

# Adult Social Care Strategy

2024 - 2027



# Foreword

This strategy sets out our priorities for Adult Social Care for the next three years. Following a period of intense change we welcome the opportunity to take stock of our achievements and respond to the needs and desired outcomes of the adults and unpaid carers we support. Adult Social Care services across the country continue to face significant pressures; tighter local government budgets; an ageing population with increasing care needs; workforce shortages; the cost-of-living crisis and the ongoing consequences from the pandemic. Despite this difficult backdrop, we are immensely proud of the resilience shown by the adults and unpaid carers we support and the work we have done to ensure people remain safe.

It has, nevertheless, been a period of significant learning and innovation. Our local services fit into a wider national picture as one of 152 local authorities that provide adult social care services in England. It is important that our services are both informed by the national context and tailored to the distinct local opportunities and challenges here in Redcar and Cleveland. Our vision, commitments and strategic approaches acknowledge our duties under the Care Act 2014 and align to the white paper People at the Heart of Care whilst prioritising what local people tell us are important to them. This strategy has been developed to support service planning and improvement; it builds on our journey to date and the learning we have taken by placing the people we serve at the heart of the decisions we make. It is a living document; we will build on it throughout its lifetime through consultation and co-production with the adults and unpaid carers we support.

We are confident that the priorities set out here and their focus on early intervention, prevention, engagement, and a performance framework that measures what truly matters to people, will enable us to address our most pressing challenges and deliver on our corporate vision to make Redcar and Cleveland a place where people can *"live well and age well"*.



Patrick Rice  
Executive Director for Adults &  
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# Our Borough

We are one of the smallest local authorities in the North East region with 136,500 residents living in our borough. Our communities are diverse like our geography; although some towns and villages are thriving, some are experiencing extreme levels of deprivation with low housing demand, high levels of crime and unemployment, poor health and low educational attainment.

Like other areas in the region, we face a number of public health and social challenges. An estimated 23% of the borough's population is 65 years or older compared to the English average of 19%. These numbers are set to increase even further, with the population of over 65s projected to grow by 29% in 2032 and 32% in 2040.

It is expected that as people live longer, often with highly complex needs and multiple conditions, we will see an impact on the services we deliver. As such we need to work together with our partners to ensure we provide a range of accessible services that target both generic and specific resident populations, who have their own distinct needs, identities, cultures and lived experiences.

In doing so we can help achieve our corporate vision as set out in our **Corporate Plan 2024-27** where people start life well, **live and age well**, prosper and flourish in a borough that is clean and tidy.

## **Live and Age Well:**

- *We will work hard to improve health and wellbeing.*
- *We will encourage community participation and volunteering.*
- *We will empower people to live independently.*



68.5% of adults are classified as **overweight or obese**, higher than the national average of 63.5%.



The mortality rate for adults under 75 from liver disease is **31.3 per 100,000**, higher than the national average of **20.6 (2020)**



The mortality rate for adults under 75 from respiratory disease is **38.5 per 100,000**, higher than the national average of **29.4**.



**26%** of people locally have a **long-term musculoskeletal problem**, compared to **18%** across England.



The mortality rate for adults under 75 from cancer is **150.8 per 100,000** is higher than the national average of **129.0 (2017-19)**.



There was an average of **41.2 violent offences per 1,000 people** in 2021/22 higher than the estimated national average of **34.9**.

# Our Vision and Commitments

## Our vision for adult social care

*We will help you live safe and well, in the place you call home, with the people and things you love, connected to your community, doing the things that matter to you.*

## Our commitments to adults and unpaid carers

We will:

- Listen to you, so you shape your own support.
- Provide you with information and advice when you need it.
- Enable you to regain your wellbeing and independence.
- Ensure you have quality care that is value for money.

## People at the Heart of Care

Published in 2021, People at the Heart of Care sets out the government's vision for adult social care over the next ten years. It builds on the Care Act 2014, with three core objectives for adult social care.


1. People have choice, control, and support to live independent lives.
2. People can access outstanding quality and tailored care and support.
3. People find adult social care fair and accessible.





# Adult Social Care in Redcar and Cleveland


## What do we do?


Adult Social Care delivers a diverse range of services from the provision of information and advice, through to safeguarding adults at risk of harm, assessing needs, support planning and provisioning care services whether they are in house or commissioned through the private sector. Our [Local Account](#) which is published annually provides further details on each year's activities.

