



# Adult Social Care Annual Update Local Account 2021/22



Your annual update on the achievements, improvements, challenges and visions of Adult Social Care in Buckinghamshire.



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[careadvice.buckinghamshire.gov.uk](https://careadvice.buckinghamshire.gov.uk)

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# Overview

We've listened to your feedback on previous years' Local Accounts and know that you don't always have time to read the whole document. This year we have summarised some of the key points below.

## This year we have...

- ✓ Worked with residents to review our short breaks service
- ✓ Used Community Prevention Grants to fund services to help reduce social isolation
- ✓ Worked with residents to redesign the Care Advice Buckinghamshire website
- ✓ Funded Prevention Matters's new buddying hub to help reduce social isolation
- ✓ Helped people to leave hospital sooner with our Home First and Discharge to Assess processes
- ✓ Created a Transfer of Care Hub to work more closely with Buckinghamshire Healthcare Trust
- ✓ Held community cafés to allow residents to speak with social care staff face-to-face
- ✓ Converted the Olympic Lodge Hotel by Stoke Mandeville Hospital into a temporary intermediate care facility
- ✓ Renewed our contract with advocacy charity POhWER
- ✓ Launched a safeguarding awareness campaign to raise awareness of safeguarding across Buckinghamshire
- ✓ Worked with Alzheimer's Society to provide a Dementia Support Service
- ✓ Worked with residents to get their thoughts and feedback on a range of topics so we can improve services
- ✓ Continued to provide residents with equipment to help them remain living as independently as possible
- ✓ Continued to provide brokerage support to help residents who receive a direct payment to source their own care
- ✓ Continued to work with Carers Bucks to support carers in our communities
- ✓ Spent £148.7 million on Adult Social Care

# Introduction

Welcome to our Adult Social Care Annual Update 2021/22. This document lets you know how we have helped residents with care and support needs and their carers this year. It is a chance for us to let you know what we have achieved and what improvements we have made over the past year.

In the year ahead we will be introducing our named worker approach, which we hope will improve your experience with Adult Social Care by giving you one main point of contact. This will help us to deliver a more personal service with you at the centre.

We recognise that more work needs to be done to understand what life looks like to all carers. Therefore, a carers transformation programme will take place across the next year. Together we will co-design services to respond to the immense commitment shown by carers, to ensure carers receive the right support at the right time.

Co-designing and co-producing our services with you is an important way we can make sure we are delivering the right services in the right ways. We will continue to support you and listen to you so that we can consistently improve and deliver services to our community.



**Angela Macpherson**

Deputy Leader & Cabinet Member,  
Health and Wellbeing



**Gillian Quinton**

Corporate Director,  
Adults and Health Directorate

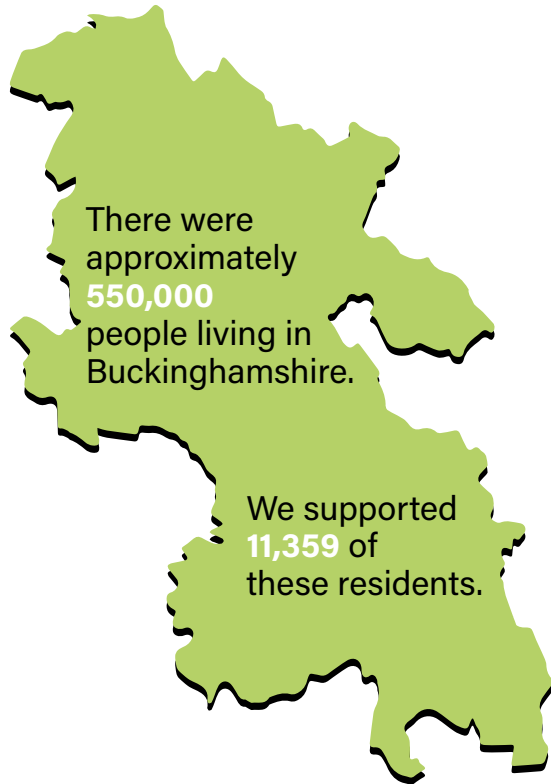
## What do you want to see in the next Annual Update?

If you have any thoughts or feedback you'd like to share with us about this document, we'd love to hear from you:

✉ [QSPpracticeandquality@buckinghamshire.gov.uk](mailto:QSPpracticeandquality@buckinghamshire.gov.uk)

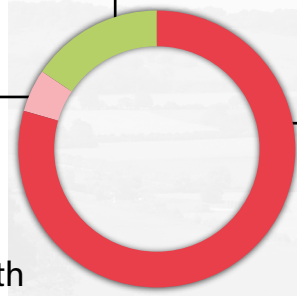
# Buckinghamshire facts and figures

## In 2021-2022...



We supported **1,205** people with a learning disability need

We supported **395** people with a memory or cognition need



We supported **6,280** people with a physical support need



3,018 residents we supported were aged 18 to 64

8,341 residents we supported were aged 65 and over



**13,182** assessments were undertaken



**475** carers were provided with support and advice



**291** residents attended our day services or short breaks



**777** residents were supported by our Home Independence Team



**70%** of residents supported by our Home Independence Team were independent after 6 weeks

# Our Better Lives strategy

At Buckinghamshire Council, our vision is for people to lead 'Better Lives.' We want to ensure that residents stay as independent as they can for as long as possible, and offer extra support when needed to help residents regain their independence.

