to adulthood, working-age adults, and older people.

This encompasses people with learning or physical disabilities, mental health conditions, neurodiverse individuals, those living with dementia, and others with long-term conditions such as frailty.

Care and support encompass a broad range of activities aimed at promoting wellbeing, independence, and safety.

Our key statutory duties

As a local authority, we are classed as a statutory organisation. This means we have a legal responsibility to do something, and our role and powers are defined in law.

Our responsibilities are defined in the Care Act 2014. Specific duties that we are responsible for relate to:

- Provision of social care (assessment of individuals' and carer's needs,
- Providing care and support plans, a duty to meet the needs of someone assessed as eligible for care and support);
- Promoting wellbeing;
- Preventing the need for care and support - providing information and advice;
- Protecting adults from abuse and neglect (safeguarding);
- Promoting health and care integration, and
- Market shaping (quality, choice, ensuring we have enough resources to provide services).

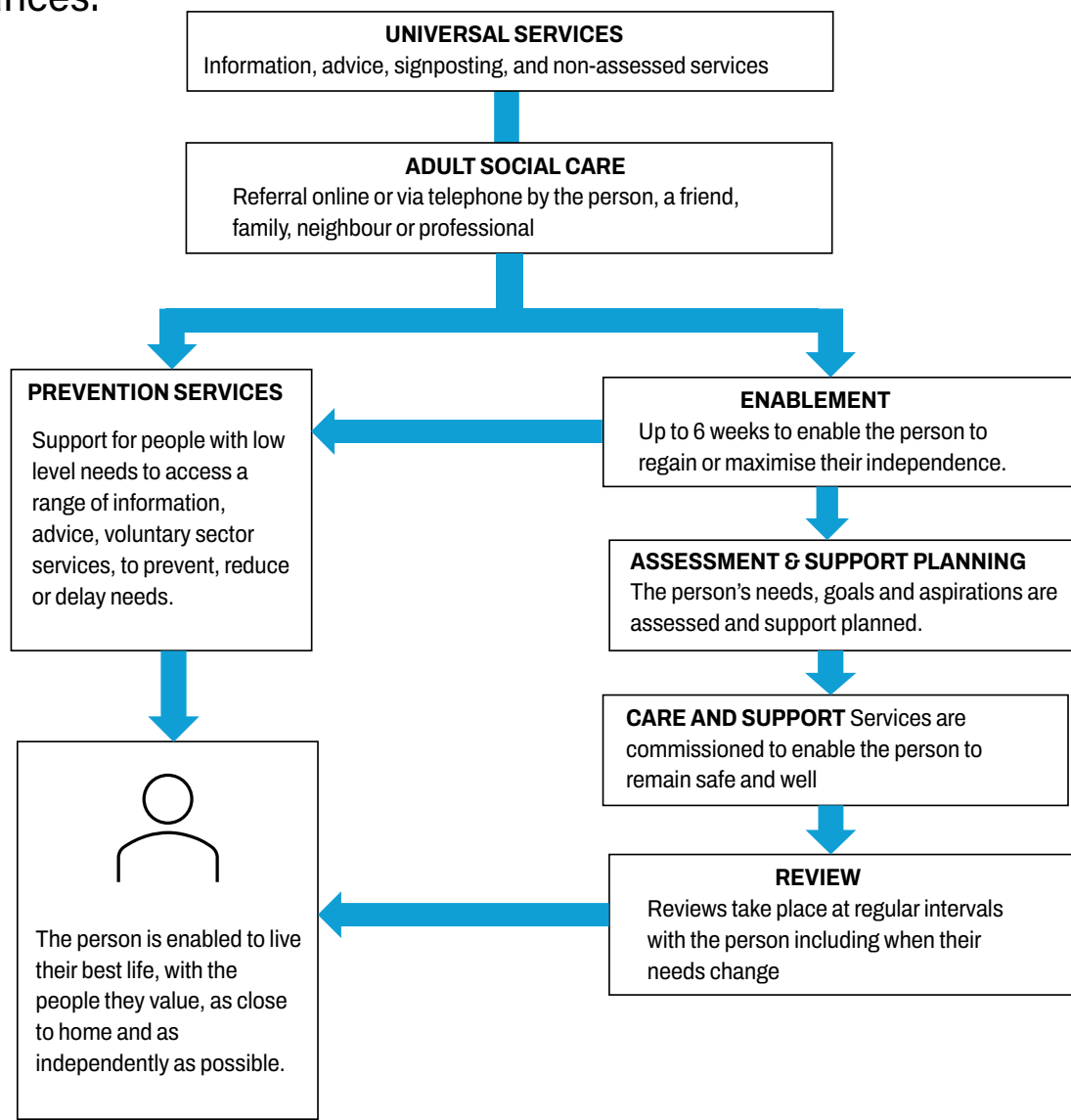


How we meet people's needs

The Care Act 2014 sets out our responsibilities as a local authority for understanding and meeting people's needs. Support can be delivered in a variety of ways including our in-house services, services that we buy from other social care providers, the voluntary & community sector, or by support from family and friends providing informal care.

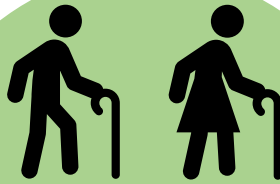
Many people directly employ individuals ('personal assistants') to provide their care and support, funded using a direct payment from the council instead of receiving care from a council appointed care provider as a matter of choice.

We are responsible for making sure that people can choose how their support is provided, that it meets their needs, is well coordinated and effective. We have a duty to ensure that there is support available in Medway to meet the needs of local people. Some people may have to pay for all the support they need or part of it, depending on their financial circumstances.





Medway has 220,113 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 received 360 Mental Health Act Assessment referrals



Projections to 2027, based on 2023 population estimates, suggest that the number of people in Medway aged 65 & over will increase by 7% to 50,000 & the number of people over 85 will grow by 5.4% to 5,900. This growth in the older population will inevitably require substantial change in the delivery of health & care services.



2052 hospital discharges supported



3625 people provided with long term care & support of which 2463 were supported in their home & 1162 supported in a care or nursing home



