



Foreword

Welcome to Cheshire East Council's Adult Social Care Local Account 2020/21

On 23rd March 2020 the government announced that the UK would be sent into 'lockdown' in an unprecedented step to attempt to limit the spread of Covid-19. The pandemic has impacted on over 190 countries; and in the UK it has presented us with the biggest challenge our health and care system has ever faced.

Across Cheshire East the majority of services were already overstretched with workforce challenges and increasing demand within significant financial constraints; and yet our health and care services and how we work collectively to deliver them, has been transformed in an extremely short space of time. This year's Local Account has been written with the challenges faced by services during this most difficult of years.

Adult Social Care makes a significant and distinctive contribution to residents living across Cheshire East by ensuring that adults at risk are protected and that adults with support needs are able to live full and valued lives. Adult Social Care responds to a wide range of needs, helping people to live as independently as possible, whilst supporting people during times of crisis and balancing rights and risks.

We have a vision for people in Cheshire East where every day is the best it can be. Where people live happy, healthy and safe lives; where people live in the place they call home with the people and things that they love, in communities where they look out for one another, doing the things that matter to them. When more help is needed, it starts with a conversation about what makes a great day for them, then builds upon the things in their life which enable them to live happily at home, help is arranged in ways to suit them by caring people. Where individuals, communities and local organisations work together to build on our collective strengths to reduce inequality and to improve our health and wellbeing.

Jill Broomhall
Operational Director of
Adult Social Care



The Corporate Plan 2021- 2025 - The Plan is based around a key vision of being open, fair and green, leading to the following strategic priorities:

- An open and enabling organisation
- A council which empowers and cares about people
- A thriving and sustainable place

Our vision is for a more open, fairer, greener Cheshire East

Open

We will provide strong community leadership and work transparently with our residents, businesses and partners to deliver our ambition in Cheshire East

Fair

We aim to reduce inequalities, promote fairness and opportunity for all and support our most vulnerable residents

Green

We will lead our communities to protect and enhance our environment, tackle the climate emergency and drive sustainable development

Our Values

We are
flexible

We
innovate

We take
responsibility

We deliver
the **service**
that customers
need

We use
effective
teamwork

Adult Social Care links to Corporate Plan:

An open and enabling organisation

- Ensure that there is transparency in all aspects of council decision making
- Listen, learn and respond to our residents, promoting opportunities for a two-way conversation
- Support a sustainable financial future for the council, through service development, improvement and transformation
- Look at opportunities to bring more income into the borough
- Support and develop our workforce to be confident, motivated, innovative, resilient and empowered
- Promote and develop the services of the council through regular communication and engagement with all residents

A council which empowers and cares about people

- Work together with residents and partners to support people and communities to be strong and resilient
- Reduce health inequalities across the borough
- Protect and support our communities and safeguard children, adults at risk and families from abuse, neglect and exploitation
- Reduce the reliance on long term care by improving services closer to home and providing more extra care facilities, including dementia services

Priorities – Adult Social Care

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60% of the council's net budget is spent on providing support for People based services



89% of Adult Social Care users say our services have made them feel safe and secure

- Increase the opportunities for children, young adults and adults with additional needs.
- Reduce the reliance on long term care by improving services closer to home and providing more extra care facilities, including dementia services.

We recognise that promoting equality and diversity will improve public services for everyone. We want Cheshire East to be an area of equal opportunity, where everyone has a fair chance and people from all backgrounds take part in community life.

To do this it is important to consider all individuals when carrying out day to day work. Services do this by providing evidence in the form of an Equality Impact Analysis form that they have considered the effect of their work on different groups protected from discrimination by the Equality Act 2010.

The Equality Impact Analysis (EqIA) process ensures that services consider if there are any negative consequences for each of the 'protected characteristics' as detailed in the Equality Act 2010. These are age, disability, gender reassignment, marriage and civil partnership, maternity and pregnancy, race, religion or belief, sex and sexual orientation.

An EqlA is carried out on:

- All new functions, policies, procedures and services as they are developed
- Significantly altered functions, policies, procedures and services
- On existing functions and policies.

For all of the budget proposals an EqIA has been carried out where appropriate. For some of the proposals presented it is recognised that these are still very much at a concept stage, therefore for these an initial screening has been carried out with the expectation that a full and detailed EqIA will be completed in due course.

The goal of Think Local Act Personal (TLAP) is for people to have better lives through more choice and control over the support they use, often referred to as "personalisation". Cheshire East Adults Social Care staff work in a personalised way ensuring that the individual is at the centre of social care support if this is needed.

TLAP Domains:

Information and Advice: *having the information I need when I need it*

Active and Supportive Communities: *keeping friends, family and place*

Flexible Integrated Care and Support: *my support, my own way*

Workforce: *my support staff*

Risk Enablement: *feeling in control and safe*

Personal Budgets and Self Funding: *my money*

Cheshire East, the people

Our borough is home to 380,800 residents and more than 175,000 households. It contains the major towns of Crewe, Macclesfield, Congleton and Wilmslow (with populations above 20,000). There are also a number of other significant centres of population (over 10,000) in Sandbach, Poynton, Nantwich, Middlewich, Knutsford and Alsager.