 We have a duty under the Care Act to provide information and advice that is clear, appropriate and timely. Our Access Team provides vital first contact services and can offer advice and signposting to appropriate services tailored to the adult or unpaid carer's enquiries and needs, referring on to our social work teams if an assessment under the Care Act is needed.

 Assessments allow us to identify need based on the strengths and desires of the adult or unpaid carer and determine eligibility under the Care Act. Our approach provides the foundation for positive risk management and a person-centred support plan which can prevent, reduce, or delay the onset of greater needs for the adult and their unpaid carer.

 We also provide several care and support services directly; Housing Adaptations, Activity and Wellbeing Services, Community Reablement, bed-based intermediate care at The Meadowgate Centre, and residential care, short breaks, and stepping stones support for adults with a learning disability.

 We commission a wide range of care and support services for adults and unpaid carers. The services we commission include residential care, home care, extra care, supported living, and a number of specialist support services for adults with specific needs, all with a focus on independence, inclusion and improving outcomes for adults and unpaid carer.

 The Council has a statutory responsibility to safeguard adults with care and support needs to protect them from harm. We promote a highly person-centred multi agency approach to addressing safeguarding concerns through our sector-led Making Safeguarding Personal approach.

## Managing demand with the right services

Our ageing population is growing, and there are increasing numbers of adults with more complex health and care needs who are contacting us for help.

We have a step-up-step-down model of support, and we aim to meet adults' and unpaid carers' needs at the most proportionate level. It may sometimes be best to provide short-term support at a higher level to help adults regain confidence and wellbeing, then provide a lower level of support at the right time to continue to maximise their independence. Further information can be found in [This is your guide to Adult Social Care Services for every level of need in Redcar and Cleveland](#).

# We will listen to you so you can shape your own support

Everybody is different. Each adult and unpaid carer in our local area has unique needs, expectations, and desires. Our offer is centred around providing the right support at the right time for every individual.

We do this by listening to adults and their unpaid carers to understand their needs and adapting our support based on what they say. We want everyone to feel that they have been listened to and we respond in a timely way.

Our Engagement Strategy sets out how we will engage with adults and unpaid carers, our staff, and wider stakeholders. The actions on this page support our Engagement Strategy and will help develop services on an individual basis and on a strategic level. We will regularly review and monitor our progress.



*I was having difficulty walking and needed to use my wheelchair more. I told the Council that I did not want to move and lose my independence at home. They listened and helped by installing a ramp and level-access shower. Now I can live comfortably with the right support for me.*

We will review our existing assessment methods and co-produce a new assessment form with the adults we support and our practitioners.

We will continue to develop our safeguarding offer, ensuring our processes are efficient and capture the voice of the adult.

We will provide a structured transition from children's services to adult social care, engaging young people early to ensuring they have a supported, smooth transition between services. We will also listen to other transitional groups to provide seamless support and continuity.

We will monitor customer satisfaction levels and include adults and their unpaid carers in our practice quality audits to ensure we have listened, and we embed lessons learnt into training for our practitioners.

We will deliver on our engagement plan and actively seek views from the adults we support along with their unpaid carers. We will develop a new focus on co-production, ensuring adults' and unpaid carers' voices are heard and responded to.

We will undertake a co-produced review of all our strategy documents over the course of the next 3 years so the adults and unpaid carers we support more clearly drive our strategic direction.



# We will provide you with information and advice when you need it

High quality accessible information and advice, delivered at the right time, is critical to successfully supporting adults and unpaid carers. We are required to follow the Accessible Information Standards to ensure adults and unpaid carers receive information that they can understand, and for those with a disability, impairment or sensory loss communication support is available.

We know that accessing social care services often comes at a difficult point in life for our adults, unpaid carers, and their families. Unavailable or unclear information and advice makes it harder for them to know what options are available to them.

The actions on this page show what steps we are taking to further improve our information and advice offer.



*At first, I didn't know what to do when my dad's dementia was getting worse. I went on the Council website and easily found information on eligibility for care and support. He had an assessment and they explained everything clearly to us both. I was signposted to support for unpaid carers too. Now we both get the right support for us.*

We will review and update our online materials in conjunction with adults with lived experience. This will ensure information is clear and accessible and include easy read versions and information on translation options.

