



# Cheshire East Council Local Account for Adult Social Care 2021/22

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## Foreword

### Welcome to Cheshire East Council's Adults Social Care Local Account 2021/22

First, I want to thank everyone who has welcomed me to the Borough. Since joining the Council during 2021 I have been impressed with the beautiful county, the friendliness of the communities and the dedication of the staff. I am delighted to present the Local Account for the year.

On 23<sup>rd</sup> 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 impacted on over 190 countries; and in the UK it presented us with the biggest challenge our health and care system had ever faced.

Across Cheshire East services were already contending with significant challenges including difficulty recruiting and retaining staff, increasing demand for care and support, and growing financial pressures; and yet in responding to the pandemic our health and care services transformed in an extremely short space of time. This year's Local Account reflects the challenges faced by services during that difficult period, and the ongoing and increasing pressures we are experiencing as we look towards recovery and reset for Adult Social Care.

Adult Social Care makes a significant and distinctive contribution to residents living across Cheshire East by ensuring that adults with additional needs are supported to live complete lives which they are able to share with their families and friends. 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 helping them to make good decisions 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 individuals, then builds upon the things in their life which enables 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 health and wellbeing.

The year of 2021/22 has seen a significant rise in the number of people seeking support and the amount of support each person requires is also increasing, often as a result of the social, physical and emotionally isolation during the difficult previous year. Our staff have worked tirelessly to improve outcomes and to offer help and support required as this account demonstrates.

As we look forward to the coming year, we are an early implementer council for charging reforms including the cap on care costs. We must also prepare for the new national approach to the cost of care and national programme of assurance, which will be carried out by the Care Quality Commission (CQC). They will consider: How we work with people; How we provide support; How we keep people safe; and our Leadership and workforce.

With the emerging Integrated Care Systems (due to come into being from 1<sup>st</sup> July 2022) we will see the development of integrated services move at a more rapid pace as we work

ever closer with our health colleagues. We can expect to see a continuing focus on hospital discharges as the NHS focuses on its programme of recovery.

As I look back on 2021/22, I would like to acknowledge the challenges we have all faced and the difficulties, and in some cases, the tragedies faced by families and citizens. I would like to pay tribute to our unpaid carers, including our young carers, who worked tirelessly in supporting their loved ones and I would like to thank all of the volunteers who came forward to offer help and support to those individuals who were confined to their homes and required not only physical assistance but emotional support. You have helped us through this past year. Thank you.

Next year will be a challenge but I have no doubt that the dedication of our staff and the commitment of our voluntary and independent providers alongside our unpaid carers and families will see us through this coming year.

**Helen Charlesworth-May**  
Executive Director of Adults, Health and Integration



## 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**

### Adults 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.

## 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.  
(Corporate Plan 2021-2025)

## A council which empowers and cares about people



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



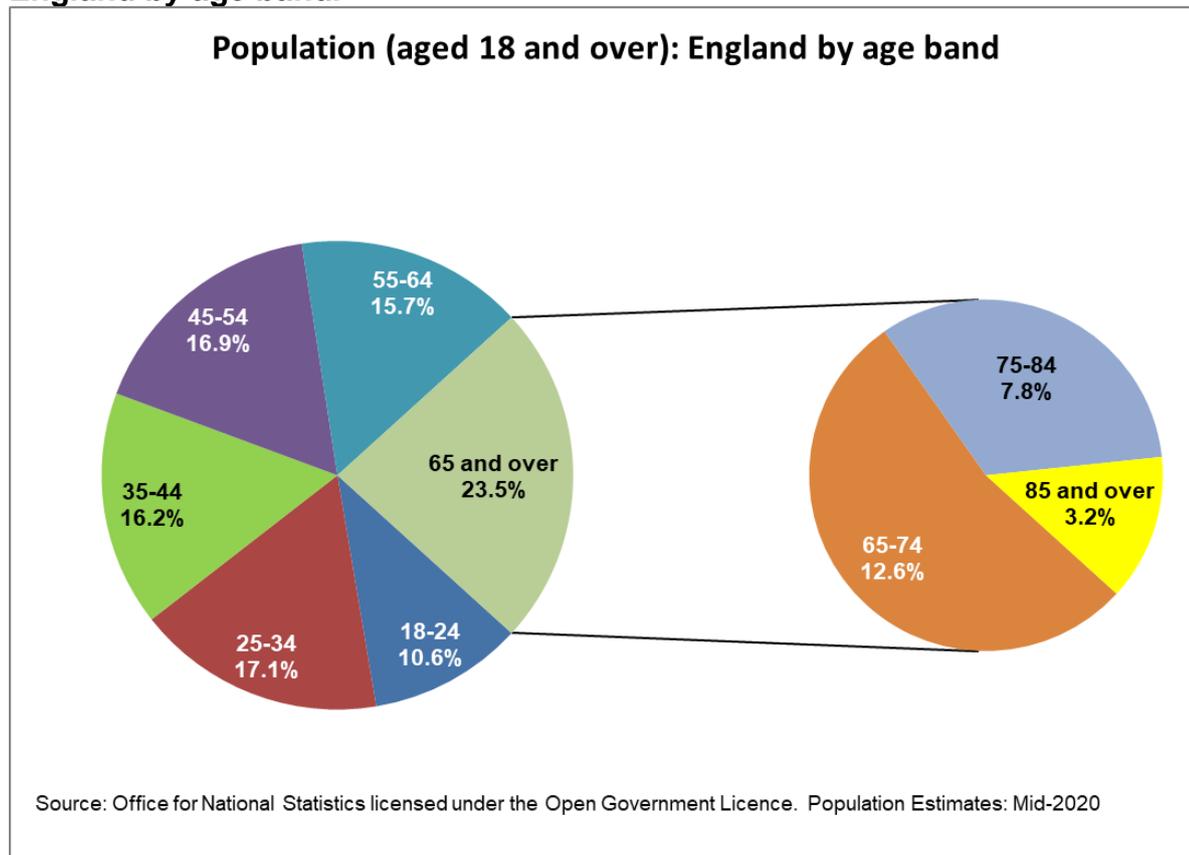
60% of the council's net budget is spent on providing support for People based services