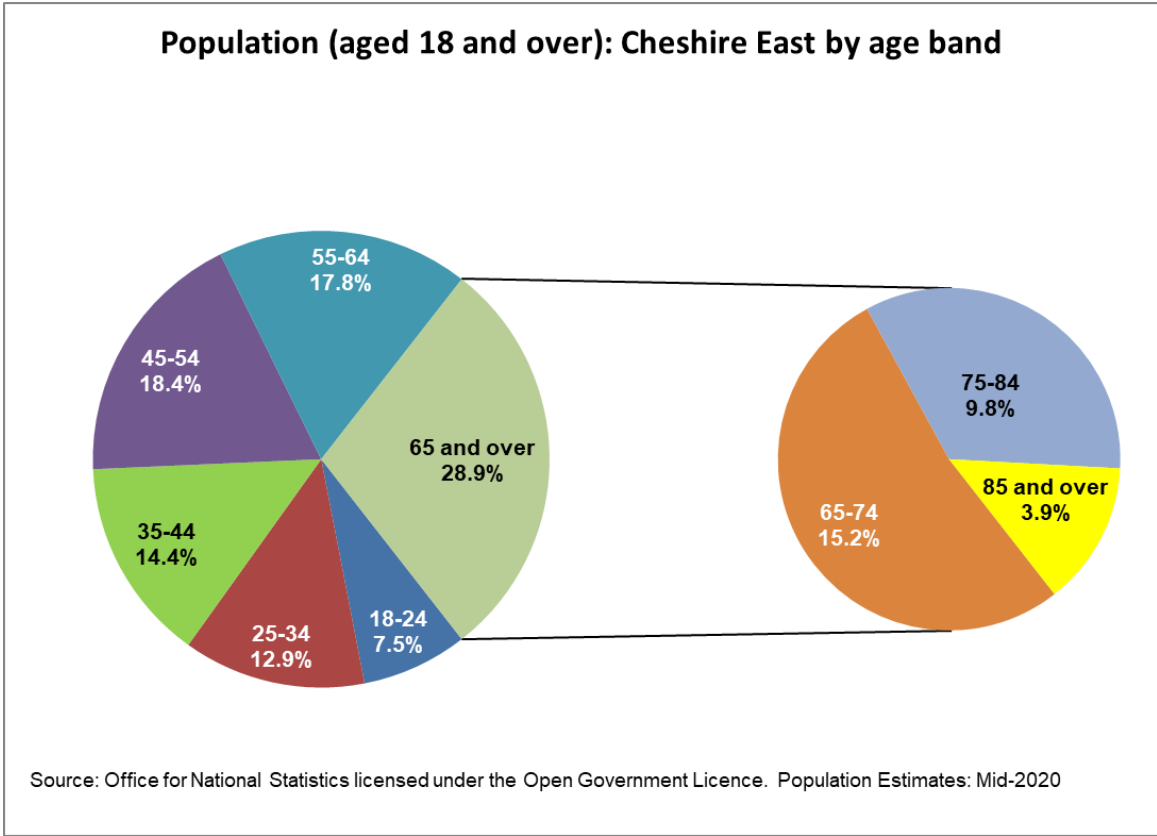
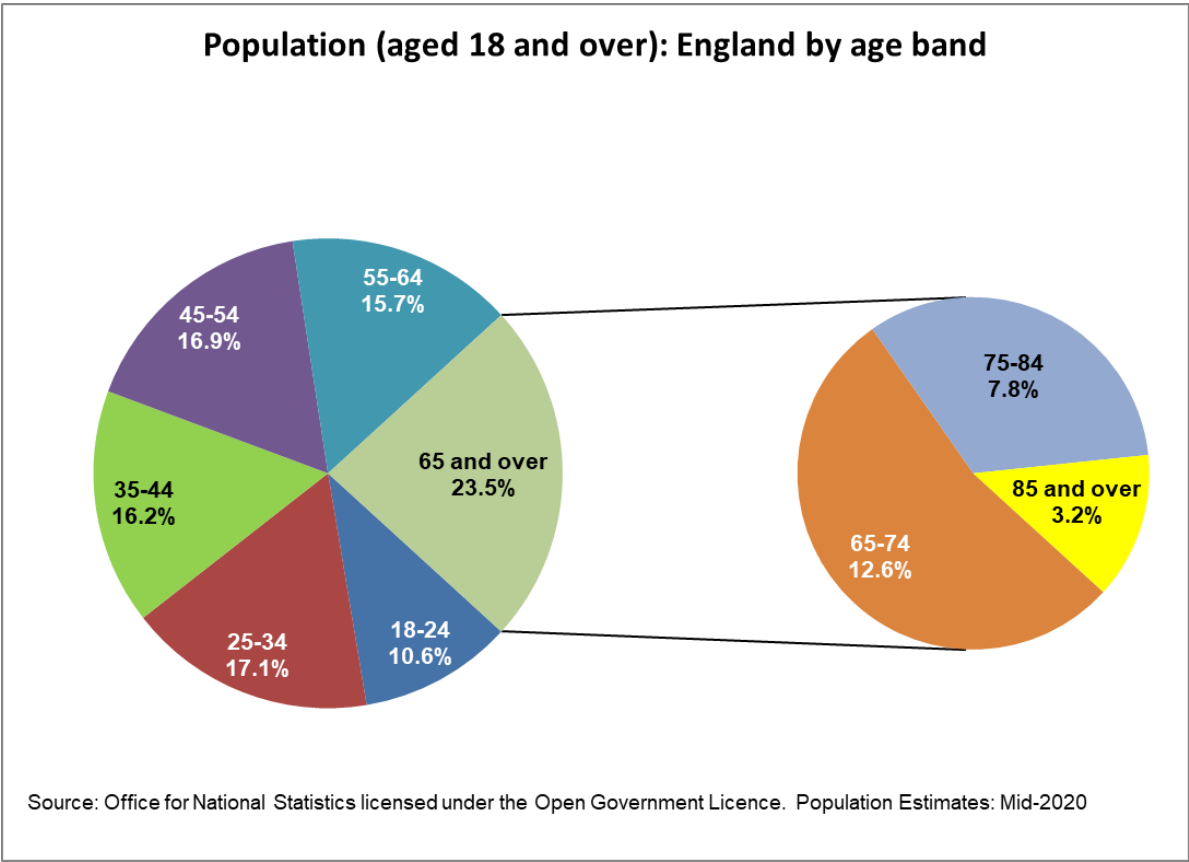
Whilst most residents enjoy a good standard of living, there are pockets of deprivation, which impact on the quality of life and opportunities for some people. Average life expectancy varies from 74 years in the most deprived areas to 83.3 years in the most affluent.

Whilst the population is predominantly White British (93.6%), Cheshire East is becoming an increasingly diverse borough due to its proximity and continually improving transport links to Manchester, Birmingham and London. It is also the home of choice for many migrant communities from across the world.

Understanding our residents and communities is at the centre of everything we do and ultimately our decision making. We use a range of information to guide support and inform our policies and initiatives but recognise there is always more to do. As our borough grows and changes, we want to be at the forefront of working together with all our communities, to do this we need to be bolder, have a meaningful two-way conversation, and continue to strive to understand what will make a difference.

An ageing population comes with its own challenges and, following national trends, we see increasingly complex needs across all age ranges.

The following charts gives a more detailed age breakdown of the Cheshire East population compared to that of England.



Terms explained

We have tried to make this document as jargon free and easy to read as possible, we have not shortened any words and will explain any terms that we use. Here are some that you will see:

People

When we use the word **People** in this document, we are talking about people who need care and support who access services.

Adult Social Care

When we talk about **Adult Social Care** we are talking about the care and support to people so they can remain independent longer.

Residents

When we talk about **Residents**, we are talking about everyone who lives in Cheshire East.

Safeguarding

When we talk about **Safeguarding** People, we are talking about the Council Policy to ensure people can live safely, free from harm and abuse.

Commissioning

When we talk about **Commissioning** we are talking about how the Council decides to use resources in meeting people's needs for care and support.

Public Health

When we talk about **Public Health**, we are talking about the Council's responsibility to ensure that the health needs of Cheshire East residents are understood and supported.

Clinical Commissioning Group (CCG)

When we talk about the **Clinical Commissioning Group (CCG)** we are talking about the commissioners who work for the National Health Service and who are responsible for contracts for health services.

Advocacy

Advocacy means getting support from another person to help you express your views and wishes, and to help make sure your voice is heard. Someone who helps you in this way is called your advocate.

Ref - Mind

What is Adult Social Care?

Adult Social Care covers a range of services to help people who have support needs arising from age, learning, physical or sensory disabilities or physical or mental health conditions and those in vulnerable situations.

The diagram below shows examples of some of the outcomes that the Adult Social Care Service seeks to achieve for service users and their carers with some of the services that Cheshire East Council commissions to help achieve these outcomes:



Our social care teams assess a person who may have support needs and arrange for relevant, timely and person-centred support.