We will review our front door arrangements to develop an integrated hub providing information and advice, individual wellbeing support plans and a follow up service to ensure signposted community services were accessed and fulfilled identified support requirements.

We will actively support adults and unpaid carers to maximise their income, providing access to advice on benefit entitlements and ensuring they have the knowledge to claim if necessary. We will work in partnership with local partner organisations to do this.

We will proactively share information on support services for unpaid carers, including targeting unknown unpaid carers and those who do not think of themselves as unpaid carers.

We will ensure adults and unpaid carers can access a wide range of local support services by promoting voluntary and community groups.

We will ensure our staff are trained to support and advise neurodivergent people, including tailoring advice delivery to match their needs and preferences.



# We will enable you to regain your wellbeing and independence

The adults we support have told us how important it is for them to be as independent as possible and remain living in their own home, while having support available when they need it.

We have designed our services to be responsive to adults' needs, including the ability to move between levels of support as needs require – including for short periods of time. This offers a pathway for people towards increased independence, with short-term intensive support followed by less intensive long-term support.

We continually review our reablement offer seeking feedback from the adults who use our services.



*I have lived in my house for fifty years; my family still live nearby. I was worried that I would need to go into a care home after I fell. I spoke to my social worker, and she arranged for some support from the Recovery and Independence Team to help me regain my strength and confidence. I also had assistive technology installed. Now I can continue to live independently in my own home.*

We will increase choice and control for adults, as well as prevent or delay the onset of more intensive needs, by embracing technology enabled care.

We will provide suitable equipment for home adaptations, such as grabrails, and provide clear information on our criteria to fund major adaptations.

We will review and invest to increase the capacity of our home based reablement service to support more adults to maximise independence.

We will promote support services and respite opportunities to unpaid carers, prioritising their wellbeing and ability to continue supporting the person they care for.

Working with our health colleagues we will improve hospital discharge arrangements to ensure timely discharge and availability of services.

We will take a multi-disciplinary approach to ensure positive outcomes for people discharged from mental health support settings.

## We will ensure you have quality care that is value for money

Making Redcar and Cleveland a place where people live longer, more fulfilling, and independent lives means promoting quality throughout our care and support services. This is done in conjunction with a range of partners and monitored through established processes with clear links to safeguarding as appropriate.

Workforce availability is a significant challenge for Adult Social Care nationally; we have seen increased numbers of experienced carers leave the sector following the pressures of the pandemic and ongoing budget restrictions.

We continue to work with all partners to promote high care standards and support innovative thinking and solutions.



We will review our commissioning model and invest in outcomes-based commissioning methods to provide improved service availability and respond to the changing needs of the Borough.

We will engage with all stakeholders and adults with lived experience to remodel services where appropriate and develop a co-production approach.

We will continue to develop our quality assurance programme to maintain and improve high standards and safe care throughout our commissioned services.

We will effectively manage commissioning budgets through online billing and reinvesting innovatively with the sector.

We will continue to invest in developing and training our workforce, using sector-specific workforce and succession planning. We will continue to promote a career in care.

We will develop a new data dashboard to help us forward plan more effectively, anticipating the care needs of our population and better supporting adults and unpaid carers.

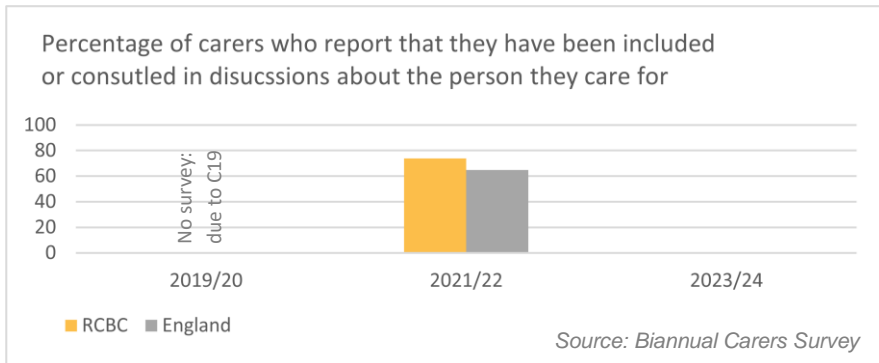
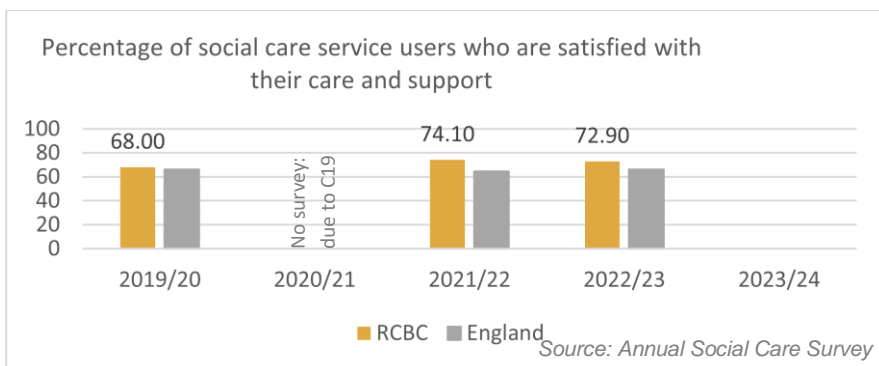
# Measuring what matters and tracking our progress