1496 people helped with short term support to maximise their independence



Received 2717 safeguarding concerns and undertook 808 safeguarding enquiries

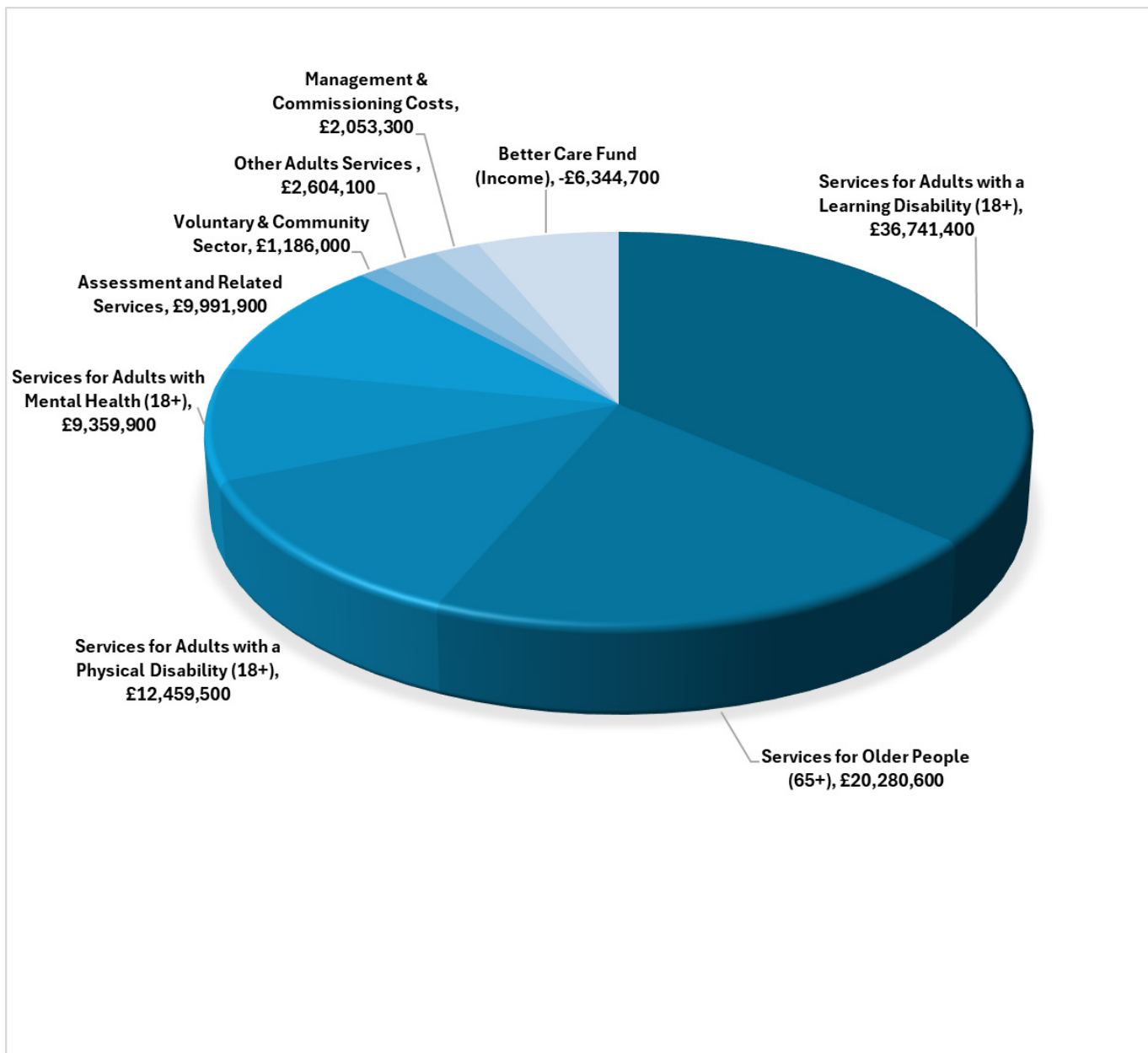


1441 adults are known Carers (March 2024)



403 Deprivation of Liberty Safeguards (DOLS) Assessments

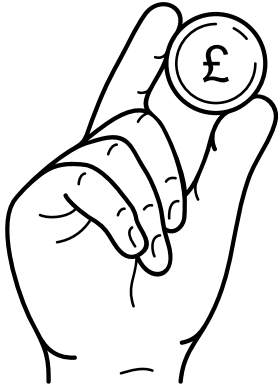
The Adult Social Care budget for 2023/24 is **£88,332,000**



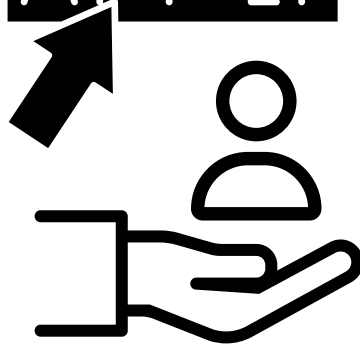
Costs are rising. We know that the costs of delivering care and support are rising. Currently £16.5bn is spent by Local Authorities across the country and all are seeing increasing demand and complexity of needs of their population.

This is the case for Adult Social Care in Medway, with the actual expenditure in 2023/24 of £97,142,000, which was £8,810,000 more than budgeted.