Comments from people supported by Adult Social Care

All the staff that have visited have been very professional. They have gone out of their way to be helpful. I am very pleased that they have maintained my dignity at all times.

Thank you for all of your support to enable us to care for mums end of life. We appreciate it was difficult circumstances but received outstanding high-quality care and attention for which we are truly grateful.

He has asked me to pass on thanks to all the staff in social care that have helped him. He stated that when he calls, he feels very well supported and nothing is too much trouble and no matter what it is, the job gets done.

I can't thank you enough for the support you have given me. After I had spoken to you this morning, I felt energised that someone was there to help.

Service developments in 2020/21

Safeguarding

The safeguarding landscape is changing. Safeguarding is becoming more complex, particularly around child and adult exploitation, which can take many forms. Adults at risk, as well as young people, can become victims of organised crime, used to traffic drugs across County Lines, trapped into Modern Day Slavery, controlled by harmful practices or influenced by extremist ideologies. Adult Social Care will strengthen and adapt our knowledge and approach to safeguarding adults at risk in these ways.

Increased demand and complexity

Children's and Adults' Services have seen significant increases in demand over recent years. The number of adults with more complex physical and learning disabilities moving from Children's to Adults' Services continues to be a financial pressure. Life expectancy is also increasing; entry to all care services is likely to be later in life. The focus is to support choice by giving people the opportunity to develop their own package of support, develop person centred services that support independence and self-help, including using the skills, knowledge, connections and potential in the community to develop local networks, which build social relationships amongst isolated groups.

Reducing budgets

Nationally, Council budgets have reduced significantly due to cuts in local government income grants. In 2018-19, Cheshire East's funding reduced by £14.8m. Any budget reduction has a significant impact on the People Directorate. Adult Social Care will further develop Connected Neighbourhoods to strengthen local networks and partnerships, which work collaboratively to improve health and wellbeing. We will work with partners and the voluntary, community and faith sectors to prevent, reduce or delay the need for care and support for all local people. We will improve the capacity and quality of care within Cheshire East, including stimulating the development of an active and vibrant care market and commissioning an innovative approach.

Digital Solutions

Over recent years we have seen rapid developments in new technology and ways of working. Digital technologies are increasingly being used to deliver better outcomes for local residents and communities, foster local economic growth and help Councils save money. Adult Social Care will ensure we have the infrastructure in place that enable staff to do their jobs effectively.

Adults Social Care Outcome Framework (ASCOF) 2020/21 Results

The Adult Social Care Outcomes Framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people.

ASCOF Measure	Cheshire East 2017/18	Cheshire East 2018/19	Cheshire East 2019/20	Cheshire East 2020/21	England 2020/21
1A - Social care-related quality of life (score out of 24)	19.7	19.4	19.8	- ¹	- ¹
1B - Proportion of people who use services who have control over their daily life	82.2%	82.0%	83.1%	- ¹	- ¹
1C(1A) - Proportion of adults receiving self-directed support	96.7%	99.8%	96.9%	100.0%	92.2%
1C(1B) - Proportion of carers receiving self-directed support	70.5%	70.3%	50.5%	48.2%	87.1%
1C(2A) - Proportion of adults receiving direct payments	21.2%	24.5%	21.1%	17.4%	26.6%
1C(2B) - Proportion of carers receiving direct payments for support direct to carer	70.4%	70.3%	50.5%	48.2%	75.3%
1D - Carer-reported quality of life (score out of 12)*		7.0		- ²	- ²
1E - Proportion of adults with learning disabilities in paid employment	11.6%	11.9%	11.5%	12.0%	5.1%
1F - Proportion of adults in contact with secondary mental health services in paid employment	8.0%	9.0%	9.0%	13.0%	9.0%
1G - Proportion of adults with learning disabilities who live in their own home or with their family	88.2%	88.9%	86.0%	86.6%	78.3%
1H - Proportion of adults in contact with secondary mental health services who live independently, with or without support	46.0%	41.0%	43.0%	54.0%	58.0%
1I(1) - Proportion of people who use services who reported that they had as much social contact as they would like	51.0%	50.9%	54.4%	- ¹	- ¹
1I(2) - Proportion of carers who reported that they had as much social contact as they would like*		25.4%		- ²	- ²

ASCOF Measure	Cheshire East 2017/18	Cheshire East 2018/19	Cheshire East 2019/20	Cheshire East 2020/21	England 2020/21
2A(1) - Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population	20.2	18.8	7.3	5.9	13.3
2A(2) - Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population	667.9	681.8	761.2	500.3	498.2
2B(1) - Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	82.4%	75.6%	74.6%	- ³	79.1%
2B(2) - Proportion of older people (65 and over) offered reablement/rehabilitation service on discharge from hospital	2.2%	3.0%	1.9%	- ³	3.1%
2C(1) - Delayed transfers of care from hospital per 100,000 population	12.8	11.2	13.6	- ⁴	- ⁴
2C(2) - Delayed transfers of care from hospital which are attributable to adult social care per 100,000 population	4.3	3.4	4.7	- ⁴	- ⁴
2D - Proportion of those that received a short term service during the year where the sequel to service was either no ongoing support or support of a lower level	91.0%	90.4%	92.4%	91.9%	74.9%
3A - Overall satisfaction of people who use services with their care and support	72.2%	68.1%	69.2%	- ¹	- ¹
3B - Overall satisfaction of carers with social services*		35.4%		- ²	- ²
3C - Proportion of carers who report that they have been included or consulted in discussion about the person they care for*		65.8%		- ²	- ²
3D(1) - Proportion of people who use services who find it easy to find information about services	72.0%	72.8%	69.4%	- ¹	- ¹
3D(2) - Proportion of carers who find it easy to find information about services*		59.9%		- ²	- ²
4A - Proportion of people who use services who feel safe	72.8%	71.1%	74.6%	- ¹	- ¹
4B - Proportion of people who use services who say that those services have made them feel safe and secure	91.4%	89.2%	92.6%	- ¹	- ¹

* Based on data from the Survey of Adult Carers in England (SACE) which takes places every two years.

1. This measure is sourced from the Adults Social Care Survey (ASCS). In 2020/21, due to the pandemic, this survey was designated by NHS Digital as optional and was not undertaken in Cheshire East.
2. This measure is sourced from the Survey of Adult Carers in England (SACE). Due to the pandemic, the 2020/21 survey was postponed until 2021/22.
3. Due to the pandemic, the local Hospital Trusts did not submit data required to derive the source data for this measure for 2020/21.
4. This is sourced from hospital discharge data from NHS England. Due to the pandemic, the national data collection was suspended in 2020/21.

Early Intervention and Prevention

Suicide Prevention Day

World Suicide Prevention Day in September is an event which raises awareness of suicide and suicide prevention across the world. This year the Covid-19 pandemic is taking its toll on the mental health of many. To mark the day Cheshire and Merseyside Public Health Collaborative (CHAMPS), hosted a webinar via Microsoft Teams, where people could find out more about the progress of the Cheshire & Merseyside NO MORE Suicide Strategy and look to the future with hope following the Covid pandemic. Local and national speakers from organisations working to prevent suicide in our communities also featured.