We want this strategy to make a meaningful difference to the adults and unpaid carers we support. Feedback from adults and unpaid carers with lived experience, our workforce, and wider stakeholders is vital to help us understand what we do well and what we want to improve. We will use this alongside the information on this page to monitor our performance.

We will report annually on this strategy through our Local Account, sharing this with Senior Leaders and our Scrutiny and Improvement Committee, evidencing our progress and allowing appropriate accountability to the adults and unpaid carers we are here to support.

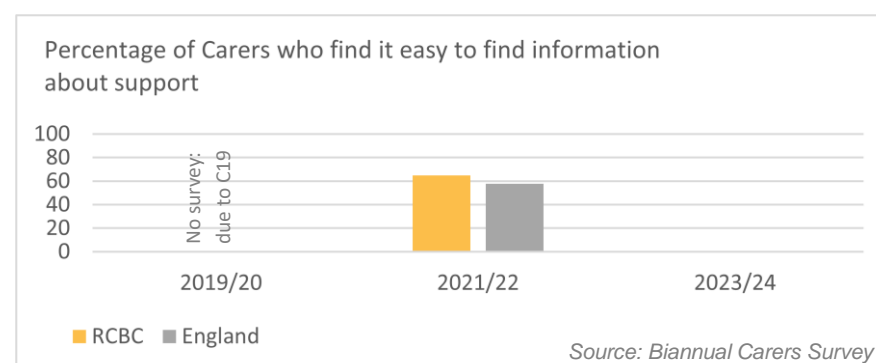
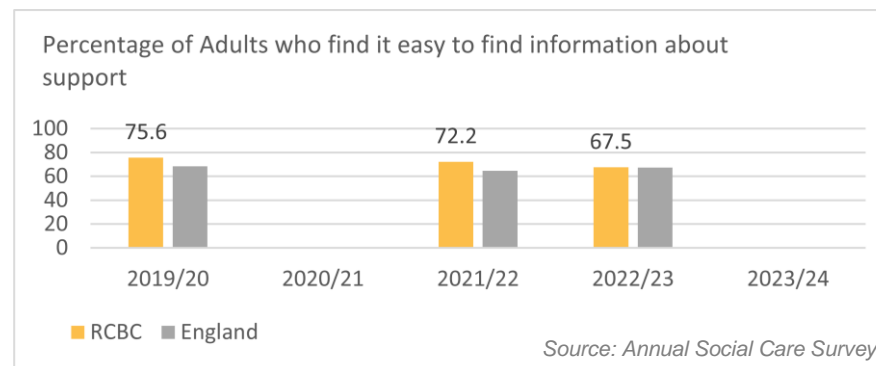
## We will:

Listen to you, so you shape your own support.