Following the Better Lives principles below will help ensure that we can meet our outcomes both now and in the future.

## Better Lives principles

- Decisions are taken with people rather than for them
- Support is proportionate to the person's needs and focuses on what they can do and not what they can't
- People are supported to live independently for longer
- A focus on prevention and short-term intervention helps people regain the skills they need to continue living independently
- Services are sustainable for the future
- Decisions are evidenced, reasoned and recorded
- Our workforce is supported and skilled to deliver changes
- We robustly monitor, manage and evaluate our performance

## Better Lives outcomes

- More residents will live independently without the need for long-term care
- Fewer residents will require support in a residential or nursing setting
- More residents will return to living independently after leaving hospital
- Young people moving on from children's services with care and support needs will be better prepared for adulthood
- People will have more choice and control over their care, drawing upon community resources as widely as possible
- People will experience more seamless care and support across social care and the NHS

# Better Lives - three key parts



## Helping people to live independently

Firstly, we will:

- work closely with communities, local groups and the voluntary sector to improve the support available in local areas
- make it easier for people to build strong local networks of support
- make sure that a wide range of information and advice is easily accessible so that people can quickly find the support that they need
- improve housing options to help people remain living independently



## Helping people to regain independence

If additional support is needed, we will:

- work with individuals and their families to come up with plans to help prevent problems from getting worse
- provide short-term support to help people recovering from an illness or injury or living with long-term social care or health conditions to gain or regain the skills they need to live independently, including housing alternatives to residential care



## Helping people to live with support

Finally, if longer-term support is needed, we will:

- offer people more choice and control over their support
- work closely with the individual, their family and their community to achieve the best outcomes
- consider the individual's desired outcomes when deciding how best to support them with the resources available
- support the development of a wide range of services to help people live more independently

At all times, we will work with people to help them find solutions to daily risks and challenges, allowing them to remain living as independently as possible whilst keeping them safe from significant harm.

# Helping people to live independently

“ A few years ago I had to retire from my job in security services due to ill health, although I was still able to continue living independently. However, lockdown and self-isolation changed everything and I stopped looking after myself and my home.

My neighbours became worried about me and called the police, who then contacted the council's adult safeguarding service. This was a wake-up call for me and I was keen for help to get back on top of things before they got worse.

The council quickly arranged for a deep clean of my house and helped me to organise a regular cleaner to help me. They also kept in contact with me to make sure I was getting on okay.

I am doing much better now thanks to the support I received and I am thinking about moving closer to my family and friends.”

- Tony, Amersham





## Short breaks

Short breaks offer people time away from their family, so they can develop independence, learn new skills and make friends. Short breaks can be in the daytime or overnight.

This past year, we engaged with residents, care providers and the wider community to review the support offered in our short breaks centres. This helped us gain a clear picture of what people want which will help us to shape our short breaks service going forward.

Seeleys, our overnight short breaks centre, provided **790** overnight short breaks to clients in 2021/22.

## Community Prevention Grants

Our Community Prevention Grants have funded a variety of services, to the sum of £350,000, supporting people to engage with their communities to maintain independence and reduce social isolation. These have included befriending services, music therapy and other activities

## Information and advice

Working with members of the Adult Social Care Forum, we redesigned the Care Advice Buckinghamshire website. Together we improved the information and advice available. We continue to monitor feedback on our webpages to keep the information relevant and accessible.



## Prevention Matters

Prevention Matters helps Buckinghamshire residents to remain independent. They encourage and support people to socialise if they feel anxious, lonely or isolated.

Prevention Matters also launched the new Buddying Hub to help residents create new friendships with others who have similar interests. Residents are matched according to interests, experiences and location, and the Prevention Matters service provides initial support to help form a connection and the start of the relationship.

If you are over 18 and are not in receipt of a social care package, you can refer yourself to Prevention Matters.

📞 01296 484322

🖱️ [www.connectionsupport.org.uk](http://www.connectionsupport.org.uk)

To make a buddy referral, complete the Prevention Matters referral form and send to:

✉️ [preventionmatters@connectionsupport.org.uk](mailto:preventionmatters@connectionsupport.org.uk)

Over the past year, **645** people were supported by Prevention Matters, **97%** of whom felt their quality of life had improved.

## Community Cafés

Residents are now being invited to community cafés by appointment, held at various locations across Buckinghamshire. At these cafés, face-to-face assessments and referrals are completed by social care staff. The cafés also offer residents an opportunity to speak to other partner agencies or organisations that may be able to offer further advice, guidance and support.

We hold **6** community cafés across the county each week, with a total of **60** appointments available to residents.