Funding is available from NHS England, for Health and Care Partnership, Clinical Commissioning Groups, Public Health England, Local Authorities and Mental Health Trusts, to target support to middle-aged men, to improve mental health literacy and reduce the number of suicides in men locally over a 12 month intervention period. This will help them to develop the skills and tactics needed to support each other when they are struggling to cope and finding life difficult.

Social Value Award success

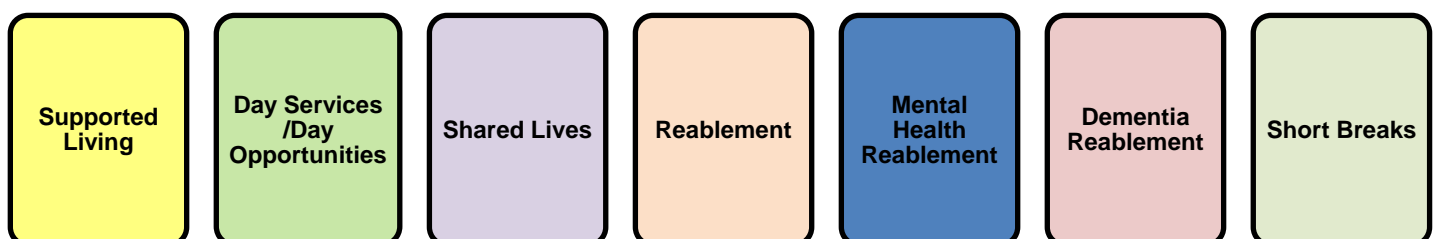


SOCIAL RESPONSIBILITY

Our People's Directorate Commissioning Team has been successful in earning a social value award. This is an award that recognises organisations, which not only consider their 'sole purpose', but also create a positive impact for society. This means Cheshire East Council considers the impact of every pound we spend and how we work with all our suppliers to achieve the best results possible for our borough. Social value is recognised both nationally and locally as a beneficial tool for driving innovation, tackling health inequalities and securing improvements in social economic and environmental outcomes for communities.

Cheshire Easy Care4CE Service

Care4CE is the 'in house' Adult Social Care provider service for Cheshire East Council. It provides a range of services, including:



These services can be accessed via the Cheshire East website at Live Well:
[Live Well Cheshire East](#)

Many of these services have continued to provide support to the residents of Cheshire East throughout the pandemic whilst others have re-opened as and when it has been safe to do so following Government and Public Health advice. Throughout the period of the pandemic the Care4CE teams have worked flexibly, alongside other agencies and have adapted to new ways of working to ensure that the health and wellbeing of the people they support is maintained. Looking forward, the services will reflect on the lessons learned over the last 18 months and will adapt and respond to continue meet the changing needs of the residents of Cheshire East.

People Helping People

Early in the pandemic Cheshire East Council moved quickly to create the People Helping People service which works collaboratively with new and existing Voluntary, Community, Faith and Social Enterprise (VCFSE) sector partners and local volunteers to channel community-based support to meet the needs of people needing help. People may find themselves isolated without family, friends, or a support network. The service is mainly delivered for the local community, by the local community, with options including: telephone support, advice and reassurance, signposting to local and national services equipped to meet specific support needs and access to essential food and medical supplies.

Some examples of People Helping People:

An elderly person known to Social Care had a fall, was seen by paramedics but did not require treatment in hospital. The incident occurred at the beginning of a bank holiday weekend. People Helping People volunteers stepped in immediately to provide shopping, medication collection and general 'check in and chat' over the weekend.



A registered blind person, also a Carer, was quite distressed as they had accidentally burnt their bus pass limiting their ability to access the community. The People Helping People team were able to assist in replacing the bus pass and arranged for colleagues at Cheshire Fire and Rescue Service to conduct a fire safety check at the property also for a local church to provide regular hot meals to avoid any risk in the future.



Support from One You Cheshire East



One You Cheshire East is a council-commissioned, free health service designed to help people living in Cheshire East lead healthier lives. It provides options for people to address a range of lifestyle issues.



Each 12 week programme has been designed by experts to ensure participants are supported to make sustainable changes. Prior to lockdown, the One You Cheshire East programmes were delivered in leisure and community centres. During the pandemic programmes such as 'Lose Weight' - designed to create healthier eating habits and understanding about food and nutrition and 'Stand Strong' – fitness classes to help people aged 65+ reduce their risk of falling, were available digitally and over the telephone.

Learning Disability Awareness



As part of Learning Disability Awareness week in June which local organisations with Mencap promoted, educational resources in easy read format were available to enable staff to widen access for people with a learning difference. Leaflets were also available for disability networks, community groups, service users, parents and carers in Cheshire East.



COVID Crisis Response

From the start of the pandemic, Cheshire East Council quickly co-ordinated daily update meetings, bringing together Adult Social Care Managers from Operational, Commissioning and Public Health Teams. This enabled effective communication, risk assessment and risk management planning, and targeted interventions for vulnerable citizens whether living at home or in Care Settings. It also provided a support network for staff providing a safe place to share anxieties, ask questions, find solutions and to work effectively as a whole team.

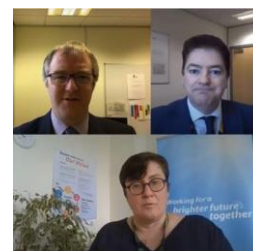


Staff were provided with new IT equipment to support them working from home as well as advice on how to manage new ways of working, ensuring that they had access to Chat and Support facilities. Staff were provided with PPE equipment and continued to provide face to face assessments in Safeguarding and Mental Health Act admissions. Staff with relevant skills were redeployed to support those deemed as

“vulnerable” via the People Helping People Programme, whilst Community Enforcement Officers and Anti-Social Behaviour Officers provided vehicles to dispense PPE equipment to Care Homes across the Borough.

Thank you to our Adult Social Care staff

Our Adult Social Care staff worked tirelessly to respond to the Covid-19 pandemic, operating on the front line and in extremely difficult circumstances. The nature of social care support became more challenging, complex and emotional, but like all Cheshire East staff, they showed great resilience and adaptability in helping to prioritise the most vulnerable members of our community. In recognition a special thank you message from the Leader of the Council, Councillor Sam Corcoran, Deputy Leader, Councillor Craig Browne, and Chief Executive, Lorraine O'Donnell, was made to the Adult Social Care team for their dedication throughout the crisis.



Neighbourhood Partnerships

New 'Social Action Partnership Service' contract



As part of Cheshire East Council's continuing commitment to the voluntary community faith and social enterprise sector, we have awarded a contract for a new 'social action partnership service' to an organisation called Pulse Regeneration. The new service will help the sector to develop and flourish locally through advice, information and the forming of connections and partnerships.

Additionally, it will also act as an independent voice for the sector. There are over 1,000 such organisations within Cheshire East which support a range of groups. These include children and young people, older people, people with disabilities and families.

Social action projects are carried out by individuals or groups of people working together for the good of others and are not for profit. They aim to help solve the problems that are important to communities or individuals such as antisocial behaviour or social isolation.

