



ADULT SOCIAL CARE IN BUCKINGHAMSHIRE: ANNUAL REFLECTIVE REVIEW 2022/2023

The achievements, improvements and challenges.



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YOUR ANNUAL REFLECTIVE REVIEW

Welcome to our Adult Social Care in Buckinghamshire: Annual Reflective Review 2022/23. After talking with residents and hearing their suggestions, we have renamed our annual Local Account. We hope that our 'Annual Reflective Review' better explains the overview of adult social care activities in 2022-23.

This review highlights how adult social care has helped residents with care and support needs and their carers between April 2022 and March 2023. It details how we have worked collaboratively with our partners to make a difference to the lives of residents in our community through trusted, personalised, and universal social care support, so people have choice and control and can maximise their wellbeing and independence within their local community.

Our vision is to make the best use of the resources available to help the residents of Buckinghamshire lead fulfilled lives while keeping the person at the centre of all we do.



FOREWORD



Welcome to our Adult Social Care Annual Update 2022/23. 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.



Angela Macpherson
Deputy Leader & Cabinet
Member Health &
Wellbeing

Over the last 12 months we have continued to support thousands of vulnerable residents either at home, in care homes, supported living projects or being supported to be discharged from hospital. And we know we can only achieve this through the efforts and dedication of our committed and excellent workforce. Too often they are overlooked and undervalued but we know we cannot deliver excellent care without them- so Thank You.

But like every area, Buckinghamshire has seen increased demand due to an ageing population and increasing levels of need. This has meant even closer working with our NHS partners and the voluntary and community and private sectors, to ensure care is provided at the right time and in the right setting. Going forward we know we need to continue to make improvements and looking forward there will be a renewed focus on improving discharges and transitions, supporting carers, providing more information and support to those with Dementia and working hard to improve the quality of our care settings.

We hope you enjoy reading our Annual Review and we remain committed to working with you to improve our services



Craig McArdle
Corporate Director Adults
and Health (DASS)

OVERVIEW

This overview provides a glimpse into some of the key points from this years' Annual Reflective Review below:

- We have spent over £240 million across Adult Social Care to support adults with social care needs.
- We have collaborated with residents and the Social Care Institute of Excellence (SCIE) to create a 'co-production guide'.
- We have provided 74,300 items of equipment, supporting over 29,000 residents to live independently.
- We have worked with Alzheimer's Society, Carers Bucks, and POhWER to support our residents to have a voice.
- We have created a Preparing for Adulthood transition guide to support young adults moving from Children's Service to adult services.
- We have achieved a 'Good' Care Quality Commission rating at our overnight respite centre, Seeleys House.
- We have launched a named worker approach which limits the number of people residents need to speak to at any given time.
- We have raised awareness of occupational therapy by improving the information and advice available. This ensures residents have access to the appropriate level of care and the most suitable equipment.
- We have developed a Better Lives Outcome Programme for residents attending a Short Break Service, so that they have an individualised timetable of activities.
- We have improved the opportunities for young people and adults with social care needs to give them greater access to supported employment, training, internships, and volunteering.
- We have supported 943 residents to regain their independence through our Home Independence Service.

FACTS, FIGURES & FEATURES

Approximately 555,257 people were living in Buckinghamshire
431,664 aged 18+



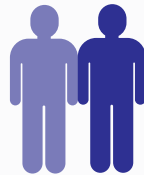
We provided support to 1,249 residents with a learning disability



369 residents attended our day services across Buckinghamshire



We have supported 372 residents with their memory or cognition



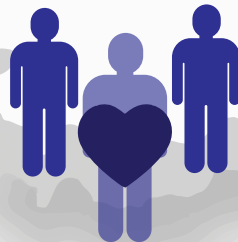
Adult social care provided support and advice to 558 carers across Buckinghamshire



14,990 assessments undertaken



We provided support to 3,293 residents aged 18-64



We have supported 6,879 residents with a physical support need



We provided support to 8,810 residents aged 65+

OUR BETTER LIVES STRATEGY

Here 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 to support residents to live healthier lives. We offer extra support when needed to help residents regain their independence, whilst at the same time making sure our services are sustainable for the future.

We will work with people to understand their needs and establish the appropriate support required depending on their strengths and abilities.