## Priorities for next year

- We will work with local communities to offer support to residents to help them achieve their goals
- We will work with young people and their families to prepare them for adulthood, with a clear offer around supported employment, training and volunteering
- We will continue to encourage voluntary sector partners to join a multi-agency first response function
- We will transform the support we offer to carers to ensure they are at the centre of everything we do
- We will continuously improve the quality of information we offer residents by updating our website and creating additional factsheets
- We will also communicate more effectively with residents by using social media (Facebook, Twitter and LinkedIn)
- We will continue to hold community cafés for residents seeking advice, guidance or assessment to address care and support needs
- As part of the Adult Social Care reforms, we will hold engagement sessions with people who access support to understand how best they want information and advice given to them



# Helping people to regain independence



4 years ago I was a fit and healthy dad of 3 kids, when in April 2018 I got an illness which left me paralysed from the waist down. It has been a real struggle but I have managed to keep working and keep my family going. I could not have achieved any of this without the wonderful care of the NHS and just as importantly the support of Bucks Adult Social Care.

I have been working at increasing my strength and independence and I have now come to a place where I believe I can get myself up in the morning and put myself to bed in the evening, and therefore I no longer need the support from Bucks.

I'd like to send a thank you to the Adult Social Care team as I'm sure people in this vital area don't get too many thank yous, but the support has been absolutely vital to me and has enabled me to recover and gain my independence again."

- Mark, Buckingham



## Home First

We have worked with our health partners to ensure that as soon as residents were medically fit to be discharged from hospital, they were able to go home with the appropriate support in place. We know that for most people, the best place to recover after being in hospital is at home, so 'Home First' allows an assessment to take place in a comfortable and familiar setting.

## Discharge to Assess (D2A)

Discharge to Assess has enabled people to be discharged from hospital as soon as they are well enough, rather than a longer stay in hospital. Depending on the care and support needed, people can go back to their own home with support in place or receive short-term care in a care home. This allows people to have their longer-term needs assessed in a more suitable environment than a hospital.

In 2021/22, the D2A and Home First processes have supported **1,600** people to leave hospital.

## Transfer of Care Hub

Together with Buckinghamshire Healthcare Trust, we have created a Transfer of Care Hub. We are now working with health partners more closely than ever to share information across the services to ensure health and social care are aligned when residents are being discharged from hospital.

## Equipment, aids and adaptations

This service has been critical in enabling people to return home promptly from hospital or acute care settings by providing them with equipment and aids to help them live independently in their own home. Bath rails and handrails, for example, help people to undertake daily living tasks themselves and to move safely into and around their home.

We have worked closely with service providers to ensure equipment is appropriate, safe and meets the needs of those using it, whilst also ensuring that any potential risk of infection transmission (Covid-19) is eliminated.

In 2021/22, we gave **14,841** pieces of equipment to **6,722** people to help them live as independently as possible.



## Priorities for next year

- We will improve and develop technology with health partners to ensure information is shared across the services and residents have the support they need in place when leaving hospital
- We will raise awareness of Occupational Therapy by improving the information and advice available to ensure residents have access to the appropriate level of care and the most suitable equipment
- Alongside our health partners, we will develop the support we offer residents to retain and regain their skills and confidence to enable them to live safely within the community
- We will offer more choice and control over how people wish to receive their health and social care support by expanding what equipment and aids the council can provide



# Olympic Lodge

Due to the Covid-19 pandemic and the pressure this was putting on hospitals, we worked with Buckinghamshire Healthcare Trust, to transform the Olympic Lodge Hotel (in the grounds of Stoke Mandeville Stadium). Together we created a temporary intermediate care facility for patients who are 'medically fit' to be discharged from hospital but would benefit from additional support to regain their independence before returning home.



Olympic Lodge is an excellent example of close collaboration between the NHS and Buckinghamshire Council working together for the benefit of Buckinghamshire residents.

In just 19 days we created the nurse-led unit, staffed predominately by the NHS but with some council staff supporting, and created a 22 room integrated intermediate care facility which is now playing a vital part in ensuring 'flow' in our local health and social care system during the extreme challenges of this winter."

- Jon Goodwin, Interim Strategic Lead and Head of Service



Since opening to patients in January 2022, Olympic Lodge has supported **97** people, with **56** of these having since been discharged home.



John was admitted to Olympic Lodge from hospital and spent 6 days there, during which time he made significant progress with washing, dressing and moving around. John was discharged home with a walking frame, perching stool and minimal support required from his family.

Mary was admitted to Olympic Lodge from hospital and received 7 days of rehabilitation there, including assessments around stairs, mobility, washing and dressing. Mary was provided with low-level equipment, including a bed lever, walking frame with caddy, a second handrail for the stairs and grab rails in the shower. With these aids, Mary regained her independence and was discharged home without ongoing care needs.





# Helping people to live with support

A woman with short reddish-brown hair and glasses is sitting on a dark grey sofa. She is wearing a white long-sleeved top and is smiling. She is holding a white cup in her hands and a small brown dog is curled up next to her, partially covered by a blue blanket. The background shows a living room with a desk, a window, and some plants.

“ After being in hospital for over 18 months for my mental health, I was finally well enough to be discharged back into the community. I was given a social worker who spent a lot of time getting to know me and listening to my thoughts and feelings on where I wanted to live and what I wanted to achieve.

The social worker worked with the council's housing department, the hospital and care agencies to make sure that all the right support was in place for me.

I have now been discharged from hospital and I am getting used to being back in the community again. I am still in contact with Adult Social Care services who continue to check in with me and review my progress."