## Priorities – Adults Social Care

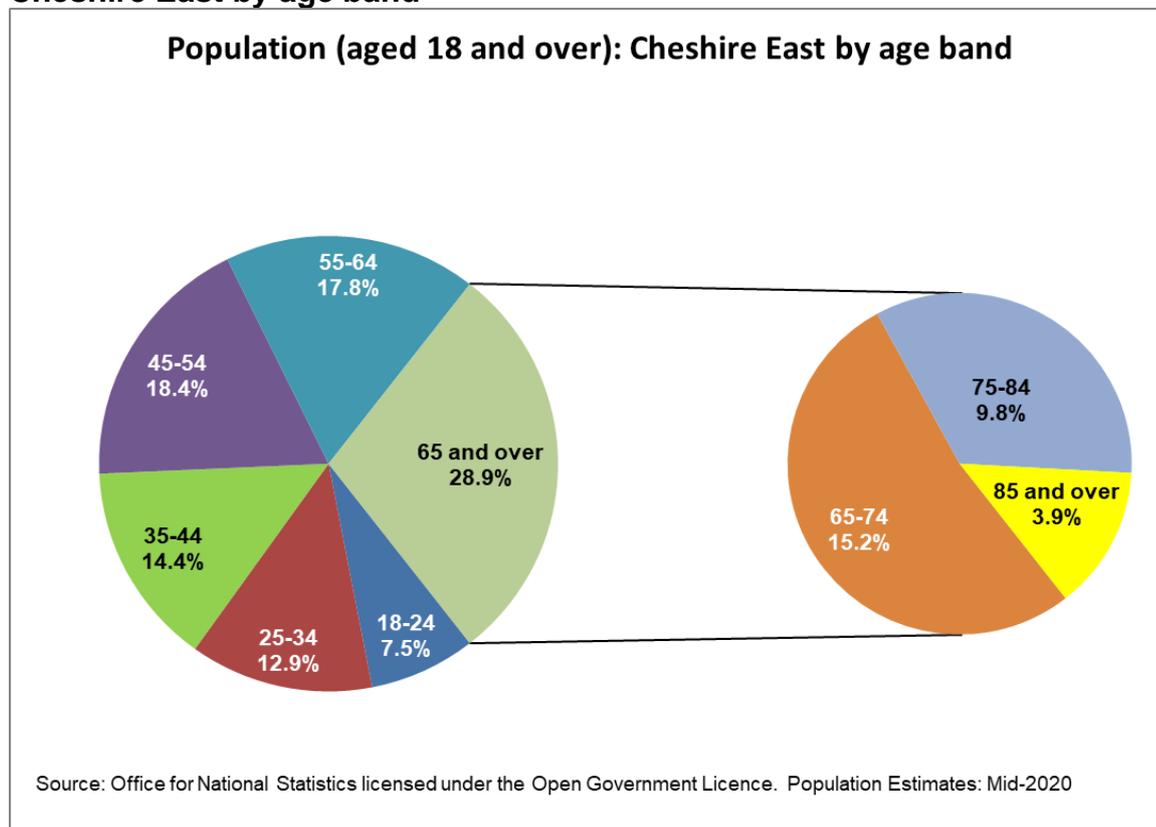
- Work together with our residents and partners to support people and communities to be strong and resilient.
- Reduce health inequalities across the borough.
- Protect and support our communities and safeguard children, adults at risk and families from abuse, neglect and exploitation
- Increase the 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.

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

### England by age band.



### Cheshire East by age band





A key role within Adult Social Care is the protection and safeguarding of Adults at Risk. An Adult at Risk is defined as a person who, for any reason, may be unable to take care of themselves or protect themselves against significant harm or exploitation. Safeguarding adults at risk involves reducing or preventing the risk of significant harm from neglect or abuse, while also supporting people to maintain control of their own lives. (ASC Business Plan 2021)

**Priorities working towards 2025 within the Adults Social Care Business Plan 2021 include:**

**Working with People and organisations to prevent and stop the risk** and experience of abuse and neglect, whilst promoting the well-being of Adult's with care and support needs. Achieved through raising awareness, supporting Adult's at risk to make choices and have control about how they want to live and address what has caused the abuse, neglect or exploitation, working within legislation and promoting best practice.

**Supporting Carers** so that they are able to continue in a caring role for as long as they want to. Focus includes identifying and offering support to Carers as part of the assessment process, access via the Carers Hub to request help and provide information.

**Prioritising Home First** for patients discharged from hospital, where possible patients are discharged to a home of their choice. Action includes expanding and developing the Home First service to support people to stay at home longer and also support Carers in their caring role, through developing integrated Health and Social Care teams and increasing the use of technology to digitally enable people.

**Ensuring that Adults receive quality assessments of need and support planning** and good quality services to keep them safe and maintain their physical and mental wellbeing. Through continued development of the Cheshire Adult Safeguarding Board. Implementing high quality social work practice, maintaining and improving the quality of care and support services and ensuring that more people experience high-quality, person-centred care, now and in the future.



## **Adults Social Care mid-year progress 2021-22 linked with the Cheshire East Corporate Plan**

**In support of equality, freedom and fairness** - a suitable Traveller transit site has been agreed, a single point of contact created with translation tools and the Council has a dedicated post to support refugees into work. There is regular engagement with BAME, Gypsy, Roma and Traveller and veteran communities to ensure these groups inform service development. Social Value is being embedded through a project group and through developing a policy which will maximise Social Value opportunities and reduce avoidable health inequalities.

**In support of community cohesion and resilience** – evidence based early intervention and prevention services delivered with local community facilities being ‘go to’ places for people to find out about services, volunteer or start up a new project.

**To reduce health inequalities across the borough** – we are working with partners to address issues of poor housing, poverty, employment and education through the Cheshire East Health and Care Place Partnership and Health and Wellbeing Board. The One You Cheshire East Service delivers healthier lifestyle programmes that support residents to be more active, lose weight and stop smoking with positive results. A network of food poverty providers has been developed who aim to support the sustainability and coordination of activity that is preventing food poverty from escalating. To improve the Mental Health of all people working and living in Cheshire East a mental health peer support tool kit is being co-produced, this will keep people connected and supported through peer-to-peer support.

**To protect and support our communities and safeguard adults at risk from abuse, neglect and exploitation** - we are working with people and organisations to raise awareness, identify and address the cause of abuse, neglect or exploitation, working within legislation requirements and promoting best practice. Through an established Multi Agency Complex Safeguarding Forum and Channel Panel, ways to protect vulnerable people are agreed with organisations such as Health and Police. A whole housing approach enables earlier identification and intervention, reducing the number of people rendered homeless due to domestic abuse, and enabling survivors to remain safely in their own homes where they choose to do so, or keep their tenancy status if they relocate.

**To enable people to live independently within the community** - leisure life and employment opportunities have been developed and engagement and participation promoted. Over the last 12 months, 6 supported living schemes, providing 55 units of accommodation were made available for people with mental health problems and people with a learning disability. There is also a short breaks scheme for adults with a learning disability. Both these provisions allow adults to be supported to live independently within their local communities. The Welfare to Work partnership co-ordinates employment support to vulnerable groups including joint working to engage with employers and creates a directory of all available services. During the pandemic innovative ways of reaching vulnerable people were created with activity and support groups made available by moving online.

**Reduce the reliance on long-term care by improving services closer to home and providing more extra care facilities including dementia services** – a steering group with partners has been set up providing oversight for the development of accommodation for vulnerable and older people. A revised business model for in-house provider Care4CE has been created, enabling Care4CE to trade and be sustainable long-term. Adult Social Care teams are linked with Health teams and work well together with multi-disciplinary meetings taking place. Our new Tech Enabled Care service is being re-commissioned with partners including Health and will explore support at home using additional technology such as apps, tablets and mobile phones to digitally enable people helping them to remain safe in their own homes and communities.

(From Corporate Plan Mid-year Review)



## 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.

### Residents

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

### 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.

### Clinical Commissioning Group (CCG)

When we talk about **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.