Increasing care costs
& the uncertainty of
long-term funding of
Adult Social Care

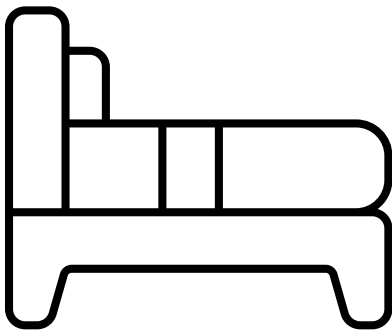


APPLY



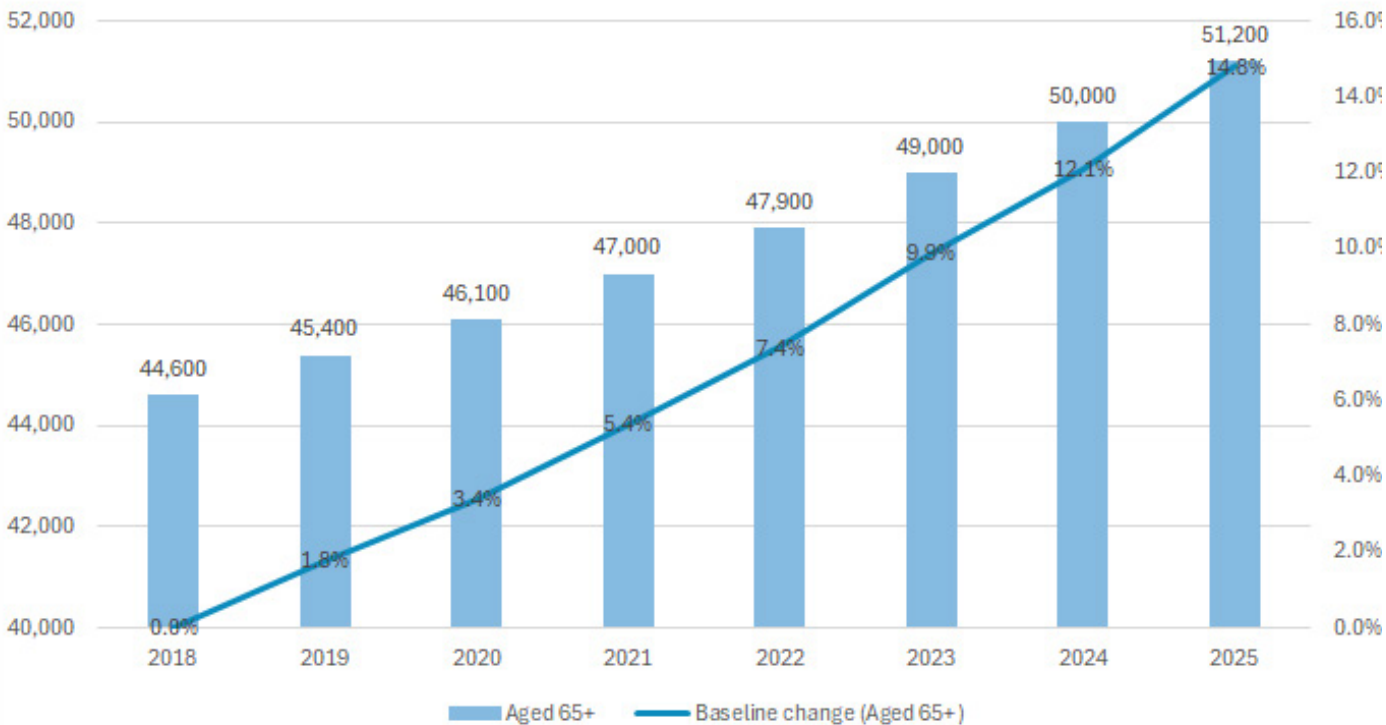
Recruitment and
Retention of Social
Workers

The financial stability
of care providers



Lack of care home beds available
to meet demand.

Population Projections for Medway's over 65 Population



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.