- Emma, High Wycombe

# Support services for residents

## Advocacy

In 2021/22, we renewed our contract with POhWER to offer independent advocacy for Buckinghamshire residents. POhWER is a charity which provides information, advice, support and advocacy to people who experience disability, vulnerability, distress and social exclusion.

Advocacy enables people to speak for themselves, express their views and wishes, and be integral to the decision-making surrounding their care and support needs.

In 2021/22, POhWER received...

- **127** Care Act referrals, a 20% increase from last year
- **354** new cases for Independent Mental Capacity Advocacy
- **364** new cases for Independent Mental Health Advocacy

## Brokerage support

Our Brokerage service supports residents to source their own care and is available to residents who fund their care privately, through a council-funded Direct Payment or who are being discharged from hospital. We can arrange for a broker to negotiate prices and source a range of options to give people choice over their care and support.

## The Dementia Support Service


The Dementia Support Service is run by Alzheimer's Society on behalf of Buckinghamshire Council. Trained dementia advisers can provide guidance and information related to concerns regarding residents who have dementia. They can also share information and resources.

The service continues to provide training for professionals across health and social care and engages with the dementia-friendly community groups to ensure collaborative working.

 01296 331749 (Mon-Fri, 9am-5pm)

 bucks.memorysupport@nhs.net (Mon-Fri, 9am-5pm)

You can also call Dementia Connect Support Line which is open evenings and weekends

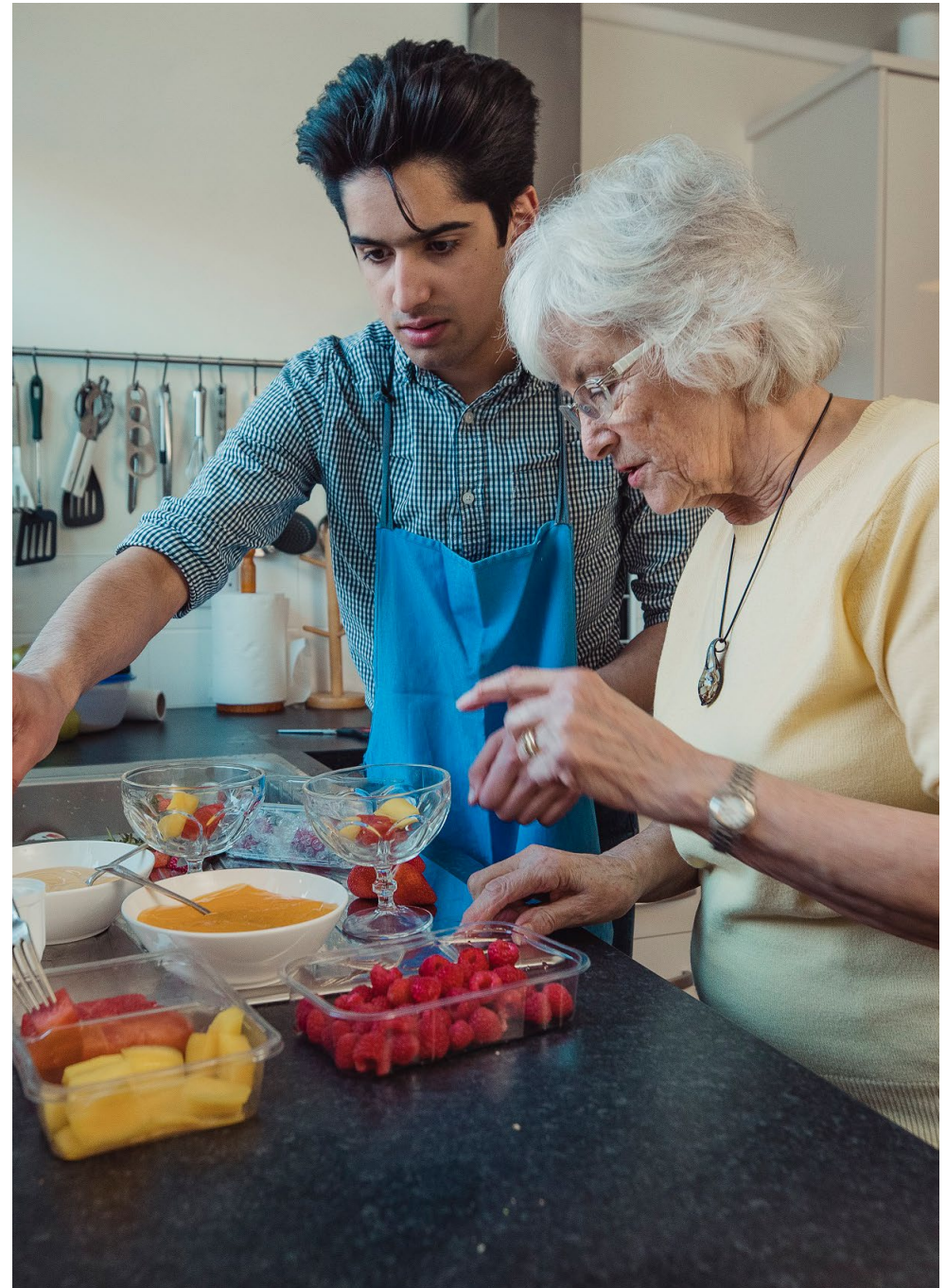
 0333 150 3456

 helpline@alzheimers.org.uk

Between April 2021 and March 2022, **498** clients were supported to find care packages.