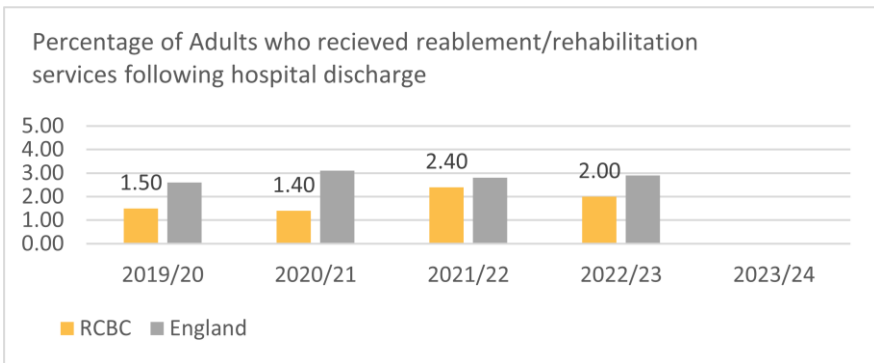
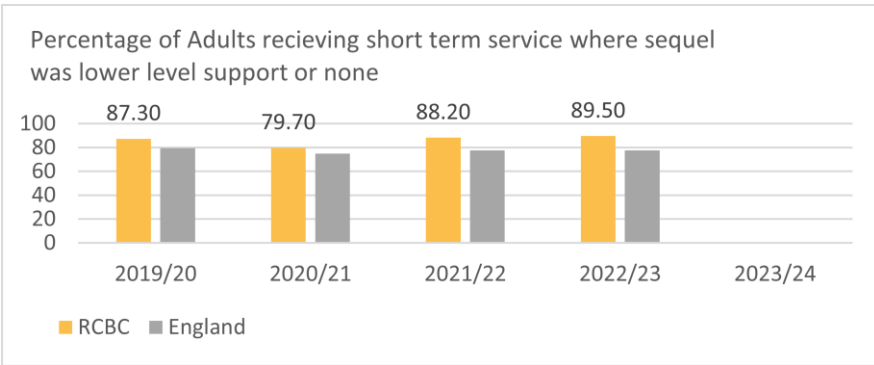
## We will:

Provide you with information and advice when you need it.



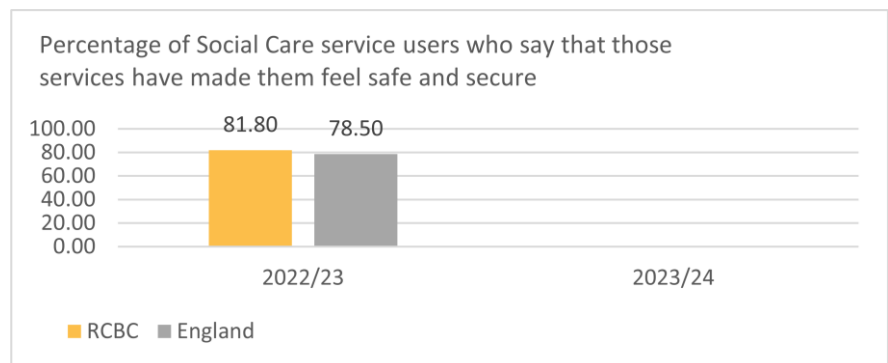
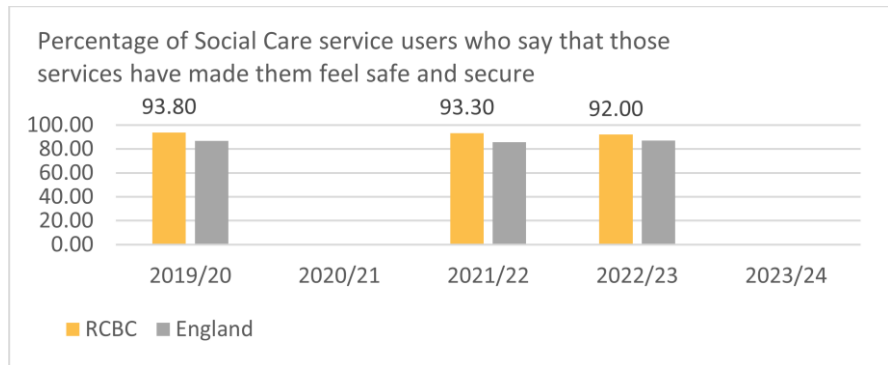
**We will:**

Enable you to regain your wellbeing and independence.



**We will:**

Ensure you have quality care that is value for money.



**“We will help you live safe and well, in the place you call home, with the people and things you love, connected to your community, doing the things that matter to you.”**

## **Our Commitment to Adults and Unpaid Carers**

- **Listen** *I am listened to and shape my own support*
- **Advise** *I am given information and advice when I need it*
- **Enable** *I am enabled to regain my wellbeing and independence*
- **Support** *I am provided with quality care that is value for money*