All Age Cheshire East Mental Health Partnership Board

An All-Age Cheshire East Mental Health Partnership Board to promote partnership working, engage with communities and tackle stigma associated with mental health and monitor the implementation of the strategy, is now firmly established. Membership includes representatives from Health, Adults Social Care, voluntary organisations, carers and people who have experience of living with mental health problems. As a result, a number of joint key priority areas have been identified across Cheshire to be taken forward as sub-groups, these include - early intervention, prevention and crisis.

The Board will focus on items such as:

Support service users and carers to campaign for better service provision

Respond effectively and efficiently to meeting the needs of people experiencing mental ill health and or distress and their carers

Support people through recovery to achieve their maximum potential to lead active lives

Support service users and carers campaign for better service provision

Inform and influence local groups, meetings and policies that will have a positive impact on people's mental health and wellbeing.

Promote good mental health and wellbeing

Promote the development of good quality service provision and equity of access across Cheshire East.

Community Mental Health Transformation Project



Cheshire East has been working with partners including Rethink to provide people who live with a severe mental illness support in the community especially through the Coronavirus pandemic. We know that living with a



severe mental illness can be challenging and the pandemic could create additional problems. The information provided aimed to help people ease or overcome some of the problems they experienced. Rethink provides information and advice around subjects such as managing anxiety and stress, top tips on managing mental health, how to support someone with a mental illness and advice for carers.

Older People Scams Awareness

Cheshire East Council worked with partners, volunteers in the community and voluntary organisations on a project to raise awareness of scams, empower older people to identify, support others and take action through a range of activities. Due to the pandemic these included online and sometimes face to face information sessions about how to spot, avoid and report scams. Following the sessions 93% of people confirmed an improvement in awareness. One to one support sessions for scam victims were delivered by telephone. To reach as many people as possible social media, local Newspapers and Citizen's Advice worked together to spread the word. Local partnerships have flourished because the project's aims and objectives align with those of the stakeholders involved.



Feedback from people following awareness raising sessions:

We felt our scams awareness was high but after your sessions we realised we were not as aware as we thought.

I'd had an intimidating message on my answerphone from a scammer threatening to arrest me for unpaid tax. Thanks to the scam awareness information I wasn't concerned.

Local Area Co-ordinators

Local Area Coordinators (LACs) primary role is to provide a holistic support service, to help people achieve their vision of a good life and what matters to them. During 2020 the pandemic meant that LACs had to find different, innovative ways to provide support as usually they work with people face to face helping them to access support in the community. They have done this in many ways such as working with community partners and colleagues in the People Helping People Service making sure that everyone who was staying at home including people at risk, their families and Carers had all the support they needed. They also worked with Community Social Work teams providing information, signposting, and options to keep people needing support busy. A booklet was produced to promote their work called 'Things to do in Lockdown' which included links to the website with interactive things to do such as word searches and how to make bird feeders. There was even an interactive link for those who were missing the weekly disco to join online.

Local Area Co-ordinator

January 2021



Things to do....

Sarah Jordan Adult Learning Disability and Transition Team 01717 733200



Active and Supportive Communities

Here for our Cheshire East Carers with our Carers' Hub



During the Covid-19 pandemic the way in which we deliver services changed, in order to keep our local community of carers safe and well, we still operated a full service and welcomed new referrals to our Cheshire East Carers' Hub for both young carers (age 5 to 18) and adult carers across the borough, ensuring that carers of all ages in Cheshire East were supported and could continue caring while maintaining their own health and wellbeing. Contact with new carers by the Carers Hub, which included statutory carers assessments was made over the telephone or via video call.



The Hub provides carers of all ages access to information, advice and a wide range of support services. Support services are designed to help carers continue in their caring role for as long as they choose and reduce the impact of the caring role on their own health and wellbeing. Support can include:

Support to access community, health and wellbeing services

Access to a 24 hour CHAT Line manned by other Carers

Information, advice and guidance

Support to take a break

Access to activities, training, a living well-fund and

Advice on managing someone else's affairs

Comments from carers accessing the Hub:

It took me a while to make that first step and register with the Carers Hub, and I'm so glad I did. Through the Hub, I talk to other Carers where we chat about things ranging from dementia to cake-making! It really does help me when I talk to other people who know what you are going through and pick up lots of hints and tips.

You can be involved with the Hub as much or as little as you want, it's up to you really but it's so reassuring that they are at hand if you need it. For example, on Carers Rights Day we received free advice from a solicitor on powers of attorney.

Council launches unpaid Carers Survey to help shape support services



In March Cheshire East Council launched a local survey for unpaid carers in Cheshire East, seeking feedback on their experiences, and to inform how best to support them. An unpaid carer is anyone, including adults and children who look after a partner, family member or friend, who needs help because of their illness, frailty, disability, mental health problem or addiction, and cannot cope without their support. Both adults and young unpaid carers

were eligible to take part in this survey. Many carers juggle their caring responsibilities with work, studying and other family commitments, whereas some younger carers in particular are not known to be carers, and don't tell relatives, friends or healthcare professionals due to fear of separation, guilt, pride and other reasons.

During the pandemic (November) challenges for carers included:

Four in five unpaid carers (81%) are currently providing more care than before the first lockdown.

More than three quarters (78%) of carers reported that the needs of the person they care for have increased recently.

Most carers (64%) have not been able to take any breaks at all in the six months from the first lockdown.

More than half (58%) of carers have seen their physical health impacted by caring through the pandemic, while 64% said their mental health had worsened.

Help is available to struggling carers through the Cheshire East Carers Hub, which provides a wide range of specialist support services, designed to help adult and young carers continue in their caring role for as long as they choose, while reducing the impact their caring role can have on their mental and physical wellbeing.

Carers need to know their rights wherever they are in their caring journey: whether they are in the workplace, in a



healthcare setting, when interacting with professionals or at home. The Carers Rights Day, aimed to empower Carers with information and support, so they can feel confident asking for what they need. We also want Carers to know how to challenge things when their rights are not being met.



Care Finder



Care Finder can help people arrange care services online by completing simple questions about their

requirements, this is helpful for people who pay for their own care or have a personal budget. Responses are shared with matching providers registered in the Live Well online service directory, giving people greater choice and control of the services they need. Providers respond online, allowing people to compare and choose the provider most suitable to support their needs. Care Finder places people at the centre of managing and controlling their care and health information online. There is no cost to use this service. Services available on Care Finder include: Home Care, Referral for a Personal Assistant, Supported Living (with or without accommodation), Equipment and Adaptations, Practical Support at home, Residential and Nursing Care Homes, Respite Care Homes.