## Priorities for next year

- We will launch a named worker approach which will limit the number of staff residents need to speak to at any given time
- We will develop an online client portal, offering residents the ability to manage their own information and communicate more easily with Adult Social Care staff
- We will establish an autism partnership board and launch a new all age autism strategy
- By working with communities across Buckinghamshire, we will improve the opportunities for young people with social care needs to give them greater access to supported employment, training, internships and volunteering
- We will develop and prepare for the new Liberty Protection Safeguards (LPS) legislation which will replace the existing Deprivation of Liberty Safeguards (DoLS) legislation. This legislation is used for residents who lack capacity to consent to their care and treatment in order to keep them safe from harm



# Support for carers

“ My wife has dementia and anxiety and becomes incredibly distressed when I am not in her sight. Caring for my wife was having a big impact on my wellbeing and meant I never felt able to relax at home.

I spoke with a Bucks social worker about the impact that caring for my wife was having on me and the social worker really took the time to get to know me and what was important to me. I told her that in the past I'd enjoyed watching and tending to my tropical fish, but in recent years I had not been able to do this. As a result, the social worker was able to find funding for me to have a new aquarium which would enable me to unwind at home.

In addition to the support I've received from social care, I've also had support from other organisations such as Carers Bucks and the Alzheimer's Society."

- Alan, Iver



We adapted how we supported carers during the past 12 months in response to the pandemic, with 5,673 people receiving check-in phone calls and a number of people referred on to community support services. During the pandemic, Buckinghamshire Council and Carers Bucks developed a grant for carers, utilising the infection control grant to support people to access PPE and pay for alternative care so that carers could attend Covid tests and vaccination appointments.

We have worked closely with Carers Bucks during the last 12 months and identified an opportunity to use national infection control grant funding to offer carers a grant of £100 to ensure they had access to PPE and could pay for carer support whilst they attend a vaccination appointment.

## Carers Bucks

Carers Bucks provides an all-age carers comprehensive support, information and advice service for unpaid family carers in Buckinghamshire, funded by Buckinghamshire Council and Buckinghamshire Clinical Commissioning Group (CCG).


During the pandemic, Carers Bucks changed the way it delivered services to carers across Buckinghamshire, with telephone support, Zoom and face-to-face groups. With the national restrictions in place during the first half of 2021, young carers support was offered via Zoom for both group sessions and one-to-ones, with a focus on wellbeing and coping with Covid-19 restrictions.

The national level of awareness for carers increased during the pandemic and unpaid carers were added to a priority group for vaccination. This national recognition of unpaid carers led previously unidentified carers to register with Carers Bucks and their GP. It remains a priority for Buckinghamshire Council and the CCG to encourage carers to identify themselves so that they can receive support from Carers Bucks with their own health and wellbeing.



**Do you know a carer who needs support?**

 [mail@carersbucks.org.uk](mailto:mail@carersbucks.org.uk)

 0800 777 2722

# Safeguarding

“ I had always been very involved in my local community, so when I didn't attend my health check with my GP people became concerned. The GP surgery tried to contact me several times and even tried to visit me at home, but they were unable to reach me so raised an Adult Safeguarding Concern. Adult Social Care also tried to visit me, and spoke with my neighbour who hadn't seen me for some time. My neighbour explained to the social worker that he had seen unknown people visiting my property. The social worker then got the police involved to carry out a welfare check.

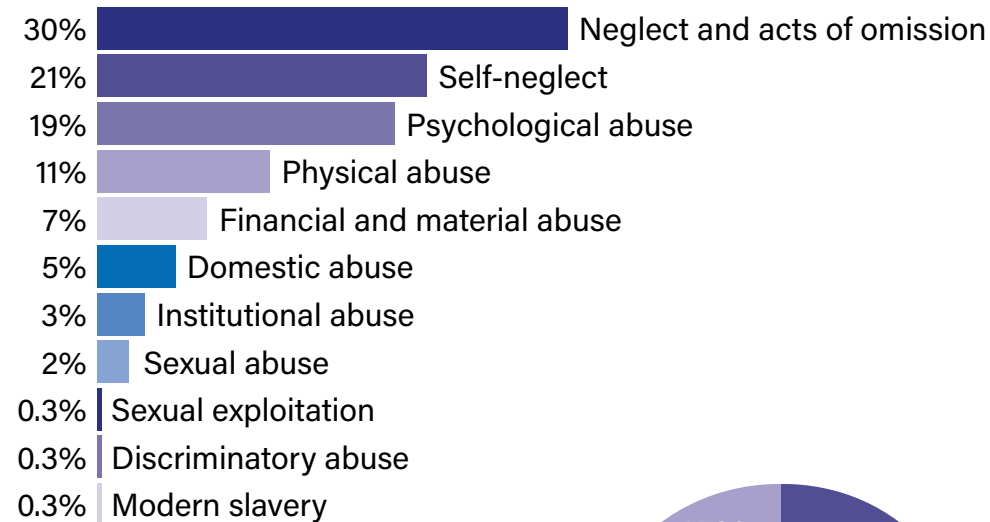
When the police and social care got into my home, they saw that my house had been taken over as a base for illegal activities. I had been afraid to raise the alarm and was very grateful to the police and Adult Social Care for making me safe again.”