3 STAGES OF THE BETTER LIVES STRATEGY

helping people to:

**LIVE
INDEPENDENTLY**



**REGAIN
INDEPENDENCE**



**LIVE WITH
SUPPORT**

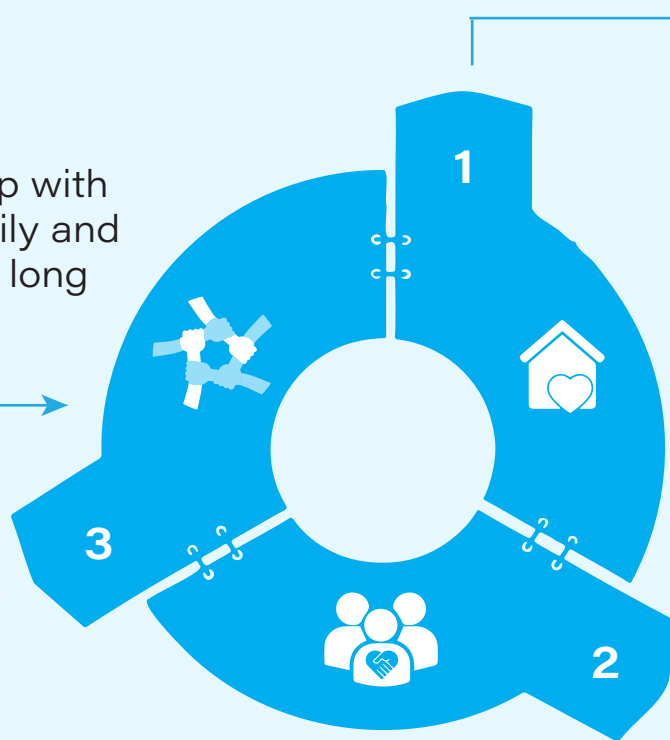


OUR BETTER LIVES STRATEGY

A closer look at our Better Lives Strategy

Live with Support:

Working in partnership with the resident, their family and community to provide long term care.



Live Independently:

Making it easier for residents to take care of themselves and remain independent.

The Better Lives Strategy is about making sure that both now and in the future:

- 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
- younger 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 own care, drawing upon community resources as widely as possible
- people will experience more seamless care and support across social care and the NHS

Regain Independence:

Working with residents who have experienced a crisis in their lives to regain skills.

LIVING INDEPENDENTLY

“ I lack words to express my gratitude for your patience, trouble, time and efforts that you put in to make the impossible, possible; just to make life worth living for fairly and really disabled people, cope with their various situations. I'm sincerely overwhelmed. Thank you all so very much

- *Buckinghamshire Resident* ”

LIVING INDEPENDENTLY

By Living Independently we mean focusing on what support is needed to enable residents to stay well and to help people live independently for longer. We have worked with the voluntary and community sector and the community itself to develop the support available to residents. Information and advice will also be easily available and accessible which will in turn help people to lead independent and fulfilled lives. This approach gave the opportunity to build on the strengths of individuals and communities and helped develop these into sustainable, long-term possibilities.

Prevention Matters

Prevention Matters helps Buckinghamshire residents to remain independent and active within their community. They encourage and support people to socialise if they feel anxious, lonely, or isolated. Over the past year, 762 people have been supported by Prevention Matters. 95.5% of those completing a final review had achieved or partially achieved the goals that they had set at the start.

Prevention Matters have introduced two new initiatives, The Buddying Hub and The Tech Buddy support system. The Buddying Hub provides a sustainable and remote way for residents to create and maintain new friendships with other people. Residents are matched according to similar interests, experiences, and locations. Prevention Matters provides initial support to help form the connection and start the relationship.

The Tech Buddy support system helps residents with digital inclusion to aid independence. The support improves internet skills, builds social connections, raises confidence and offers practical tasks such as navigating online banking and shopping. There is also access to a limited number of tablets that can be loaned out.



If you are over 18 and are not in receipt of a social care package, you can refer yourself to Prevention Matters. Call: 01296 484322 | Visit: www.connectionsupport.org.uk

*To make a buddy referral, complete the Prevention Matters referral form and send to:
preventionmatters@connectionsupport.org.uk*

Preparing for Adulthood

Transitions is the move between children's and adult social care. To support this process a transitions guide was created in partnership with Families and Carers Together in Buckinghamshire (FACT Bucks), Buckinghamshire Council and its partners. The transitions guide is an information pack for parents/carers with young people with special educational needs and/or disabilities (SEND).