### Adults 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.

### 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.

### Public Health

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

### Advocacy

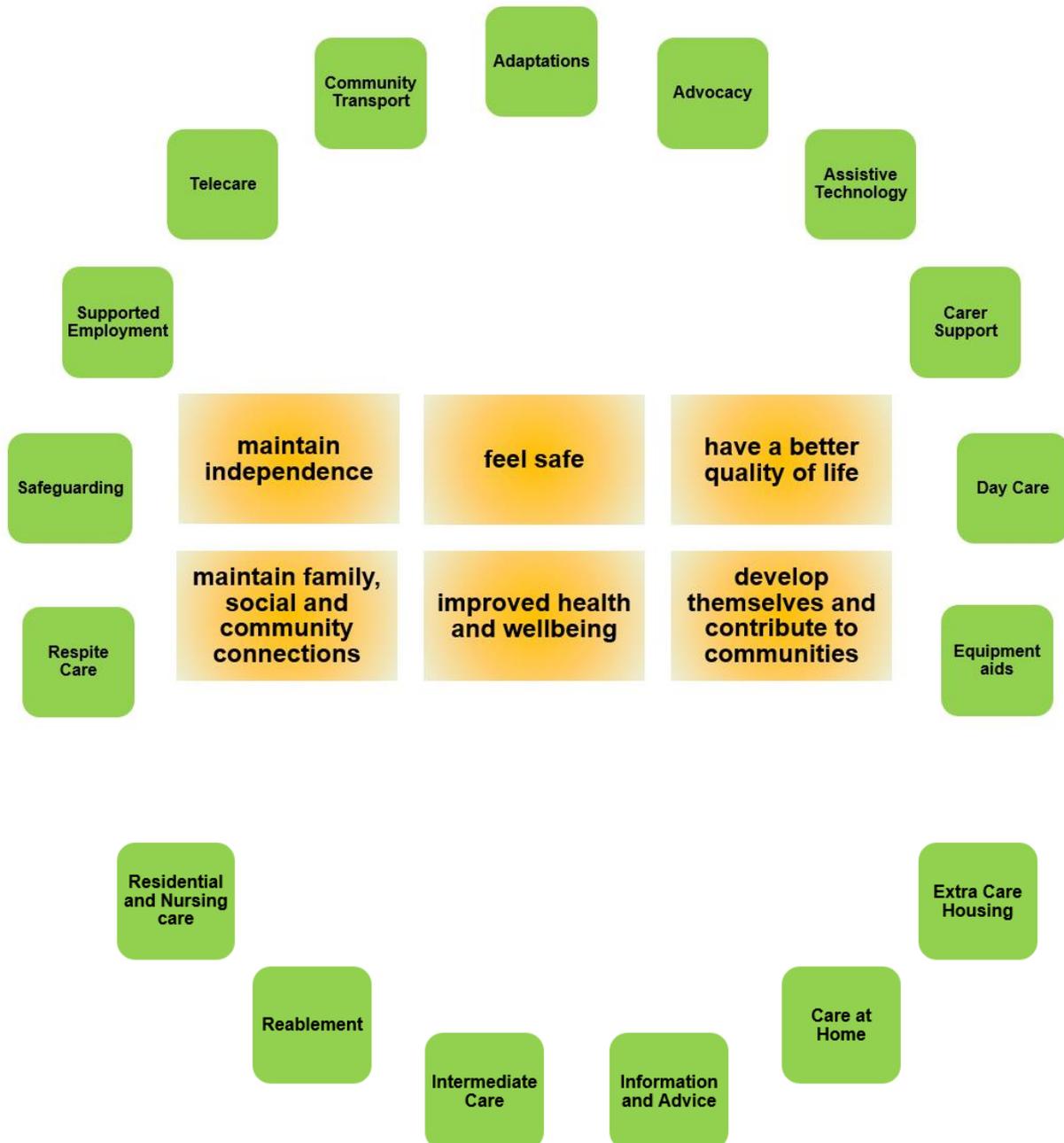
**Advocacy** means getting support from another person to help you express your views and wishes, and to help make sure your voice is heard. Someone who helps you in this way is called your advocate.

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:



## Think Local Act Personal

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*

## Comments from people supported by Adult Social Care

Hello, thanks for the update. I visited my Dad on Wednesday and one of the carers was there at lunch time. I was pleased and impressed with the care, kindness, friendliness and professionalism shown to both my Dad and myself. Thank you so much for all you have done for my Dad to facilitate his good care.

*Thank you for the information. I would like to thank you for your help and support over the past months. I know you worked very hard to ensure that XXX got her wish to stay at home, where she wanted to be. All the best for the future and please take care of yourself in these difficult times. All the very best*

Thank you for extending our care it has been much appreciated and thank you to everyone of the kind and thoughtful ladies who brightened our mornings during this gloomy winter.

Many thanks for the update. I really cannot thank you enough for your valued input with this lady and the efficiency with which you have responded to her needs.

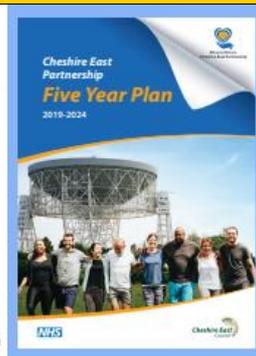
## Adults Social Care Outcome Framework (ASCOF) 2021/22 Results

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 2018/19 | Cheshire East 2019/20 | Cheshire East 2020/21 | Cheshire East 2021/22 | England 2021/22 |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------|
| 1A - Social care-related quality of life (score out of 24)  | 19.4                  | 19.8                  | -                     | <b>19.5</b>           | 18.9            |
| 1B - Proportion of people who use services who have control over their daily life   | 82.0%                 | 83.1%                 | -                     | <b>80.8%</b>          | 76.9%           |
| 1C(1A) - Proportion of adults receiving self-directed support   | 99.8%                 | 96.9%                 | 100.0%                | <b>100.0%</b>         | 94.5%           |
| 1C(1B) - Proportion of carers receiving self-directed support   | 70.3%                 | 50.5%                 | 48.2%                 | <b>34.5%</b>          | 89.3%           |
| 1C(2A) - Proportion of adults receiving direct payments   | 24.5%                 | 21.1%                 | 17.4%                 | <b>17.8%</b>          | 26.7%           |
| 1C(2B) - Proportion of carers receiving direct payments for support direct to carer   | 70.3%                 | 50.5%                 | 48.2%                 | <b>34.5%</b>          | 77.6%           |
| 1D - Carer-reported quality of life (score out of 12)   | 7.0                   |                       | -                     | <b>7.3</b>            | 7.3             |
| 1E - Proportion of adults with learning disabilities in paid employment   | 11.9%                 | 11.5%                 | 12.0%                 | <b>10.6%</b>          | 4.8%            |
| 1F - Proportion of adults in contact with secondary mental health services in paid employment   | 9.0%                  | 9.0%                  | 13.0%                 | <b>5.0%</b>           | 6.0%            |
| 1G - Proportion of adults with learning disabilities who live in their own home or with their family  | 88.9%                 | 86.0%                 | 86.6%                 | <b>85.0%</b>          | 78.8%           |
| 1H - Proportion of adults in contact with secondary mental health services who live independently, with or without support  | 41.0%                 | 43.0%                 | 54.0%                 | <b>17.0%</b>          | 26.0%           |
| 1I(1) - Proportion of people who use services who reported that they had as much social contact as they would like  | 50.9%                 | 54.4%                 | -                     | <b>47.2%</b>          | 40.6%           |
| 1I(2) - Proportion of carers who reported that they had as much social contact as they would like   | 25.4%                 |                       | -                     | <b>25.5%</b>          | 28.0%           |
| 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                     | 18.8                  | 7.3                   | 5.9                   | <b>11.4</b>           | 13.9            |
| 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                 | 681.8                 | 761.2                 | 500.3                 | <b>640.5</b>          | 538.5           |
| 2B(1) - Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services             | 75.6%                 | 74.6%                 | -                     | <b>84.5%</b>          | 81.8%           |
| 2B(2) - Proportion of older people (65 and over) offered reablement/rehabilitation service on discharge from hospital   | 3.0%                  | 1.9%                  | -                     | <b>2.8%</b>           | 2.8%            |
| 2C(1) - Delayed transfers of care from hospital per 100,000 population  | 11.2                  | 13.6                  | -                     | -                     | -               |
| 2C(2) - Delayed transfers of care from hospital which are attributable to adult social care per 100,000 population  | 3.4                   | 4.7                   | -                     | -                     | -               |
| 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 | 90.4%                 | 92.4%                 | 91.9%                 | <b>91.5%</b>          | 77.6%           |
| 3A - Overall satisfaction of people who use services with their care and support  | 68.1%                 | 69.2%                 | -                     | <b>64.5%</b>          | 63.9%           |
| 3B - Overall satisfaction of carers with social services  | 35.4%                 |                       | -                     | <b>36.0%</b>          | 36.3%           |
| 3C - Proportion of carers who report that they have been included or consulted in discussion about the person they care for                                       | 65.8%                 |                       | -                     | <b>60.3%</b>          | 64.7%           |
| 3D(1) - Proportion of people who use services who find it easy to find information about services   | 72.8%                 | 69.4%                 | -                     | <b>70.4%</b>          | 64.6%           |