Improving care choices for residents



Learning Disability Partnership Board



To ensure that all individuals with learning disabilities have the opportunity to fully integrate within their local community with access to universal services, the Learning Disability Partnership Board was relaunched as an LD All Age Partnership Board (November 2020). The Board will



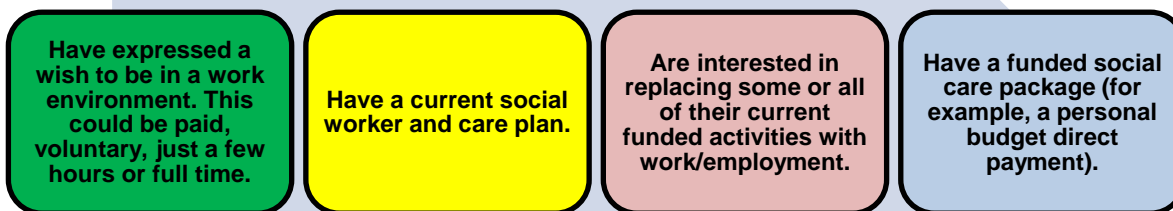
raise awareness and support people with learning disabilities of all ages in the borough and represent them to have a voice. Representatives from the Council and NHS will work with independent providers, voluntary organisations, advocacy groups, Carers and service users to promote and co-ordinate working together, co-ordinate action and change in learning disability services when and where this is needed.



Support to find work for people with mental health conditions

Adult Social Care introduced a project that focuses on people with more complex needs looking for work, one of the main target groups are people with mental health conditions, this is called our Proof of Concept project.

People can apply for help who:



The priority will be to work intensively with any disabled person who is interested in work (paid or voluntary) as an alternative to more traditional care destinations. We match experience, skills and interests to jobs in a person's local area, set up work trials and placements to take advantage of job skills. We are in partnership with numerous employers and provide support to complete application forms and invaluable interview techniques.

Helping people to leave Hospital

Local Area Co-ordinators helped with hospital discharges working with Social Care colleagues and Hospital teams to ensure people returned safely to properties which were ready for them. They also delivered winter warmth goods to families in need across Cheshire East during the cold winter snap in December 2020 this continued to February 2021 and included items such as oil filter radiators, blankets, hats and scarves, hot water bottles.



Helping with urgent assistance



From April 2020 Local Area Co-ordinators (LACs) working with colleagues in the People Helping People Service and voluntary organisations saw an increase in referrals for people needing urgent assistance with medication collection, shopping, and in some instances someone to talk to, some referrals needed a response within 48 hours.

LACs spent the time needed to support people

who were feeling very lonely isolated and frightened, telephone calls were followed up on a regular basis to check that people were managing. One case involved intervention to help with a health crisis where assurance was given while an ambulance attended, then follow up support arranged to ensure medication was available regularly to avoid future crisis. Another resulted in families working together to support an elderly relative.



Outdoor gym activities

As lockdown started to ease Local Area Co-ordinators (LACs) visited community initiatives to test and see how safe they were with a view to promoting them for people to get involved. They visited the Green Gym at Hassall Green Nature Reserve and learnt how to make a wooden mallet and a tent peg, as lockdown eased further the Green Gym aimed to offer outdoor activities for individuals to learn new skills like stone walling, making willow fences, working on the wild meadow and making bird feeders. LACs continued to speak to community groups sharing what was opening as alternative ways to face to face safely support people such as weekly phone calls and emails as regular contact made a difference. LACs kept Adult Social Care colleagues updated on what was available through regular bulletins newsletters.



Safe and Supporting/Risk Prevention

National award win for My CWA (Cheshire Without Abuse)

My CWA won a national award from the Centre for Social Justice, for their fantastic work in helping abuse victims and their families across the borough. My CWA is a partnership formed with Cheshire East Council introduced to help tackle domestic abuse in our borough and provides a free confidential and expert service for families, adults, children and young people who are affected. The service includes advice clinics, support groups, recovery programmes, a counselling service, crisis accommodation, support in staying safe in their own home and behaviour change programmes for adults and children.



Virtual domestic abuse event for White Ribbon Day

To mark November 25, International White Ribbon Day, Cheshire East Council invited everyone to take a stand against family violence and raise awareness at a virtual event. This was organised with all our partners, and communities and featured those directly affected by domestic abuse. During the Covid pandemic we were acutely aware of how much harder it was for those trying to survive or escape an abusive relationship and keep their family safe, without the contact and support they might normally have been able to access from family and friends. It is critical that people know there is help available, there is hope and there can be change and recovery.



Crewe Domestic Abuse Team win award



The Crewe Domestic Abuse team, including My CWA and external partners at Cheshire East Abuse Support Unit, won the 'working in partnership' award at the 2020 virtual ACE (Achieving Excellence in Cheshire) awards. The team has reduced investigation times of domestic abuse cases by 60% - giving swifter closure to victims. The positive outcome rate for domestic abuse with injury has also increased from 18% to 34%, and numerous victims who have previously disengaged have now found safety in refuges, accepted help or supported a prosecution. These results, and this award win are fantastic to see, during a time where domestic abuse cases have increased due to the Covid-19 pandemic.

National Safeguarding Adults Week

**National
Safeguarding
Adults Week 2020**

16 to 22 November 2020



National Adult Safeguarding week was held in November and was an excellent opportunity to promote adult safeguarding and the work that organisations are doing to protect residents across Cheshire East.

Cheshire East Council and the Safeguarding Adults Board supported National Safeguarding Adults Week with a range of activities, to raise awareness about the different types of abuse that people may experience. The Care Act 2014 describes ten types of adult abuse, they are: physical, domestic, sexual, psychological, financial and material, modern slavery, neglect, discriminatory, organisational and self-neglect. Events to raise awareness, signpost people to organisations who can help, and provide information and advice were held during the week and included:



OFFICIAL



Domestic Abuse support for older people

As part of a review of the Cheshire East Dementia Strategy a leaflet was produced to raise awareness of some of the sensitive issues arising from caring for someone with a long-term illness such as Dementia, managing challenging behavioural changes – including intentional/unintentional domestic abuse. The leaflet clarified that domestic abuse affects younger people or women with young children, not just people aged over 65 years, it can happen to anyone, male or female, this includes individuals such as carers and those living with dementia. A working group will continue to raise awareness and link into other key areas of work to ensure people are able to ask for help and are supported to do so.



Domestic Abuse

Carers/ individuals with caring responsibilities
& those living with Dementia

Cheshire East Safeguarding and Dignity Awards



The Cheshire East Safeguarding and Dignity Awards 2021 event, took place in February, jointly hosted by Cheshire Safeguarding Adults Board and the Cheshire East Children's Safeguarding Partnership. Due to Covid-19 restrictions, this year's event took place online.