This guide aims to help parents/carers guide their young person into independence or as much independence as is possible. It gives information about what to think about, plan and do and what to expect in preparing for adulthood.

Supported Employment has been a continued area of focus and 10 job coaches have been trained in the adult social care day opportunity centres to support young people with employment.

To support young people transitioning from children's social care to adult social care we have also improved the way we share information internally and with our partner organisations. We have started internal monthly forums to ensure the correct pathways are being identified and we have recruited 2 new dedicated social workers.



Autism Strategy

We want to achieve an autism friendly approach across Buckinghamshire in education, health, social care, work, and communities. Through a 12 week consultation period we engaged, co-produced, developed and reviewed a document that has taken shape that clearly identifies our priorities.

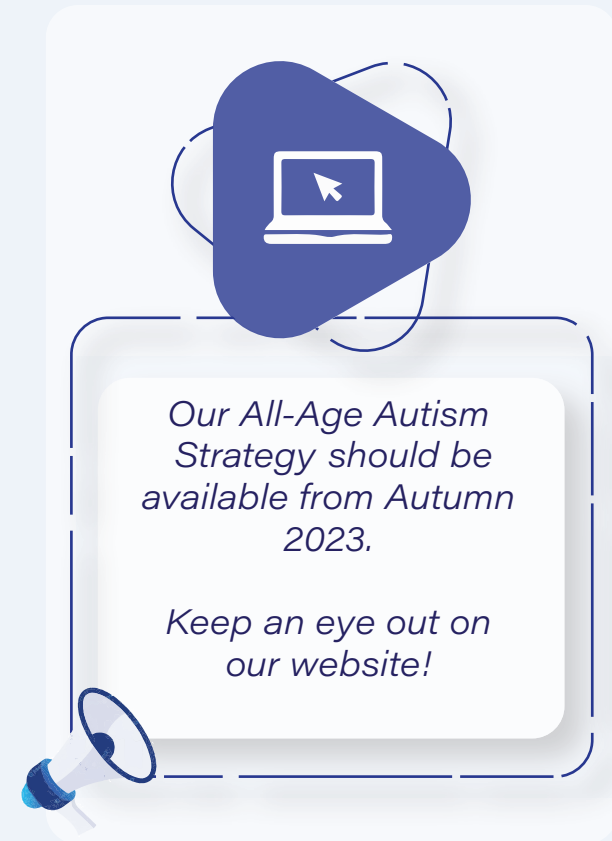
The Autism strategy has been brought together by autistic children, young people, adults, and family carers together with professionals from Buckinghamshire Council and partner organisations, to make our joint ambitions clear.

The finalised strategy will be available in Autumn 2023 and will be overseen by a newly established Autism Steering Group. Buckinghamshire Council will deliver improved care and support services for autistic people supported by the new strategy.

For further information please contact All Age Disabilities Provisions Team:



aadmhprovisions@buckinghamshire.gov.uk



LIVING INDEPENDENTLY

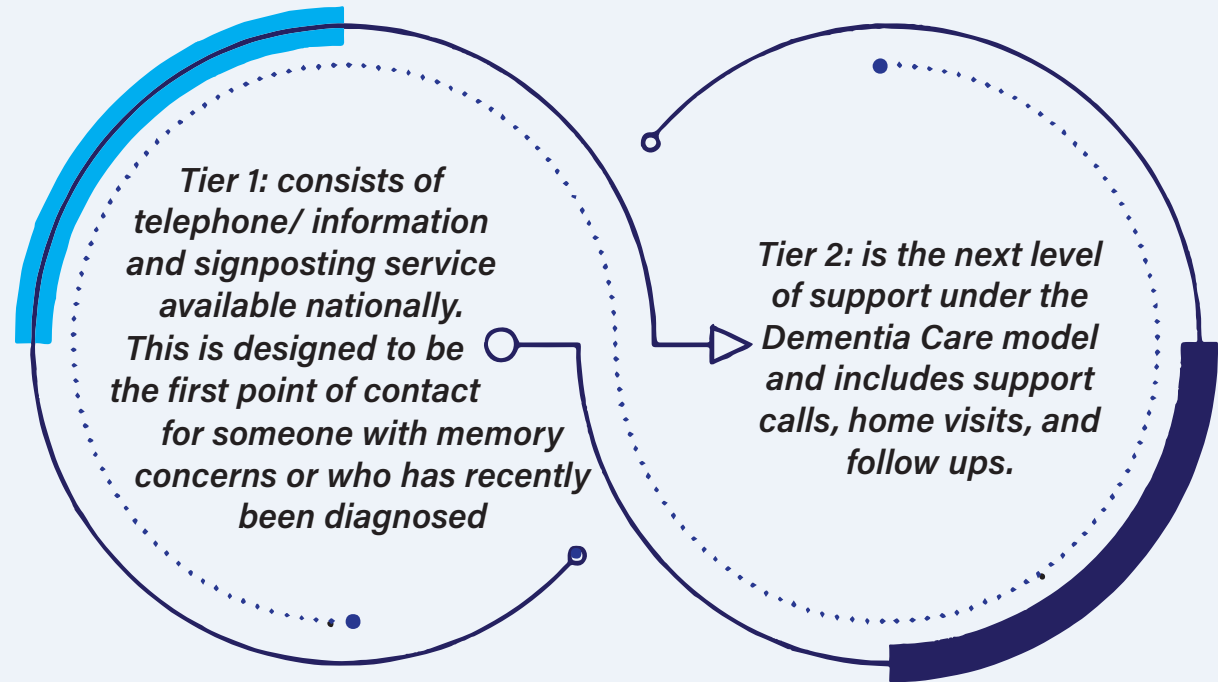
Dementia

In October 2022, it was estimated that there were around 8,000 people in Buckinghamshire living with dementia. The NHS GP figures show that 111 people in Buckinghamshire under the age of 65 have a dementia diagnosis.

Buckinghamshire Council commissions the Alzheimer's Society to deliver Dementia Support Services via a two-tiered model called Dementia Connect. This two-tiered system is explained in the infographic to the right.

Following a Dementia Needs Analysis critical gaps were identified in the dementia provision in Buckinghamshire. After reviewing these gaps, work is being done to improve dementia support in Buckinghamshire, including:

- Named caseworker
- Dementia Intensive Support Team
- Timely diagnosis and assessment
- Dementia communications/information sharing



Care Advice Bucks: Dementia



Oxford Health: Memory Services



Age UK: Dementia Help and Advice



Age UK: 0800 055 6112

LIVING INDEPENDENTLY



Named caseworker – Enabling the Dementia Support Service to support more people with dementia or carers in their dementia journey.



Dementia Intensive Support Team – Reducing unplanned hospital admissions for those who have dementia/suspected dementia.



Timely diagnosis and assessment – The Dementia Support Service is supporting GP staff in undertaking memory screening to increase the dementia diagnostic rate.



Dementia Comms/information sharing – Responding to feedback from residents, a single page was created on the Council's website for all information, advice and guidance on dementia

DEMENTIA NEEDS
ANALYSIS
JULY, 2022
Critical Gaps

LIVING INDEPENDENTLY

The Health & Adult Social Care Select Committee were aware of the council's Adult Social Care transformation programme which included work around improving services for people living with dementia and their carers. They undertook a review so the findings and recommendations could be used to support ongoing work between health and social care colleagues. The committee group made recommendations, grouped together under the NHS England Dementia Well Pathway which has been adopted by Buckinghamshire.