| ASCOF Measure  | Cheshire East 2018/19 | Cheshire East 2019/20 | Cheshire East 2020/21 | Cheshire East 2021/22 | England 2021/22 |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------|
| 3D(2) - Proportion of carers who find it easy to find information about services                           | 59.9%                 |                       | -                     | 58.0%                 | 57.7%           |
| 4A - Proportion of people who use services who feel safe   | 71.1%                 | 74.6%                 | -                     | 71.8%                 | 69.2%           |
| 4B - Proportion of people who use services who say that those services have made them feel safe and secure | 89.2%                 | 92.6%                 | -                     | 88.7%                 | 85.6%           |

## Early Intervention and Prevention



### Cheshire East Partnership brings five-year plan to life

The Cheshire East Partnership five-year plan sets out how Local Authority, Health, care and other public sector and voluntary sector organisations are working together to enable people to live well for longer, to live more independently and to enjoy the place where they live. The aim is to create and deliver safe services that meet people’s needs by the best use of all resources available and enabling people and their communities to be involved. Demand for services will increase as the population continues to grow over the next few years. The arrival of HS2 will bring more working age families to the region, and the fact that people in general are living longer, means that health and care services are needed more than ever. The new video explains how the partnership is prepared to face challenges and make good use of its assets, buildings, equipment and dedicated staff. [Cheshire East Partnership.](#)

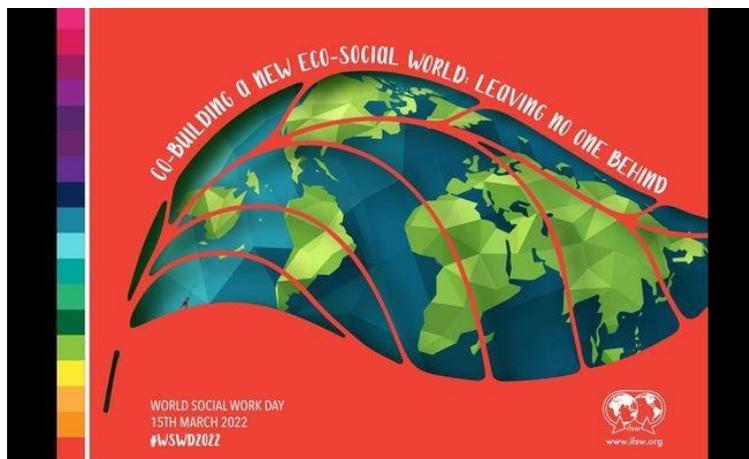
### Social Action Partnership



Cheshire East Social Action Partnership is a long-term partner of Cheshire East Council aimed at improving Cheshire East resident’s health and wellbeing through social action, supported by a thriving Voluntary, Community, Faith and Social Enterprise (VCFSE) Sector. The Social Action Partnership Service has assisted the Cheshire East Council People Helping People project with their response to the pandemic, including the establishment of a virtual network of volunteer coordination points. Wider services include supporting VCFSE engagement and representation, providing funding advice and

promoting social value. The Partnership develops and distributes regular ebulletins that focus on the work and related activities of the VCFSE sector across Cheshire East, as well as important information regarding grants, training and consultation.

## World Social Work Week



World Social Work Week – was an opportunity to celebrate Social Workers in Cheshire East. With the introduction of the Care Act 2014, Social Workers have been empowered to work in different ways. Mainly to work with people to prevent, reduce and delay the need for formal care and support, to help people identify, establish and build on their strengths and existing support networks, and to support them in meeting their outcomes and make positive changes to their lives. The role of Social Worker can be described as - an expert in listening, making connections, maintaining human rights and building lasting relationships. A Social Worker needs a high level of professionalism, skills, knowledge and practice to work with people to promote the positive changes that they identify.

## Sexual Abuse and Sexual Violence Awareness Week (7-13 February 2022)



The week was an opportunity to join a conversation with thousands of others, amplifying the voices that should be heard and signposting people to support services. The national charity, SurvivorsUK supported the week, with an aim to break down the silence and taboo surrounding rape & sexual abuse. Many survivors are faced with years of silence about their experiences, potentially preventing them from seeking vital support. It is important that everyone has the ability help break down barriers and show willingness to listen to the people affected by sexual violence. Our Safer Cheshire East Partnership, carried out a survey asking 'How safe do women feel in Cheshire East?' Over 500 responses were received which clearly indicated that a large proportion of women did not feel safe, particularly in the town centres of Crewe and Macclesfield in the hours of darkness. An action plan which supports Cheshire Police's strategy to tackle violence and intimidation against women and girls is now in place supporting the following five key principles:

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Violence, abuse, and intimidation against women and girls in any form is not acceptable and will not be tolerated.

Every public space and education establishment should be a safe place for all women and girls.

Women and girls should feel confident to report their experiences of harm to the police directly or indirectly, safe in the knowledge that they will be taken seriously and that they will be treated with dignity and respect.

The lived experiences of women and girls will be heard, and their opinions respected.

Our actions to tackle violence against women and girls will be open and transparent to external scrutiny.

A multi-agency action plan is underway which includes a high-profile Police presence in the local community and providing reassurance during the hours of traditional night-time economy (8pm to 4am). If you or anyone you know has been affected by sexual abuse and sexual violence you can get help via the Cheshire and Merseyside Rape and Sexual Abuse Support Centre – more details can be found on our [Livewell pages](#)

### **MyCareView wins national award**



Cheshire East Council's online health and wellbeing system MyCareView achieved national recognition by winning two awards. The collaborative project with Cheshire CCG and the Cheshire East Partnership won in the category of 'Patient Facing Digital Solutions' at the Health Tech Awards 2021. The system achieved further national recognition in the form of the Gold Award at the iESE Public Sector Transformation Awards 2022 for the 'Best Use of Digital and Technology'. The award is recognition of the app's 'innovative use of digital tools and technology that lead to an improved outcome and build dynamic local public services'. MyCareView is a patient-first initiative, which is available through the NHS App giving people access to the healthcare services and data held about them in primary and secondary care. MyCareView provides health and wellbeing resources from local and national sources, all in one place. The patient portal within this gives individuals, and their families or care network, direct access to information and the ability to communicate and share information securely with their chosen contacts or clinical teams from multiple organisations. More information about MyCareView can be found by visiting the [Live Well section](#) of the council's website and through the NHS App.

## Best Use of Digital and Technology

This award is for the innovative use of digital tools and technology, from remodelling existing services, to creating totally new and dynamic services that lead to improved outcomes.

## Integration of Health and Social Care

There is an initiative throughout England for Healthcare, Social Care, District and Borough Councils and the Voluntary, Community and Faith sectors to develop integrated approaches to designing and delivering services. Cheshire East along with other partners is working to have an Integrated Care System (ICS) with a focus on the delivery of local services. Promoting closer partnership working, this initiative will link organisations together to support people who need support and their Carers, enabling them to contribute to their own action plans.