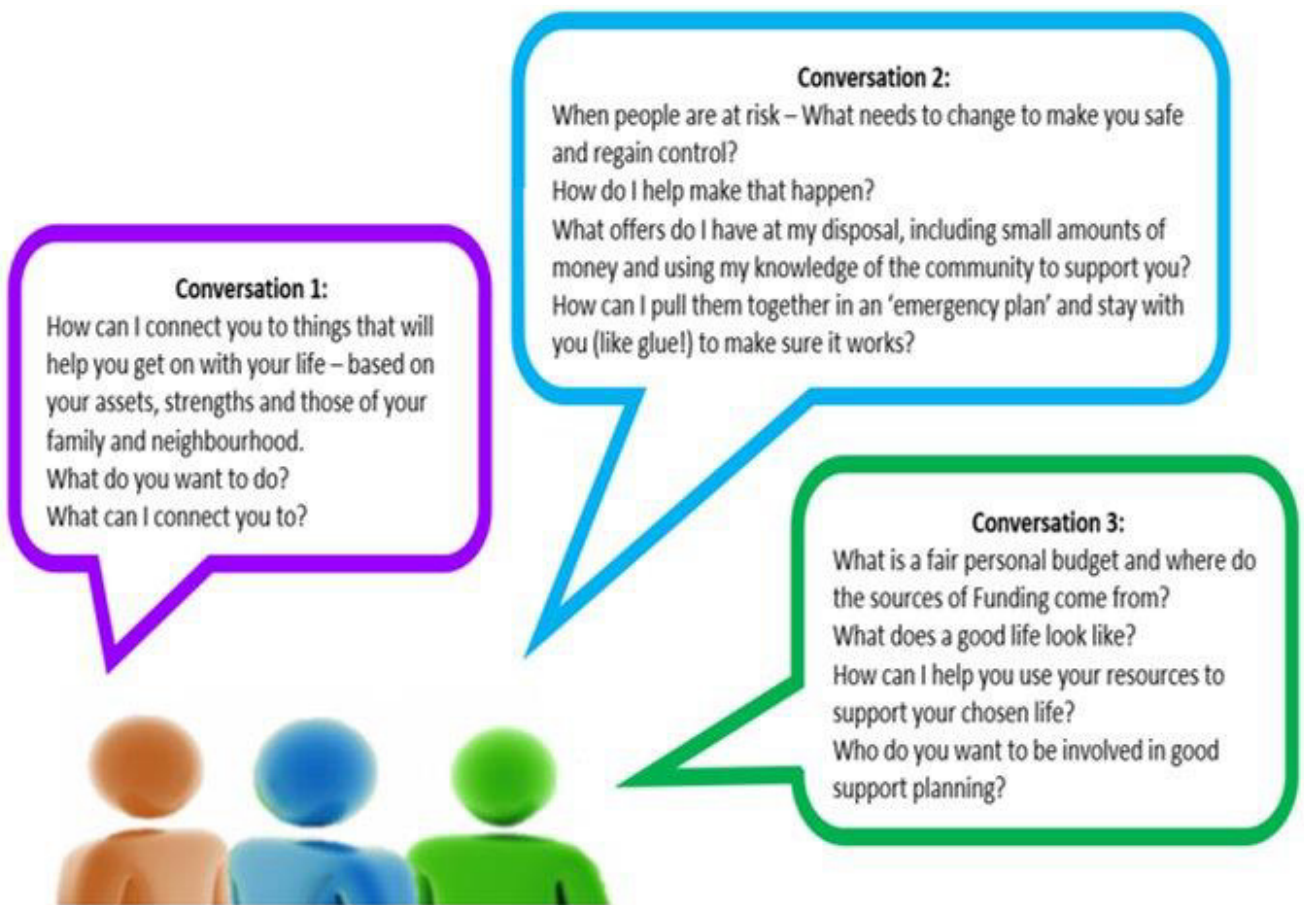
Long Term Support takes many forms - packages of care, day care, supported living, respite care, residential and nursing care and support for Carers. Most individuals are supported through a personal budget which is often taken as a Direct Payment which offers more choice & control.

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.