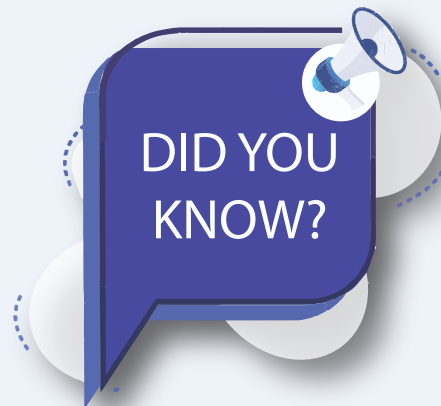
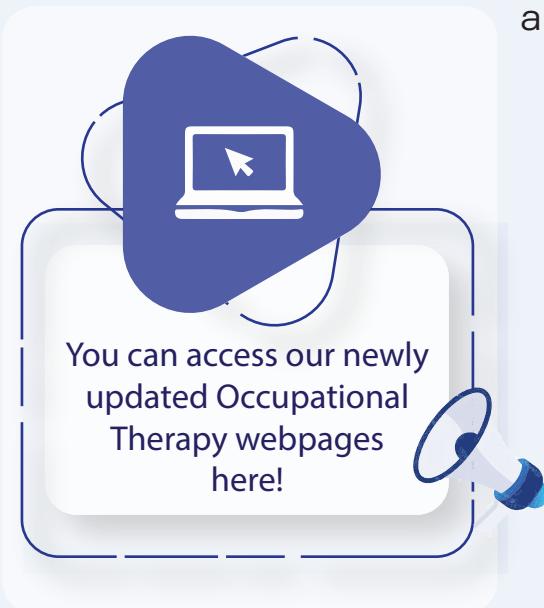
PREVENTING WELL	DIAGNOSING WELL	SUPPORTING WELL	LIVING WELL	DYING WELL
 <p>Risk of people developing dementia is minimised</p> <p>"I was given information about reducing my personal risk of getting dementia"</p>	 <p>Timely accurate diagnosis, care plan, and review within first year</p> <p>"I was diagnosed in a timely way" "I am able to make decisions and know what to do to help myself and who else can help"</p>	 <p>Access to safe high quality health & social care for people with dementia and carers</p> <p>"I am treated with dignity & respect" "I get treatment and support, which are best for my dementia and my life"</p>	 <p>People with dementia can live normally in safe and accepting communities</p> <p>"I know that those around me and looking after me are supported" "I feel included as part of my society"</p>	 <p>People living with dementia die with dignity in the place of their choosing</p> <p>"I am confident my end of life wishes will be respected" "I can expect a good death"</p>

LIVING INDEPENDENTLY

Equipment, Technology, Aids and Adaptations

This service continues to be critical in supporting people to live independently in their own homes. In 22-23 we did this by ensuring people have timely access to equipment and aids that enable them to undertake daily living tasks, technology to help them feel safe and in control, and adaptations to help them move safely around their homes.

We have successfully extended our partnership with NRS Healthcare, the Council's chosen supplier of equipment services, and look forward to further developing the local service offer. For example, we are working jointly to implement the 'My NRS' Service User Portal which will give people more control over when and how they receive their equipment services, including information and videos on how to use equipment safely. Another development in the pipeline is the creation of Service User Liaison Groups giving those who use the service a forum to directly input into the planning and development of the service throughout the lifetime of the contract.



74,300

people to live independently from April 2022 - January 2023

items of equipment provided to support

29,381

LIVING INDEPENDENTLY

Carers Bucks

Carers Bucks provides comprehensive support to carers of all ages. This support covers information and advice services, regular planned events to unpaid carers in Buckinghamshire. They are funded by Buckinghamshire Council and the NHS.

In the last 12 months Carers Bucks have increased face to face support and offered a variety of workshops, training sessions and social events across the county.

Following the pandemic Carers Bucks Hospital Teams resumed working onsite at Stoke Mandeville, Amersham, High Wycombe and Wexham Park meeting carers, connecting with the wards, social care, and discharge teams. The team support and identify carers of patients within the hospital setting and meet with people who are often just starting their caring journey.

Carers Bucks has been able to restart face to face monthly carer support groups at 14 locations throughout the county. The support groups provide peer support, social interaction, topics, and training designed to give carers the tools they need to make their caring role as consistent as possible.

Due to the cost of living crisis, Carers Bucks have offered weekly Winter Warmth sessions at their Aylesbury office. These are drop-in sessions and provide an opportunity for people to go somewhere warm, have a hot drink, snacks and engage with other carers and staff.

Carers breaks are crucial to help maintain the physical and mental health of carers. To expand the offer to Buckinghamshire carers, Carer Bucks have become community partners with Carefree, a charity which offers carers breaks in hospitality venues across the country.