### Cheshire CCG



### Cheshire East Council



## Neighbourhood Partnerships

### Two new mental health crisis cafes for Cheshire East



The two new mental health crisis cafes opened in February 2022 in Crewe and Macclesfield as a result of a partnership between Cheshire and Wirral Partnership NHS Foundation Trust (CWP), Cheshire East Council, Independence Supported Living (ISL) and East Cheshire Housing Consortium (EHC). Crisis cafes form a vital part of improving peoples' experience of urgent mental health care as non-clinical, warm and welcoming, safe spaces for people seeking support whilst in mental health distress. They are also a way for people to get help from trained staff and peers on coping with or preventing future mental health crisis. Crewcial will be open 1pm-10pm, seven days per week, people aged 18+ will be able to self-refer into the service by simply turning up on the day or by referral from a Health or Social Care professional. The Weston Hub, Macclesfield will be open from 10am to 10pm, seven days per week and can be accessed by referral from Health and Social Care professionals, as well as through other Voluntary Organisations. The aim when developing both cafes was to work together with people who use mental health

services, families and communities as well as the Police, Health and Social Care professionals to ensure that people get the right help at the right time, expect recovery, and fully enjoy their rights, free from discrimination and stigma.

## Volunteers Week 2021



Volunteers have always been instrumental in helping Cheshire East communities, but over the past 12 months they made an outstanding contribution and a real difference, ensuring the delivery of vital supplies and support to residents emotionally, through the People Helping People scheme.

To summarise the work of Volunteers provided:

- Over 1500 volunteers.
- Over 80,000 volunteer hours given (excluding those given to support the vaccination programme).
- Over 10,000 phone calls made.
- Over 16,000 shopping trips completed.
- At least £1.2M worth of Volunteer support given to the community.

## Coming Together on White Ribbon Day



On White Ribbon Day– the international day for the elimination of violence against women, Cheshire East Council hosted a virtual event to tackle domestic abuse. The event involved representatives from the Police, Health and the Community, Voluntary and Faith sector, MyCWA and the Rape and Sexual Abuse Support Centre, to say 'no' to violence against women. Over 140 attendees, heard from survivors of domestic abuse about their experiences and were asked to dare to care, challenge and commit to keeping people safe in homes, relationships, and in the community.

Messages included:

Domestic abuse remains everyone's business and it is only by working together that we can hope to develop our understanding, approach and response in a way that increases the life chances of everyone.

Responding to domestic abuse has always been a priority in Cheshire East, and today's event demonstrated the strength of commitment across all our partners and the determination to support and change lives. Since the Covid pandemic, with the additional pressures people will have experienced, it is more important than ever.

I am a proud Romani woman and want to make a better world for my children, so they don't have to suffer the racism and prejudice I have. Barriers such as fear, a sense of shame and not knowing that there is someone out there to help can prevent people from my community coming

Using community members like me, who are willing to help and who the Gypsy Roma Traveller community can trust can help to change things for those who are suffering from domestic abuse.

If you, or someone you know is in a relationship that doesn't feel right, speak to someone about it. You can get help and advice and access self-support services at: [openthedoorcheshire.org.uk](http://openthedoorcheshire.org.uk) or call 0300 123 5101. Anyone with any concerns regarding domestic abuse can call 101 and, in an emergency, always ring 999.

### **All Age Mental Health Partnership Board**

Continues to meet on a bi-monthly basis and has a strong membership from across Adult Social Care, Children's Services, Health, the Voluntary Sector, Housing, Public Health, Police and people with lived experience. The vision of the Cheshire East All Age Mental Health Partnership Board is:

**To improve the Mental Health and Wellbeing of people who live in the borough of Cheshire East.**

During 2021 priorities around early intervention, prevention and crisis were agreed with sub-groups working on different actions. A Mental Health, Wellbeing and Social Prescribing Sub-Group was established to tackle early intervention with the group focusing on a baseline review of social prescribing services across the care communities, improving access and signposting so people can better access support. A Prevention Sub-Group was established to improve partnership working across preventative services through a Peer Support Project looking at providing help and assistance to wider support groups across Cheshire East, also promotion of physical activity to promote the benefits of exercise and movement for wellness and happiness. Each of the sub-groups regularly report progress to the Partnership Board, with feedback also being provided to the sub-

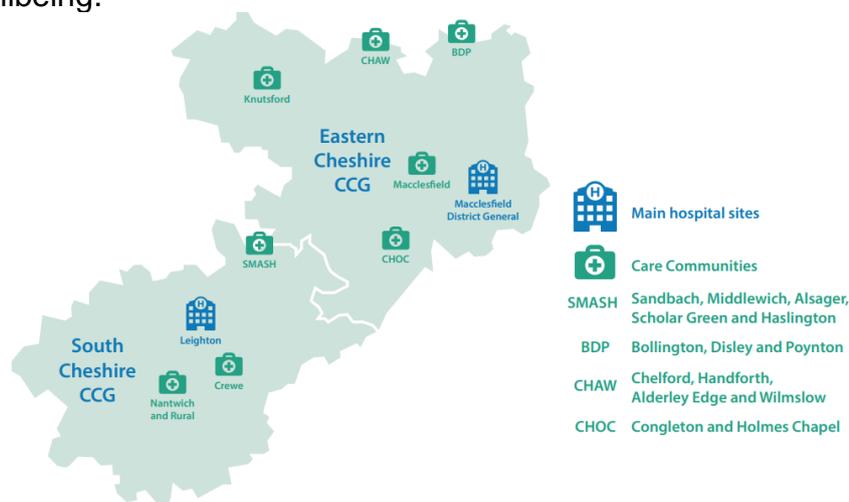
groups from Partnership Board members. If you would like to be involved please contact: Mark Hughes [mark.hughes@cheshireeast.gov.uk](mailto:mark.hughes@cheshireeast.gov.uk)



## Active and Supportive Communities

### Our Care Communities

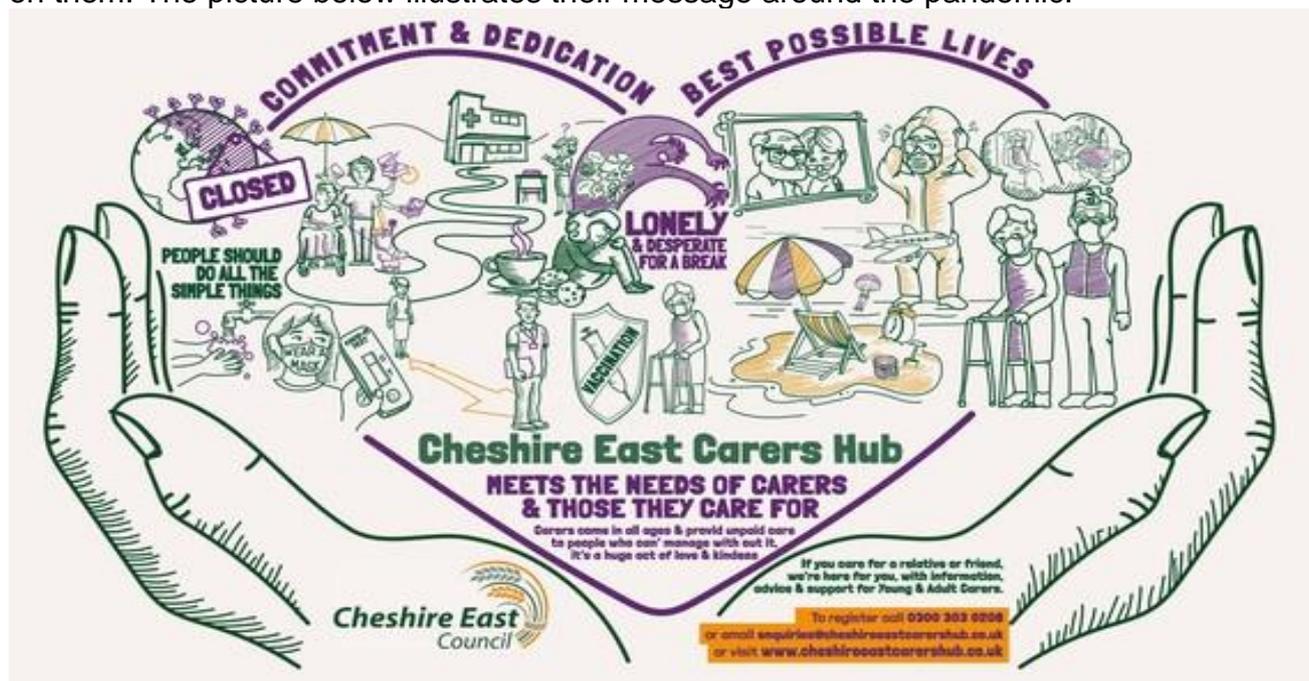
Cheshire East Council has created eight Care Communities across the borough, with staff from GP practices, community and acute services, Social Care, other public sector organisations and the Community Voluntary and Faith sector to work together effectively. Care Communities will work closely with the newly established Primary Care Networks to identify people at high risk of needing services so that support is available quickly to prevent their situation worsening. Supporting people in the community to maintain their health and wellbeing will be the number one priority, with increased numbers of staff working closely with the community and voluntary services to address the wider elements of health. All health and care staff will take responsibility for positively promoting lifestyle and behaviour change, helping people to understand what they can do to improve their health and wellbeing.