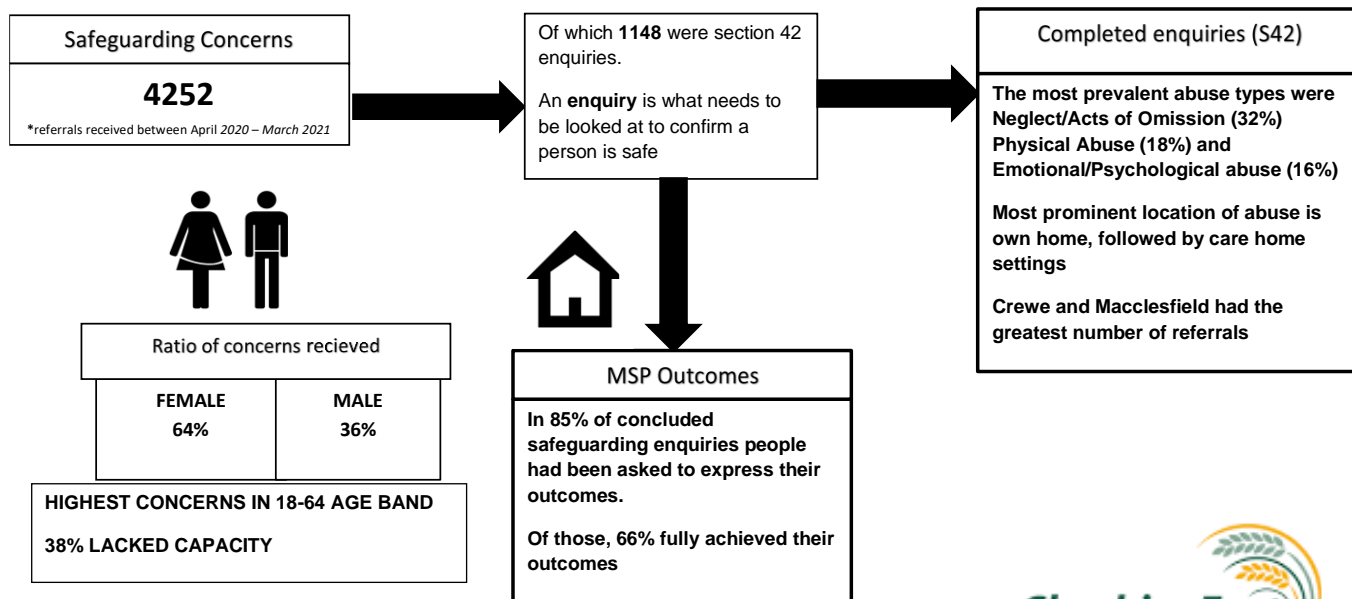
The awards were an opportunity to celebrate and recognise good practice in organisations, teams, individual workers or volunteers around treating people with dignity, and supporting and protecting children and adults at risk from abuse, harm or exploitation.

The awards celebrated over 20 winners from across Cheshire East including three members of the community who won the Special Recognition Award for rescuing vulnerable residents from a fire at a residential complex for older people.



Safeguarding Facts and Figures 2020/21

Performance and activity Information 2020-21



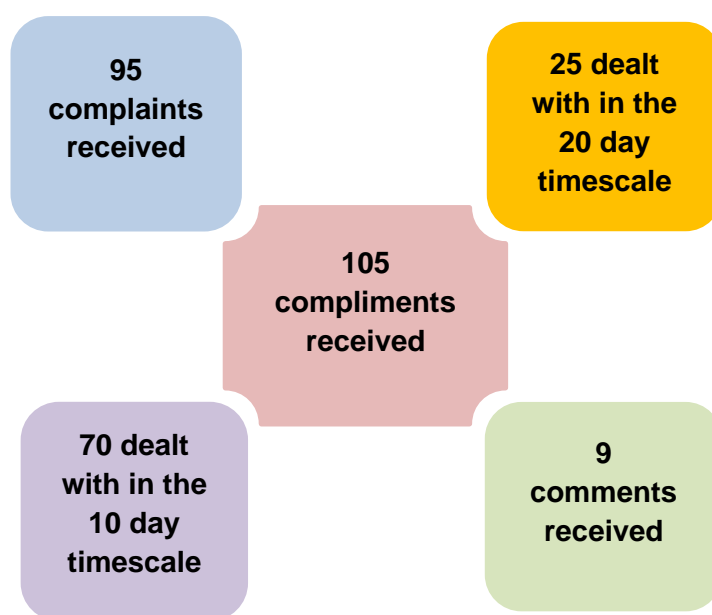
Complaints and Compliments

I do not want to sound patronising but want to say how the service you have both provided is exemplary.

What a wonderful team of personal carers you have, we cannot thank you enough for the support you have given to Mum over the last weeks.

Complaints are a welcome source of information they can inform how services perform and can highlight recurring issues so that improvements can be made. Learning from complaints can be considered with other performance measures, for example customer satisfaction surveys, as a means of preventing future problems and improving the customer's experience.

Complaints and Compliments Fact and Figures



The Adult Social Care Service routinely uses a Complaints Action Plan based on the areas of learning identified by Adult Social Care managers. This helps to identify the cause of complaints, record the learning from complaints, and logs the action which has been taken to prevent issues recurring in the future.

Useful links:

Joint Strategic Needs Assessment

The JSNA is a piece of research that every local authority has to undertake, which 'tells the story' of local people's needs.

https://cheshireeast.gov.uk/council_and_democracy/council_information/jsna/jsna.aspx

Health and Wellbeing Board

Cheshire East Health and Wellbeing Board works together to make a positive difference to people's lives through a partnership that understands and responds to the needs of the population now and in the future

https://cheshireeast.gov.uk/council_and_democracy/your_council/health_and_wellbeing_board/health_and_wellbeing_board.aspx

Live Well Cheshire East

Provides people with greater choice and control for services they need. There is useful information and advice on a range of subjects, and an easy to use directory of over 3000 services and activities in local areas people can choose and across Cheshire East.

<https://www.cheshireeast.gov.uk/livewell/livewell.aspx>

Adult Social Care into the Future

The challenge to the directorate is to manage demand and complexity whilst successfully managing the associated costs.

Challenges	Opportunities
<p>The Adults Social Care budget both here in Cheshire East, and across the country, remains under pressure as a result of a number of factors. These include young people transitioning into adulthood, care fee levels paid to external care providers, the rising demand generally and our older population requiring much more complex care.</p> <p>Extract from Medium Term Financial Strategy 2020/24</p>	<p>To ensure the Council is well placed to meet this demand it will invest in services that will deliver high quality support to our most vulnerable residents.</p>
<p>The Council currently has no electronic means of monitoring providers to ensure that individual care calls meet planned activity as set out in care plans and, therefore, deliver best value for money.</p> <p>Extract from Medium Term Financial Strategy 2020/24</p>	<p>Electronic Call Monitoring offers an automated solution to monitor care visits undertaken by commissioned providers' staff which has the potential to realise efficiency savings for the Council through improved monitoring and control of service delivery as well as providing real time data for service providers to monitor performance and ensure the safety of their staff.</p>
<p>Vulnerable and older people live safely and maintain independence within community settings.</p> <p>Extract from Corporate Plan 2021/25</p>	<p>Work with partners to develop appropriate accommodation and extra care housing models.</p>
<p>People are cared for and valued by a professional and caring workforce.</p> <p>Extract from Corporate Plan 2021/25</p>	<p>Recruit and train a skilled and motivated workforce. Provide a professional pathway for progression</p>
<p>Adults receive quality assessments of need and support planning and good quality services to keep them safe and maintain their physical and mental wellbeing.</p> <p>Extract from Corporate Plan 2021/25</p>	<p>Ensure that physical and mental wellbeing of all vulnerable people is paramount. Remain committed to maintaining and improving the quality of care and support services, ensuring that more people experience high-quality, person-centred care, now and in the future</p>