- Pat, Chesham

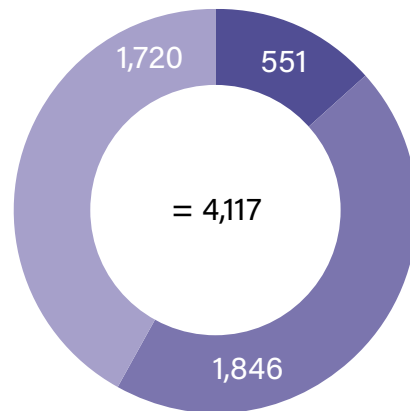


## Safeguarding concerns and DoLS

11,445 safeguarding concerns were received in 2021/22 and of these 9,521 progressed to enquiries. The chart below shows the types of concerns received.



In 2021/22, a total of 4,117 Deprivation of Liberty Safeguards (DoLS) were received. Of these, 551 were granted and 1,846 were not. 1,720 are still being assessed.



● DoLS granted    
 ● DoLS not granted    
 ● DoLS outstanding

## Buckinghamshire Safeguarding Adults Board

In 2021/22, Buckinghamshire Safeguarding Adults Board (BSAB) published two Safeguarding Adult Reviews (SARs). These SARs highlighted the need for improved communication between agencies, better awareness of the Mental Capacity Act, better-informed risk assessments, a more holistic approach when working with families, and an improved understanding of self-neglect.



We have improved how we learn from and share information across partner agencies to ensure we act promptly to any issues, and ensure that the voice of the person involved and their family/representatives are central to everything we do.

A quality assurance framework has also been introduced to ensure that key safeguarding areas are analysed effectively following the publication of SARs.

# Safeguarding awareness campaign

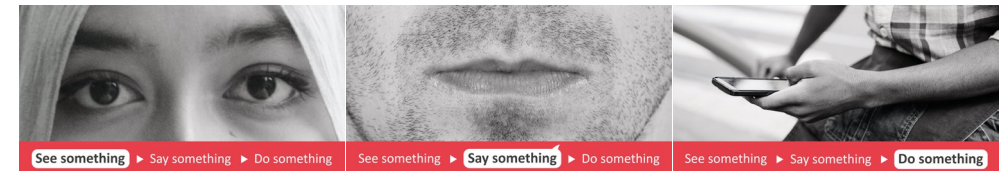
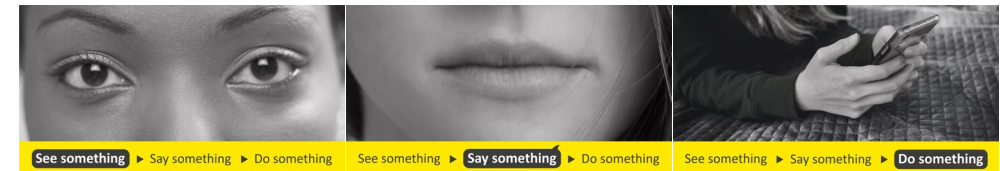
In September 2021, we launched our Adult Safeguarding campaign, 'See something, Say something, Do something'. The aim of this campaign was to raise awareness of adult safeguarding and to encourage the public to report any concerns.

The campaign was launched using posters, social media and the Care Advice Buckinghamshire website, as well as radio and Spotify adverts. Posters were displayed in public places such as in Aylesbury's Friars Square Shopping Centre, car parks and GP surgeries, and staff attended stalls across Buckinghamshire to promote the campaign.



We created information videos about the different types of abuse, as well as new factsheets for both residents and staff - all of which are available on the Care Advice Buckinghamshire website.

More information and resources about the campaign can be viewed on the [Care Advice Buckinghamshire](https://www.buckinghamshire.gov.uk/careadvice) website.





## Priorities for next year

- We will work with Healthwatch to seek feedback from service users both during and following safeguarding involvement to help us improve people's experiences
- The Buckinghamshire Safeguarding Adults Board will review the training offered to partner agencies to ensure that they are able to support people at risk of abuse and neglect
- Professional Safeguarding guidance will be developed and rolled out to partnerships via webinars
- We will plan our approach to the change in DoLS legislation to implement the new Liberty Protection Safeguards (LPS)
- We will establish good working partnerships with providers and partner agencies to streamline referral pathways and ensure appropriate safeguarding referrals are received
- We will enhance our audit and training programme to ensure staff are supported to improve the quality of their recording and understanding of safeguarding practices