Strengths Based Practice

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.

Adult Safeguarding

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.

Protecting adults to live in safety, free from abuse and neglect is a core duty of all health and social care agencies. Members of the public and professionals are required to report safeguarding concerns to Adult Social Care if it is believed that a person with care and support needs is experiencing or at risk of abuse or neglect. The rising rate of safeguarding concerns reported suggests people know how to report abuse.

How to raise a safeguarding concern:

Report adult safeguarding concerns during the day on 01634 334466 from 08:30 to 17:00, or outside working hours on 03000 419191
Or visit our website to find out more information or to complete an adult safeguarding alert form.



Shared Lives is support for an adult who can't live on their own. Carers 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](#)

Dan's Story.

Dan was in his mid-20's and was living at home with his parents. He had care and support needs but wanted to strike out on his own and be more independent.

He spoke to his social worker from adult social care about this and they mentioned Shared Lives as a possible option for him. He says he "didn't know it existed, or what it was all about", they told him it was living with a family who would help and support him. Dan was not sure he wanted another family but was willing to find out more.

A member of the team met Dan and explained more about shared lives. She told him many people move into shared lives and use it as a first step away from living home with parents, with the aim of moving into more independent living in the future. He looked at the information on a couple of carer households and chose to meet one. Dan says to start with he thought "what is going on, what am I doing!" but then he met the carers, visiting them in their home a few times, and he got to know them better, he says "then I felt that I knew what was going to happen".

The carer household he chose to move in with, is lively with lots of people in it, and Dan says "I thought it would be less crazy, and sometimes it can be very busy and there's a lot of mucking about and a lot of laughter", but now he is used to it and says he "just goes with it!" and if he feels he needs some peace and quiet he can go into the garden or spend some time in his room.

After being in shared lives for 6 months he says "I feel like things have gradually started getting moving for me. Now I am moving forward, doing more things, being more independent". He is now planning his next move; his future plans are to have a place of his own and the shared lives carers will help him to get there.

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, media and IT equipment
- Maintains and holds registration for sight impairment in Medway instead.
- Support with accessing employment, training and leisure opportunities



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 of professionals.



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.



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

Community Support Services

Medway and NHS Kent and Medway have commissioned the [Better Together Consortium](#), a partnership of local community sector organisations to work in partnership to support stronger communities in Medway. The Consortium consists of:

[Medway Voluntary Action](#) supports to the voluntary community sector organisations with back office function and to become sustainable, contact them on 01634 812 850 email info@mva.org.uk

[Carers First](#) provides support, advice and guidance to Adults and Young Carers in Medway, you can contact them through the above contacts

[Kent Association for the Blind](#) provide support, advice, guidance and rehabilitation for visually impaired residents. Contact them on 01634 332 92 email enquiries@kab.org.uk



[Imago Community](#) is an affiliated member working alongside the Consortium. Membership as open to all commissioned Medway contracts with agreement of the Consortium.

[Local Healthwatch Medway](#) provides an independent service user voice for Medway residents on the services that they use. Contact them on 0808 801 0102 email enquiries@healthwatchmedway.com.



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

Medway Council and NHS Kent and Medway, are committed to support Carers and have commissioned a carer's support service for adult and young Carers in Medway.



The Wellbeing Navigation Service supports and identifies carers, the services details below:

[Carers First](#) offer a carers support service and can be contacted on 0300 303 1555, as well as providing out of hours help and support and contact for carers, you can email them on hello@carersfirst.org.uk

[Imago Community](#) support identifying carers and support with advice and information on benefits and referrals to other community services and are part of the social prescribing and care navigation funded by Medway Council and NHS Kent and Medway and can be contacted on 01892 530330 or email them on MCCG.Carenav-Medway@nhs.net

[Help available for Carers](#) provides information on all the help offered for carers can be found through the above link, such as the money advice service.



Birling Avenue - 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.