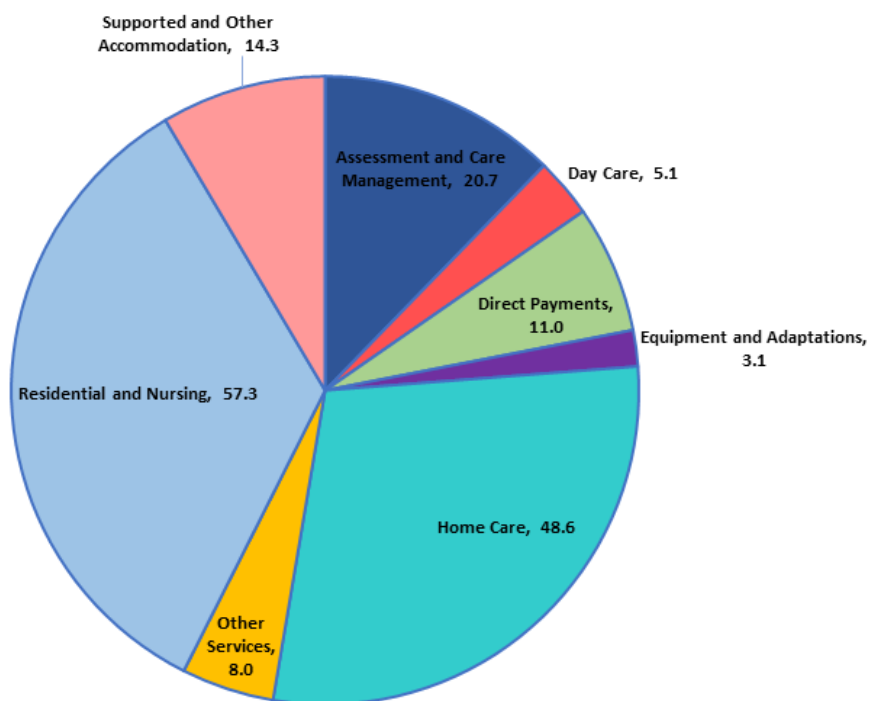
Strategic Summary

The challenges ahead	Our joint opportunities
<p>The Council currently commissions the Community and Voluntary Service Cheshire East (CVS) to provide a Joint Strategic Needs Assessment (JSNA) community contract. The purpose of the CVS liaison contract include: gathering insight from the Voluntary, Community and Faith Sector (VCFS) and communities over JSNA projects specified by the contract manager; facilitating VCFS involvement in strategic decision making e.g. events, surveys.</p> <p>Extract from Medium Term Financial Strategy 2020/24</p>	<p>By combining these contracts and redesigning the offer, we will be able to maximise the joint resources, reduce management costs and by working in better collaboration with the new additional public health analysts, and better use of the community development officers, will enable efficiencies to be made.</p>
<p>The Community Equipment service is currently commissioned by Cheshire East Council, Eastern Cheshire and South Cheshire Clinical Commissioning Groups. The service aims to improve and maintain a person's health and wellbeing through increased independence, choice, control and quality of life of the individual with the provision of equipment.</p> <p>Extract from Medium Term Financial Strategy 2020/24</p>	<p>A review is being undertaken of the Community Equipment Service to ensure that it is the most efficient and effective service for the residents of Cheshire East, the outcome of which will inform future commissioning intentions.</p>
<p>Work with partners for the benefit of our communities inspiring confidence in public services developing community cohesion and community resilience</p> <p>Extract from Corporate Plan 2021/25</p>	<p>Deliver evidence based early intervention and prevention services through our 'Connected Communities' strategy. Develop a co-ordinated partnership strategy to address and reduce loneliness and isolation.</p>
<p>People and organisations to work together to prevent and stop the risk and experience of abuse and neglect, whilst promoting the well-being of Adults with Care and Support Needs.</p> <p>Extract from Corporate Plan 2021/25</p>	<p>An ongoing commitment to work together to raise awareness about Adult Abuse, Neglect and Exploitation. Safeguard Adults at Risk in a way that supports them to make choices and have control about how they want to live. Address what has caused the abuse, neglect or exploitation. Ensure that officers are adhering to legislation and promoting best practice.</p>

Corporate overview (from Statement of Accounts 2020/21)

Where the money goes:

2020/21 TOTAL GROSS COST (£M)



Area	Total Gross Cost (£million)
	Actuals
Assessment and Care Management	20.7
Day Care	5.1
Direct Payments	11.0
Equipment and Adaptations	3.1
Home Care	48.6
Other Services	8.0
Residential and Nursing	57.3
Supported and Other Accommodation	14.3
Grand Total	168.2

Contacting Us

Contacting your local adult social care team

During normal office hours you can contact the team in your area by calling: **0300 123 5010** or Cheshire East Information Line: **0300 123 5500**. You can also write to Adult Social Care or visit our offices at:

- **Congleton** – Ground Floor, Westfields, Middlewich Road, Sandbach, CW11 1HZ
- **Crewe** – 2nd Floor Delamere House, Delamere Street, Crewe, CW1 2LL
- **Macclesfield** – Macclesfield Town Hall Market Place, Macclesfield, SK10 1EA
- **Wilmslow** – Macclesfield Town Hall Market Place, Macclesfield, SK10 1EA

Emergency Out of Hours Social Care

Phone **0300 123 5022** for emergency social services (for both Adults and Children) outside normal office hours.

The emergency out of hours service operates between 17:00 and 08:30, and 24 hours at the weekends and bank holidays.

Adults Safeguarding <https://www.cheshireeast.gov.uk/livewell/staying-safe/keeping-adults-safe/what-is-adult-abuse.aspx>

For information about adult social care and finding services

You can find information about getting help from adult social care and services available by visiting our website at <http://www.cheshireeast.gov.uk/livewell/care-and-support-for-adults/care-and-support-for-adults.aspx>

Here you will find information and factsheets about getting help. You can also search our directory of care services.

How to make a complaint or compliment

The Complaints Manager can be contacted by telephone on **0300 123 5038** by completing the form on the Cheshire East website:

https://www.cheshireeast.gov.uk/council_and_democracy/customer-services/complaints_and_feedback/social_care_compliments_and_complaints.aspx

You can also write to us at:

Compliance & Customer Relations Team
Cheshire East Council
Westfields - 1st Floor
c/o Municipal Building
Earle Street
Crewe
CW1 2BJ

To find out about and get involved in shaping our services

Please visit our website for information on current and forthcoming consultations at

http://www.cheshireeast.gov.uk/council_and_democracy/council_information/consultations/consultations.aspx

You can also contact **Healthwatch Cheshire East**, an independent organisation that exists to use the experiences and feedback of the public to help improve health and social care services.

Web: <https://healthwatchcheshireeast.org.uk/>

Phone: 0300 323 0006

Online form:

<https://healthwatchcheshireeast.org.uk/contact/>