0300 777 2722 (calls charged at local rate)



mail@carersbucks.org



Carers Bucks website

LIVING INDEPENDENTLY

DID YOU KNOW?

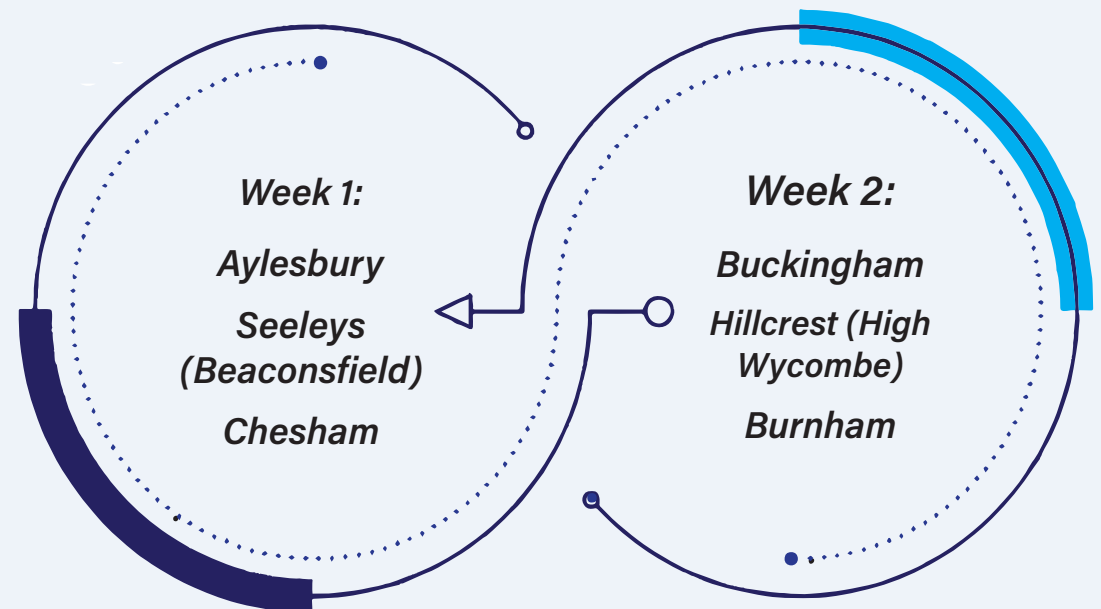
MARCH 2022 -
PRESENT

1014 appointments undertaken

averaging 84.5%

Community Cafes

Community Cafés were offered across six of our Day Opportunity Centres. The Cafes offer appointments for residents who need a Care Act assessment in a venue that is often closer to home than our Council offices. The model means that we can offer up to 94 appointments to residents per month, and they occur on alternate weeks:



REGAINING INDEPENDENCE

“ I just wanted to express my appreciation and gratitude to all you nurses for the help and care you have shown me over the last six weeks. Not only did you all help me with my personal needs but also you gave me the invaluable confidence that I was lacking by suggesting equipment and ideas to help in this respect. The manner which you all did this will not be forgotten.

- *Buckinghamshire Resident*

”

REGAINING INDEPENDENCE

Regaining independence is about prevention and helping people to stay independent, reducing the need for long-term care. Where people are recovering from an illness or injury, we help them to get back to their best health and fitness as soon as possible through short-term care, with support from their families, communities and other organisations.

Hospital Discharge

In 2022-23 we worked with the NHS to help more than 3000 clients with care and support needs leave hospital safely.

This included commissioning a 'Hospital Discharge Support Service' to transport people home and settle them in after a hospital admission, supporting over 25 people to return home each week.

“

My dad had rapid decline Lewy Body Dementia in December and it came as a huge shock to us as he had been managing ok till then.