Transitions

The team supports Young People known to Childrens Services into Adult Social Care. 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 8th year of Targeted Review Savings, last year having saved £2.1 in cashable savings and £465,000 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 commissioners of services to review existing services and develop new provisions.





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.

426 social care customers are in receipt of a four weekly direct payment to meet their eligible needs, 348 cares were in receipt of a four weekly direct payment, 173 parents of disabled children are in receipt a four weekly direct payment and 758 parents of disabled children are in receipt of an annual direct payment to be used for short breaks.

We received 61 compliments between April 2023 – March 2024. Some of the main reasons for the compliments included;

Staff going the extra mile, caring, compassionate and professional Staff and help with financial and independent living advice.

Here are a few quotes from some of our compliments:

"THANK YOU for all you did for us in arranging Q's discharge from hospital. We know the journey was a challenging one, but you never gave up. On behalf of our family, we are very grateful to you and wish you well as you journey through life. Thank you and God bless you."

"I have to say that your attention to detail, follow up, giving explanations are clear, easy to understand and second to none. It makes our lives a lot easier, and you've made it so much easier to navigate for our father. You are and will be going forward "a breath of fresh air" and so very much appreciated."

"We just wanted to let you and your team know how grateful we are and appreciate all the help and support with the Direct Payments which help my son by improving his social skills, re-connect with his friends and give him a purpose which is so important to him and us."

"I have to say you are the only person in the many councils I deal with who answers all queries very quickly. I do appreciate your efficiency."

Adult Safeguarding

2717 concerns were received between April 2023 – March 2024. The same timeframe in 22/23 saw 2345 concerns raised, which is a 15.9% increase.

29.4% (808) have gone to enquiry in 23/24 and for the same period in 22/23 33.8% (794) concerns went to enquiry. Therefore 23/24 has seen a 4.4 percentage point decrease on 22/23.

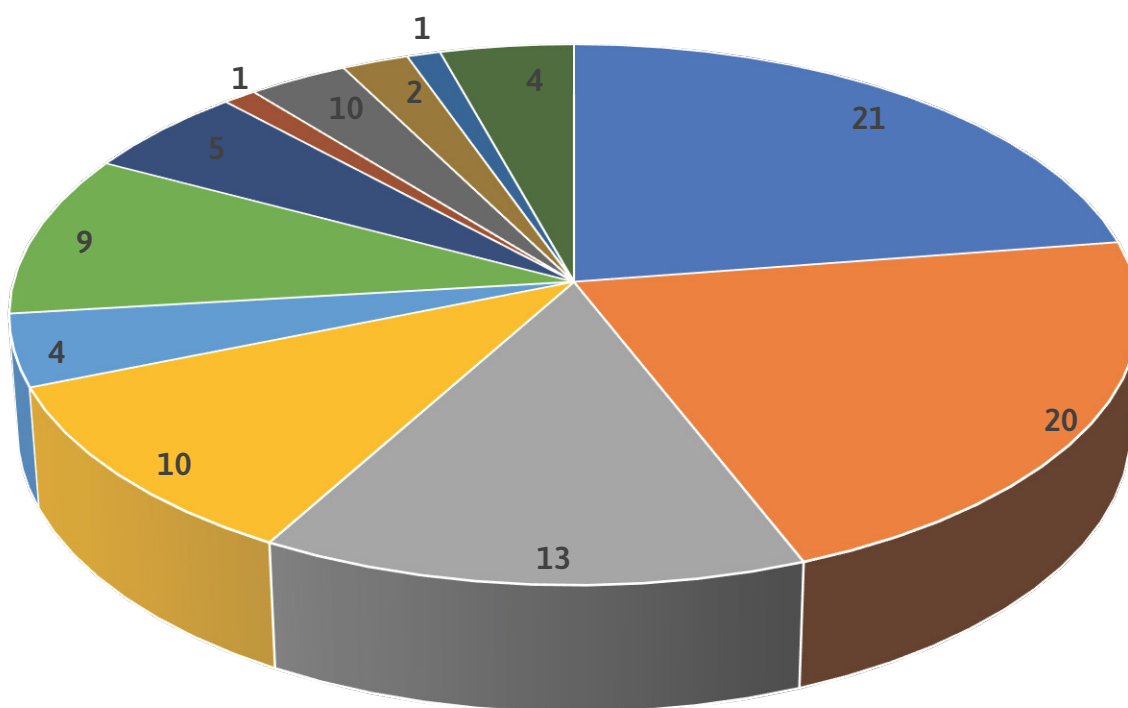
In 23/24 where a risk has been identified, in 60% the risk has been reduced, 37% risk removed and 3% risk remains.