### Carers' Hub

Following #CareDay, Cheshire East Council worked with Carers from different backgrounds such as a working adult, older person, parent and young carer and the All-

age Carer Service to talk about their journey as a Carer and the impact that COVID-19 had on them. The picture below illustrates their message around the pandemic.



Carer's feedback was made into an insightful video and can be found [via this link on YouTube.](#)



Since the start of the pandemic, it is estimated an additional 2.8 million workers have taken on caring responsibilities for family members or friends. With 1 in 7 employees in every workplace estimated to be a working Carer before the coronavirus outbreak, this is a large increase of people juggling caring responsibilities with work, study and other family commitments. A balance that can often leave Carers feeling they need to give up work or at least reduce their hours. A Carer can be anyone who looks after a family member, partner or friend, who needs help because of illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they provide is unpaid and it can often be hard for them to separate their caring role from their personal relationships with those they care for.



## Carers Rights Day



Carers Rights Day is an annual national awareness campaign organised by the charity Carers UK, which aims to reach as many of the 6.5 million Carers in the UK as possible, with information about their rights and the financial and practical help they are entitled to. This includes benefits such as Carer's allowance, breaks, and access to equipment and technology which can help them in their caring role. For 2021 the Carers Rights Day campaign focused on raising awareness of the rights that unpaid Carers have. Cheshire East Council held an online event in November 2021 for Carers who are currently in employment. During the session information was available on where to go for support, practical advice was given about navigating the challenges of being a working Carer and signposting to help Carer's access information about their rights as an unpaid Carer. Caring for a family member or friend, unpaid, is a vital, valuable and important contribution to the delivery of Adult Social Care and Health services. We recognise that Carers are the experts in those they look after, and value the contributions Carers across Cheshire East make.

## Day Opportunities Strategy 2022-2027

Day opportunities are valued services that help people's health and wellbeing and provide the opportunity to take part in various interests and activities, meet with friends, develop relationships, obtain new skills, and enable people to make a positive contribution to their community. They also provide respite support to Carers so that they can pursue their own interests and take a break from their caring role. Day opportunities are available for a range of individuals and groups including older people, people with learning disabilities, autism, physical disabilities, and for people with mental health support needs. In 2022 a Day Opportunities Strategy 2022-2027 was written with engagement from providers, individuals and Carers. They considered current services and how they could be improved as well as examples of good practice at a local level which need to be built on. The Strategy summarises contributions and actions to support further development of day

opportunities in Cheshire East. There is a considerable way to go to close the gap between the current service offer and the proposed vision of the future, and through this Strategy it is proposed to address that gap through a set of actions.



## Connected Communities Centres Phase 2



Connected Communities Centres (CCCs) are a social franchise model for community centres across Cheshire East. Each CCC offers a range of activities and support services for residents in their local area, with the objective that services are tailored for the needs of the community. There are coffee mornings, computer classes, exercise groups and social activities. The COVID-19 pandemic highlighted the importance of community development and further development of Connected Communities Centres. Some of the developments could include the offer of free room hire for new groups and services and the ability for services to engage with visitors at each centre. This may include pop-up stalls at community cafés, hiring a suite for engagement events and larger meetings, or holding surgeries/one-to-one meetings in a private room in a community setting.

## Journey First Programme



Journey First is an employment and training support programme which offers one-to-one engagement with young people and adults. Funded by the European Social Fund, Journey First delivers a tailored social intervention programme and is designed to help young people and adults who are not in work, education or training. Working with Cheshire West

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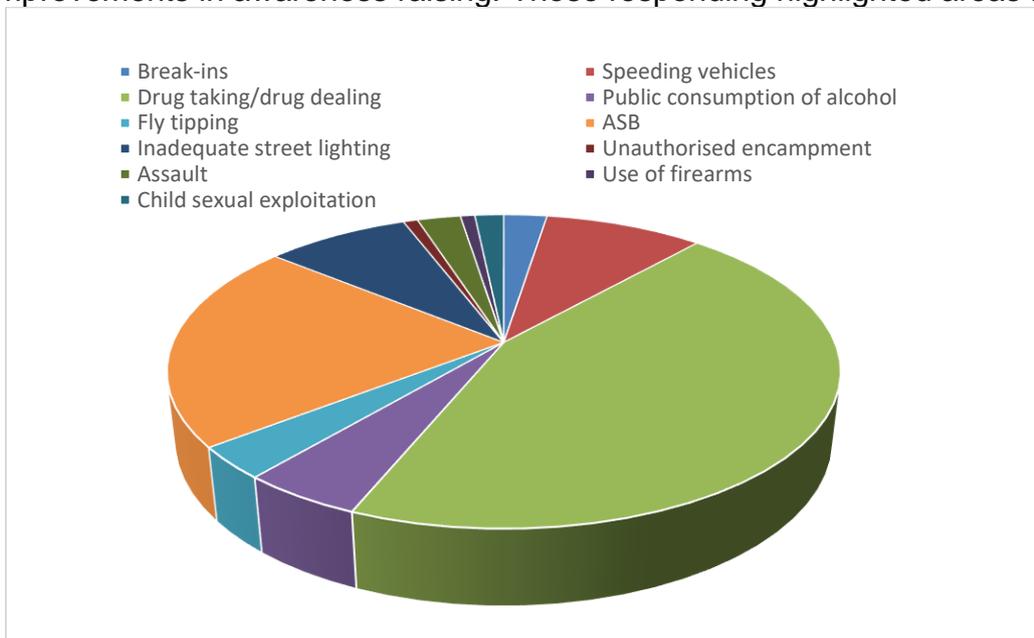
and Chester Council and Warrington Borough Council, the project's employment support workers are on hand to give targeted individual support and advice designed to help participants achieve their goals and aspirations.