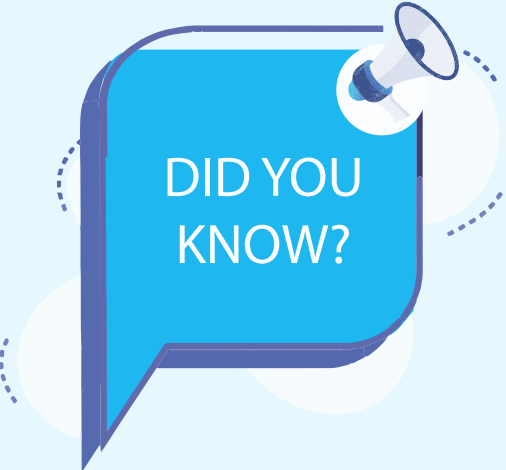
We found ourselves in a difficult place because as a family we had never dealt with anything like this. My poor dad was passed from pillar to post, and it was only when we were allocated [XX] that we could see the wood for the trees. [XX] showed a huge amount of sympathy and understanding whilst ensuring she fulfilled her role in a system I can only describe as truly broken and unjust. We were not the easiest of families, as we were all so emotional. My dad has been our rock and it was heart breaking not being able to make this better.

I dread to think where we could be without the support and patience of [XX]. She really does deserve a huge amount of recognition for the difficult job she does. I dread to think what she has to deal with daily, yet she never lets it show how much pressure she must be under. Thank you [XX]. Your kindness will never be forgotten. Our family truly appreciate your help and support.

- Buckinghamshire Resident

”

REGAINING INDEPENDENCE



DID YOU
KNOW?

943 people supported
this year by HIT

of people require
minimal to no care
by the end of their
six-week support

60%

Home Independence Team (HIT)

Home Independence is a short-term service, free for up to 6 weeks. This is delivered in your own home to help you become independent again after a hospital admission. After this time the person will be assessed to establish if they need to pay towards the cost of the care.

The service is provided by trained staff from the Home Independence Team. They will support you to rebuild confidence in the skills you need for day-to-day living so that you can become as independent as possible. This may be support with your personal care, managing medication, preparing a meal or to help you get out and about.

The Home Independence service can also help provide equipment you might need to help with your daily living. The Home Independence service is provided for a short time, up to a maximum of six weeks. The aim during that time is to give as much support as you need and help you to be as independent as possible.

We will hold regular meetings with you and any family or carers involved to check on progress.

REGAINING INDEPENDENCE

“

I would like to take this opportunity to say a very BIG thank you to the team of carers who have tended to my husband Terry.

Really appreciate all you have done - as Terry's Wife I shall certainly miss you. It never felt as though we were inviting strangers into our home, you are a wonderful Team.

Having felt my life has turned upside down, it has greatly helped to receive such loving support and it is very sad you will not be responsible for the ongoing care of Terry.

Very best wishes to you all for your future and thank you for everything.

- Iris and Terry, Buckinghamshire

”



REGAINING INDEPENDENCE

Mental Health

Oxford Health NHS Foundation Trust provides core mental health services in the community to adults with mental health problems residing in Buckinghamshire. On behalf of the Council, over the past year the Trust has helped residents with the support they need to continue a full and active life in the community. Oxford Health has continued working closely with GPs, service users, carers and other key partners to achieve this.

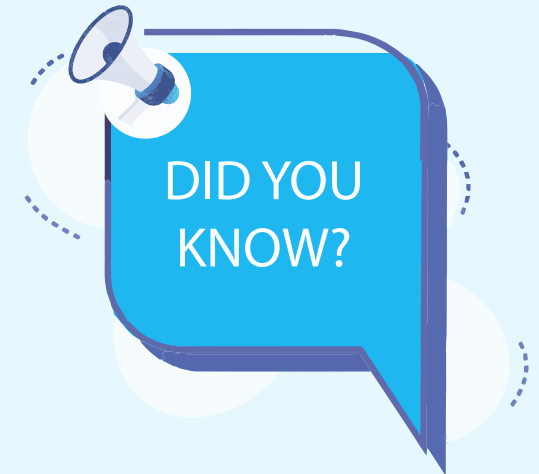
In 2022-23 the social care teams were restructured. As a result, there have been successes with recruitment to new posts and a continued focus on developing the skills of the workforce.



Buckinghamshire 24/7 Mental Health Helpline – operates 24 hours a day, seven days a week for people who need mental health care when their situation is not life-threatening.



111 or 0800 7830119





LIVING WITH SUPPORT

“ I would like to express my gratitude for the support that you have shown to the Seeleys Overnight clients and service during the past few months. I know that as a staff team you have put in a lot of hours to ensure that we provide a quality safe service. I would like to say that the success of a recent mock inspection has only been achieved through the team commitment to going above and beyond. Thank you for your continued support.