Between April 2023 – March 2024 we received 98 complaints. Some of the main reasons for complaint included:

- Communication issues
- Financial
- Delays

The outcome of complaints received were that 52 were upheld or partially upheld and 40 not upheld.



- Lack of/ poor communication
- Financial
- Delay in providing a service/review
- Service provided
- Behaviour or attitude of staff
- Lack of support
- Standard of residential care
- Delay in allocating a social worker
- Delay in sending invoices
- Delay in sending out care plans
- Not providing a service
- Discharge from hospital

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 introduced a return to reuse scheme for equipment which has been successful.

We continue to assess and provide support to 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. As part of our improvement journey we are planning a full review of the support we provide to unpaid carers.

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 self-help 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.

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. The Wellbeing Navigation Service will support people discharged from hospital and in the community to stay at home with the use 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 created and appointed to the role of Head of Transformation. This role has the responsibility of taking forward new innovative ideas one of which is the trial of cutting edge artificial intelligent software which supports the write up of assessments.

We are reviewing all of our end-to-end processes to improve the customer journey and experience.

Participation & Partnerships

We have a Carer's Partnership Board chaired by Carers First. The purpose of the board is to increase participation and improve partnership working to better support unpaid carers in Medway.

We have created and appointed to the role of Adult Social Care Engagement and Project Manager. This role was introduced to enhance our co-production and use feedback from customers and stakeholders to shape service delivery.

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

- We work collaboratively with our partners and families to facilitate safe discharging from hospital. We offer new and innovative approaches to help people 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 a joint Health and Social Care Learning Disability strategy, which aims to 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
- We commissioned the Voluntary and Community Sector to target and support population health management improvement, for better life outcomes for Medway residents.

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 produces 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 are consulted in regard to any action taken where possible.
- We commission an advocacy service to support individuals have a voice throughout their interactions with Adult Social Care, including safeguarding.

Care Quality Commission CQC Review of Adult Social Care

CQC assessments 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.

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.

Our Assessment took place in August 2024 and we are currently awaiting the outcome.

We continue to work on the improvements that we identified in our self- assessment and will add others identified by the CQC.

Recruitment

We have secured investment of £2.4 million to increase resources across the division. Along with a new workforce strategy, this will support us to meet the increasing demand and reduce waiting lists.

Restructure

We will embed our new structure to better support those who access Adult Social Care. We will be separating the current Locality Service and will introduce two services, 'Early Help & Prevention and Long Term Care & Support'.

With Adult Partnership Commissioning transferring to Adult Social Care in November 2024, we will continue to integrate them fully into the division.

Assistive Technology

We continue to work with Kyndi to introduce new and innovative Assistive Technology

AI

We continue to investigate the use of AI to streamline business processes.

In-House Care Provision

We have developed a business case to increase our Flight Supported Living service with a view to start in quarter 1 25/26.

Payments and Invoicing

We have begun testing our provider portal, which will improve the accuracy and timeliness of payments to care providers and invoices to people who pay for their care. It is expected to 'Go Live' in Q3 25/26.

Quality Assurance

By increasing our Provider Quality Assurance Team, we will increase our support our care providers who have been rated Requires Improvement or Inadquate to work to achieve a Good CQC rating.

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

Email: 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.