**Safe and Supporting/Risk Prevention**



**Serious and Organised Crime Day of Action**

Cheshire has a strong track-record in tackling serious and organised crime. Often, criminals who are involved in serious and organised crime commit 'low level' offences, which can create a climate of fear in local communities. The main threat from organised crime in Cheshire comes from county lines drug activity, where professional criminals target areas in Cheshire to expand their trade through exploiting and forcing vulnerable people into selling drugs. The Safer Cheshire East Partnership (SCEP) brings partners together including Cheshire East Council, Police, Cheshire Fire and Rescue Service, Probation Services, Police and Crime Commissioner (PCC), Health and the Voluntary Sector to provide strategic leadership to reduce crime and provide reassurance to communities that Cheshire East is a safe place to live and work. The Partnership helped with the running of a Serious and Organised Crime Day of Action which took place in December 2021. People completed questionnaires about how safe they felt in their communities and what they knew about county lines crime and made suggestions about improvements in awareness raising. Those responding highlighted areas for concern:



Following the day of action, the Cheshire East Serious and Organised Crime Board will meet to discuss the outcomes/feedback day and actions arising.

## Scam awareness project wins national recognition



A partnership between Cheshire East Council and Age UK working on a project which combats fraudsters who prey on the vulnerable, was awarded a Chartered Trading Standards Institute (CTSI). The Older People Scams Awareness and Aftercare Project, funded by the Garfield Weston Foundation and the National Lottery Community Fund, raises scams awareness with people aged 50 and above across Cheshire East and supports older victims of fraud to get back on their feet. Cheshire East Council worked with Age UK Cheshire East and scams awareness champions who volunteer to raise awareness in their communities, to protect older residents from unscrupulous scammers, who seek to take advantage of their vulnerability, especially during the current Covid-19 pandemic.

## Dementia and domestic abuse services for Carers



Carer's week is an annual campaign to raise awareness of caring, highlight the challenges unpaid Carers face and recognise the contribution they make to families and communities. For Carers week in June 2021 the theme was 'Make Caring Visible and Valued' and to support the campaign, Cheshire East Council joined with partners to host a virtual event to raise awareness of the challenges and issues faced with domestic abuse by those living with dementia and their Carers. There are over 42,000 hidden Carers in Cheshire East and we'd like them to know there is support available and feel comfortable and confident to reach out. During the online session there were discussions and presentations about the links between dementia and domestic abuse which helped Carers to identify if they are experiencing unintentional harm or abuse and then for Services to offer support and guidance.

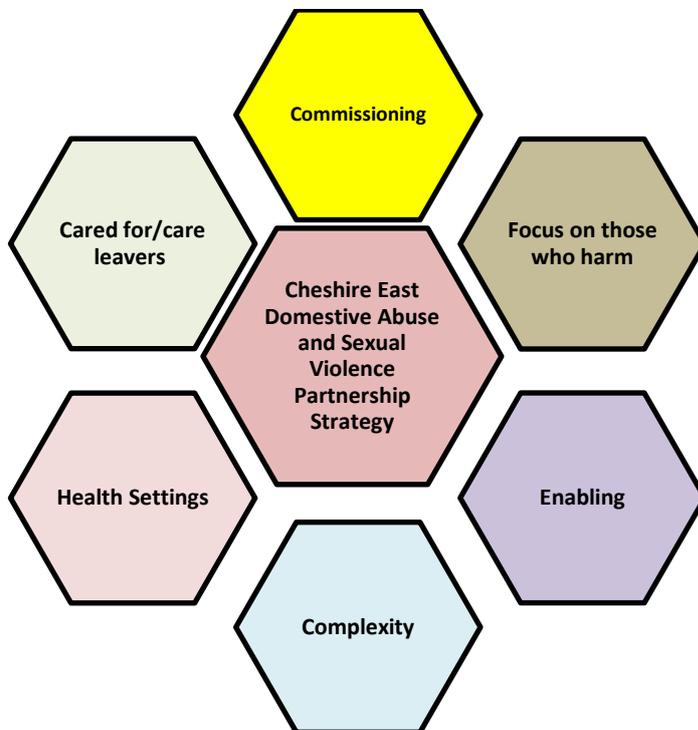
## Council welcomes £647k grant to implement new Domestic Abuse Act

Cheshire East Council works with the Cheshire East Domestic Abuse Partnership, using the £647,000 grant to help victims, providing support and helping them and their children into safe accommodation. Cheshire East Council and its partners welcomed the grant to support the new Domestic Abuse Act which was signed into law at the end of April 2021. This places a duty on all Councils to ensure victims and their children can access life-saving support in safe accommodation. The money will be spent supporting victims and their children into safe accommodation, and survivors are helped to remain safely in their homes where it is their choice to do so, or to keep their tenancy status if they relocate. The grant will help to reduce the number of people becoming homeless due to domestic

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abuse. The Partnership and Cheshire East Council are developing a three-year Strategy to focus developments.

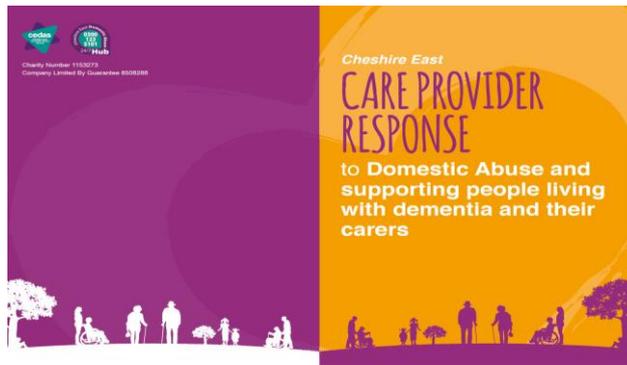
There are six key workstreams in the Strategy:



Access help and advice or self-support services at: [openthedoorcheshire.org.uk](http://openthedoorcheshire.org.uk) or call 0300 123 5101. In an emergency, always ring 999.

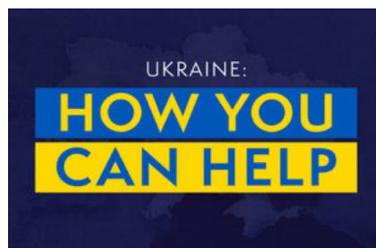


Development of a guide and checklist for providers to aid identifying domestic abuse. A pilot of the older people's risk assessment has been implemented and roll out has been agreed across the Cheshire footprint.



### Ukrainian Support and Asylum Seekers

Cheshire East people have responded positively to the tragic circumstances witnessed in the Ukraine. A large number of Cheshire residents have offered accommodation to support those fleeing from the war. As part of the support, processes have been developed across the Council including safeguarding checks to ensure guests are safe when being matched to sponsors. A number of hotels have also been identified for use by the Home Office in Cheshire East to temporarily accommodate those wishing to seek asylum. This includes families from Afghanistan who have also been supported through Safeguarding training to highlight them of the risks associated with Modern Day Slavery and on-line scams.



### Fall Prevention

Falls account for the greatest proportion of safeguarding care concerns (21%) reported between 1<sup>st</sup> April 2021 and 31<sup>st</sup> March 2022. An analysis of care concerns in relation to falls provided data that helped to reduce the number of preventable falls across Cheshire East via the Safe Steps project. Safe Steps is a secure, digital falls prevention app which can be configured for a range of different care and support settings. It can help to manage risk and reduce the occurrence of falls through looking at the causes and outcomes of falls. Safe Steps is currently being used by several care and support providers across Cheshire East, including those providers reporting the highest proportions of falls. Use of the Safe Steps app is already helping to reduce the number of preventable falls, which then reduces pressure for other areas Health and Social Care, for example, reducing ambulance callouts to care homes.