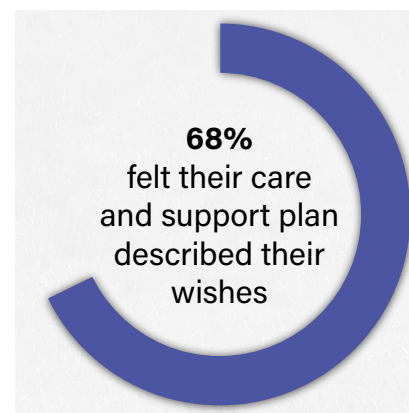
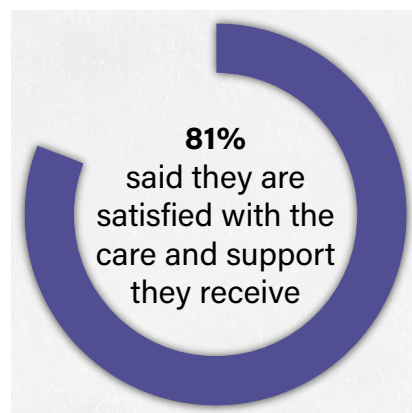


# Resident feedback

## Surveys

Councils are required to undertake a survey of those who have received help and support. In 2021/22, we received 596 responses to this. Analysis of these responses showed common themes about how care and support could be improved. It is crucial that we hear your views on services, so we now send out monthly surveys asking what your experience was like when you have had your care and support needs assessed or reviewed by Adult Social Care or when you ask us for information or advice. It is important for us to understand where we are doing things well, as well as where things could be better.

Responses to the 2021/22 surveys showed...



## Compliments and complaints

Last year, we said we would continue to improve our responses and people's experience of complaints. This year, 105 concerns were resolved within 48 hours and did not progress to a complaint. Of the 49 complaints that we did receive, our average response time across the year was 28 days, down from 32 days the previous year. Over the next year, we will continue to encourage staff to resolve any dissatisfaction immediately and to seek a resolution to concerns where possible.

We also received 252 compliments, which is the highest number we have ever recorded!

I would like to send a big thank you to the Care Team who have been coming in to provide help to me for the past month. I have really appreciated their patience and kindness. You have all been lovely and your support has increased my confidence and function, allowing me to stay in my own home. For that, I am truly grateful.

We are all so very grateful to you for your wonderful help with navigating this difficult process... and for keeping us informed along the way.

My father's social worker has made fantastic progress. She completed the most accurate assessment regarding his needs, always picks up the phone, emails me and keeps me up to date.

I would like to thank you and all the Buckinghamshire departments who have all been outstanding with their help and support during a very difficult time. You pulled out all the stops and worked together to help me and I am so grateful to all of you. The care and compassion each of you has demonstrated has been so appreciated.

It was always very comforting for me to know that you were there in the background as a support and that we as a family were not entirely on our own.

# Adult Social Care Forums



Buckinghamshire Council  
**Adult Social Care Forums**

We have been holding online forums to hear your thoughts and experiences of Adult Social Care in Buckinghamshire. The aim is that these forums will become a place for co-production, so that we can work together with you to shape the services we offer you. Some of the things we have worked on so far include:

## **Safeguarding campaign**

A forum was held to discuss thoughts on the safeguarding campaign, 'See Something, Say Something, Do Something'. Attendees helped us select images and colours for posters, and also shared some great ideas on where we could promote the campaign, such as GP surgeries and residential homes.

## **Website redesign**

Attendees of the forum have contributed to the redesign of the Care Advice Buckinghamshire website, advising us on what they liked, what they didn't like, and helping us to select appropriate and relatable images.

## **Customer standards**

Working with the forum, we have created some customer standards to set expectations and describe what residents can expect from Adult Social Care staff. We are now working to get these embedded across the service.

## **Co-production training**

At the end of last year, we held co-production training in order to help us understand how we can successfully implement a co-production approach in the future. This was attended by both colleagues and members of the forum.

Our plan for next year is to work together with members of the forum on more projects. In particular, our goal is to co-produce work with you, getting you involved from the very start.



Buckinghamshire Council  
**Adult Social Care Forums**

Do you receive support from adult social care in Buckinghamshire or provide care to someone who does?

Do you want to help shape our adult social care services?

## We want to hear from **you**

We are looking for people who have lived experience of adult social care in Buckinghamshire to work with us to improve our services.

**Who?** Buckinghamshire residents aged 18+ with lived experience of adult social care

**Where?** Online via Microsoft Teams and in person across the county

**When?** Join our Facebook group or emailing list to find out about upcoming sessions. You can attend as many or as few as you like

To find out more or to get involved, get in touch with us...

 [ascforums@buckinghamshire.gov.uk](mailto:ascforums@buckinghamshire.gov.uk)

 01296 387095

 /groups/BuckinghamshireASCForums



## How to get involved

We're always looking for people with lived experience of adult social care in Buckinghamshire to join our forums and work with us to improve the services we offer. There is no commitment needed. You can join as many or as few sessions as you like, or you can join our Facebook group to be involved in discussions.

## Forum sessions

Since October 2020, we have held almost 20 sessions and listened to your thoughts on a range of different topics. Until now, sessions have been held online via Microsoft Teams, and have lasted between 1 and 2 hours. We are soon hoping to be able to meet in person.

## Facebook group

We have recently created a Facebook group, "Buckinghamshire Council Adult Social Care Forum". This group will complement the forum sessions we hold, offering people a place to share their thoughts and experiences if they are not able or do not want to attend a meeting.