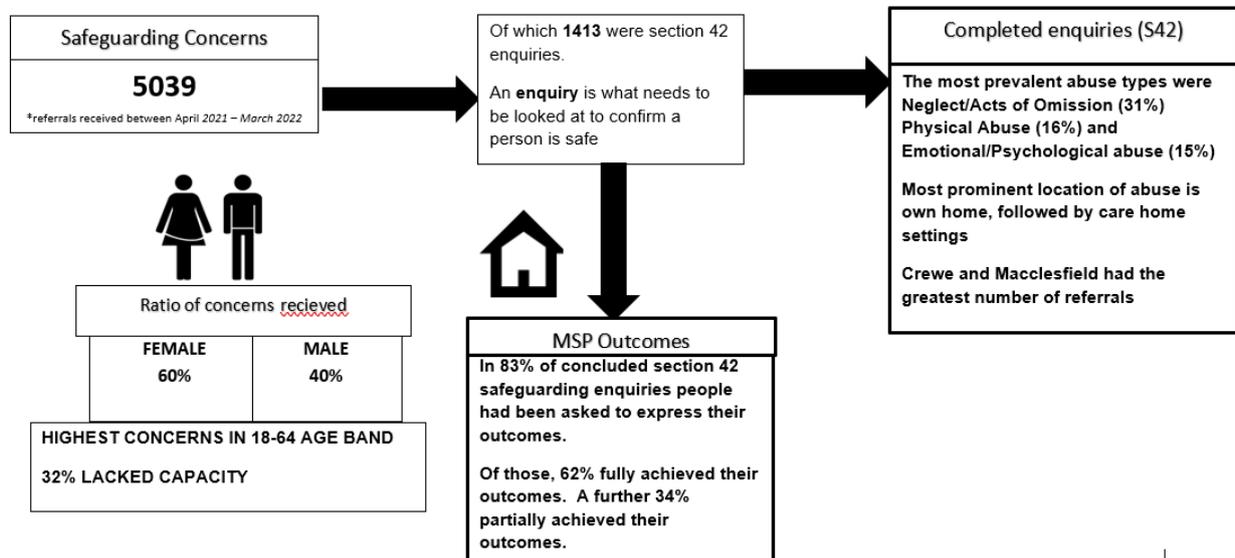
## Forced Marriage

Cheshire East Council helped when a safeguarding concern was received from a daughter concerned about her older father, who has dementia, marrying a lady he had known as an acquaintance for thirty years. The Social Worker and colleagues gathered information swiftly to ascertain concerns about coercion and a potential forced marriage. They acted quickly to complete a mental capacity assessment and found that he lacked capacity to consent to marriage. Effective multi-agency working took place between the Faith Sector, GP, Police, Forced Marriage Unit and Cheshire East legal team to stop the forthcoming marriage and safeguards were put in place to alert other local churches and registry offices. A professionals meeting was then held to look at the longer term safeguarding plan for this gentleman to ensure he remained safe. He has now moved closer to his daughter.



## Safeguarding Facts and Figures 2021/22

### Performance and activity Information 2021-22



Data comparisons to the North West England figures for 2021/22 available on request

## Complaints and Compliments

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.

I would like to thank the mental health reablement team for their support and invaluable information. All the advice and encouragement that was received during their visits was so beneficial to me.

Just a short email to express my gratitude to your social worker, for their outstanding work in dealing with my brother. They were very professional and respectful and went to extreme lengths to help both myself and my husband in the care of my brother, they are without doubt a credit to your department.

The Adult Social Care Service routinely uses a Complaints Action Plan based on the areas of learning identified by Adults 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.

### Facts and Figures 2021/22

121 Complaints received

82 dealt with in 10 day timescale

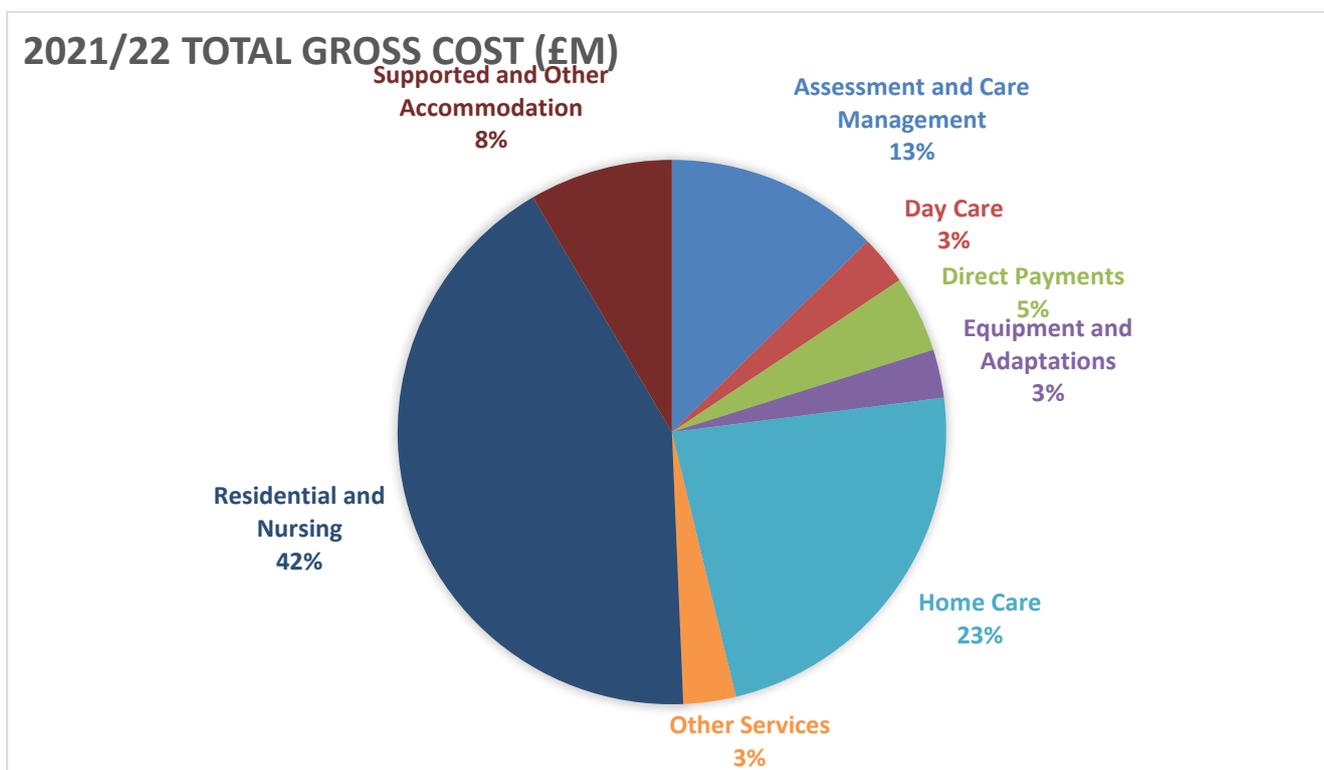
24 dealt with 20 day timescale

10 comments received

87 compliments received

Corporate overview (from Statement of Accounts 2021/22)

Where the money goes:



| 2021/22                           | Expenditure (£ms) |
|-----------------------------------|-------------------|
| Assessment and Care Management    | 22.9              |
| Day Care                          | 5.3               |
| Direct Payments                   | 8.2               |
| Equipment and Adaptations         | 5.2               |
| Home Care                         | 42.1              |
| Other Services                    | 5.6               |
| Residential and Nursing           | 76.4              |
| Supported and Other Accommodation | 15.3              |
| <b>Grand Total</b>                | <b>181.0</b>      |

## 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](https://cheshireeast.gov.uk/council_and_democracy/council_information/jsna/jsna.aspx)

### Health and Wellbeing Board

Cheshire East Health and Wellbeing Board will work 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](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 chose and across Cheshire East.

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

## 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](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](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/>