 [ASCforums@buckinghamshire.gov.uk](mailto:ASCforums@buckinghamshire.gov.uk)

 01296 387095

 Buckinghamshire Council Adult Social Care Forum

# Your Annual Update

In January 2022, we met with members of our Adult Social Care Forum to hear their thoughts on previous years' Local Accounts. As this document is created for residents, it is vital that we listen to you about you want to see and how you want to see it.

Below are the points that were raised at the forum. We want to be honest with you about how we have and haven't been able to make the changes you suggested, and how we may be able to do things differently next year.

## **Could the Local Account be called something else?**

You said that the name Local Account doesn't really explain what is in the document, so we have changed the title to "Adult Social Care Annual Update" to make it clearer what it is about.

## **Can you use photos of Buckinghamshire and its residents?**

We have included some photos of places in Buckinghamshire. For next year's Annual Update, we are planning to include pictures of Buckinghamshire residents too.

## **We like the photos of Buckinghamshire countryside**

In a previous year's Local Account, we included a photo of Buckinghamshire countryside. You said you liked this and so this year we have used a similar photo this year.

## **Make sure that writing is easy to read and not over images**

Accessibility is very important to us and so we have made sure that this document meets accessibility requirements. If you notice any issues with this document, for example, a colour that is difficult to read, then please let us know.

## **We don't always have time to read lots of pages**

You told us that you sometimes don't have time to read a booklet with lots of pages like this. So that we don't miss out updates and information we want to share with you, we have included a new overview at the beginning for people who want to see a quick summary.

## **Will there be more co-production next year?**

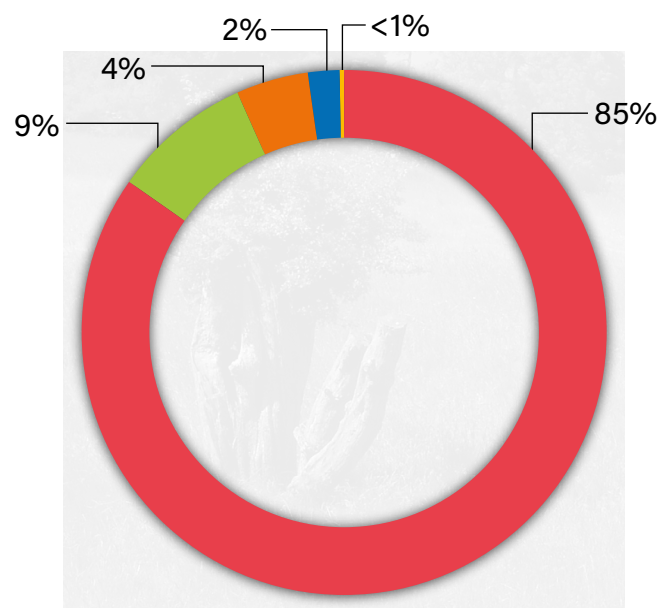
Next year, we want to co-produce the Adult Social Care Annual Update with you. This will mean working with you from the start and making sure you are involved at every stage.



# Finance

## Money spent on Adult Social Care

In 2021/22, **£148.7 million** was spent on Adult Social Care. This was split across the different teams as follows:



- Long Term Care & Reviews
- Hospital & Community Response
- Mental Health
- Central Operations
- Early Resolution



Our Adult Social Care teams are aligned to our Better Lives Strategy: the Early Resolution team helps people to live independently; the Hospital & Community Response team helps people to regain independence; and the Long Term Care and Review team helps people who are living with support.

Most of the money spent on supporting residents goes on residential or nursing care services, or community care services such as home care, day care, supported living schemes or direct payments.

# Glossary

## **Co-design**

Buckinghamshire Council working together with people who use Adult Social Care services to identify ways we can improve services.

## **Co-production**

Buckinghamshire Council working together with people who use Adult Social Care services to make changes.

## **Deprivation of Liberty Safeguards (DoLS)**

Part of the Mental Capacity Act 2005 and designed to protect your rights if you are deprived of your liberty. It must be in your best interests - for example, to keep you safe.

## **Independent Mental Capacity Advocacy**

An advocate who has been specially trained to support people who are not able to make certain decisions for themselves and do not have family or friends who can speak for them.

## **Independent Mental Health Advocacy**

Advocacy that is independent of mental health services and can help people get their opinions heard and make sure they know their legal rights.

## **Liberty Protection Safeguards**

Introduced in the Mental Capacity Act 2019 to replace DoLS. These will improve outcomes for people who are deprived of their liberty and will put the wishes of those people at the centre of decision-making.

## **Mental Capacity Act**

The Mental Capacity Act 2005 covers residents of England and Wales who can't make decisions or a particular decision for themselves.

## **Quality Assurance Framework**

This sets out how standards are met.

## **Safeguarding Adults Review (SAR)**

This aims to work out what different organisations and agencies could have done differently in the event of a safeguarding incident to prevent the harm from taking place.



## What do you want to see in the next Annual Update?

Our aim for the Annual Update is to provide the information you want to see in the way you want to see it.

If you have any thoughts or feedback you'd like to share with us, please contact us:

✉ [QSPpracticeandquality@buckinghamshire.gov.uk](mailto:QSPpracticeandquality@buckinghamshire.gov.uk)



**Buckinghamshire  
Council**

Please note: throughout this document, some names and personal details have been changed to protect anonymity