- *Buckinghamshire Resident*

”

LIVING WITH SUPPORT

Our strength-based approach to social care ensures that people receive the help they need to achieve the goals they have determined. Wherever possible, we support people to remain at home with family and friends, developing and maintaining a strong social network. We work with people to help them understand and manage everyday risks, whilst taking care to safeguard people from significant harm.

If you feel you have any care and support needs, please contact:

First Response: 01296 383204
Emergency Duty Team: 0800 9997677

Housing with Care and Support

We have implemented a new way of arranging care packages for those residents who need supported living. This new mechanism means that care packages are only offered to providers who have demonstrated they can deliver high quality support to help people live as independently as possible. We now have 57 providers who meet our high standards.

This approach to Supported Living has already started to show many benefits. Two of the most notable successes were firstly the sourcing of support for a group of young adults who wished to live together. The second was arranging less-intensive support packages for some individuals who were able to live in more independent accommodation.

Adult social care, together with colleagues across the Council including Housing and Planning, have started to implement an action plan to deliver a strategic approach to develop new and improved housing capacity for people with health and care needs.

LIVING WITH SUPPORT

Working with Providers to Improve Quality

Adult social care is committed to working with care and support providers as well as wider health and social care partners to deliver the best outcomes for our residents. In 22/23 we sourced new types of provision for 1,637 residents. In addition to new services we have also commissioned additional support to meet the changing needs of existing clients. Over the last 18 months, we have developed innovative approaches to monitoring the quality of providers using learning and experiences from the toughest days of the pandemic. The approach is based on collaboration, risk and the sharing of relevant data and information with partners and aims to:

Embed clear expectations for commissioners around monitoring providers.

Set clear expectations for providers about the quality standards and how the Council will support them.

Develop mechanisms to share intelligence about care providers across partners and use this shared information to focus particularly on providers where quality issues have been identified.

Ensure effective processes to manage arrangements and monitor providers.

Focus on delivering good outcomes for clients and meeting regulation requirements.

This way of working together across providers, commissioners and partners helps us to continuously improve services. It also reinforces good quality care and support. The approach has been endorsed by the Care Quality Commission.

LIVING WITH SUPPORT

Seeleys House Short Breaks Centre

Seeleys House Short Breaks Centre is our overnight residential service offering a respite care service for people with learning and/or physical disabilities in Beaconsfield. Seeleys House is registered to provide support for up to 12 residents.

In 2019 the service was assessed by the Care Quality Commission (CQC) as 'requires improvement'. Over the past three years the team have worked really hard to make changes and in January 2023 the CQC rated the service as 'good'. This was a fantastic achievement and demonstrates the commitment of the team to providing high quality care and support to those attending the Centre



LIVING WITH SUPPORT

Day Opportunities

A Better Lives Outcome Programme has been developed to ensure that every resident attending one of our short break services now has a tailored plan of activities, which relates to their needs and what they aspire to achieve. This approach has already improved the experience of day services for some residents. Sessions have changed and focus on residents' aspirations rather than being organised just around their needs.

The whole programme has been developed to reflect the resident's perspective and 'I' statements have been introduced across all paperwork to reflect the fact that the resident is central to the service offer.

“

I observed yourselves supporting [XX]. It was clear to see that [XX] was familiar with the both of you and seemed happy and relaxed in your company. I know [XX] is a very sociable person who constantly seeks out interactions with those around him. You were both able to respond to him appropriately and positively. You are both a credit to the service you work for, and it was clear that time spent with you both means a lot to him.

- Buckinghamshire Resident

”

SAFEGUARDING ADULTS

“

I wanted to say how fantastic [XX] has been since being given my mum's & stepdad's cases to review. From day one [XX] was totally engaged, cared & more importantly was contactable and replied to every communication I sent, also keeping me updated with relevant information.

Thank you again for the amazing service you have provided to my mum and stepdad, which really is greatly appreciated.

- *Buckinghamshire Resident*

”

SAFEGUARDING ADULTS

Safeguarding is a core duty of adult social care, underpinned by the principles set out in the Care Act 2014.

The aims of adult safeguarding are to:

Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs

Stop abuse or neglect wherever possible

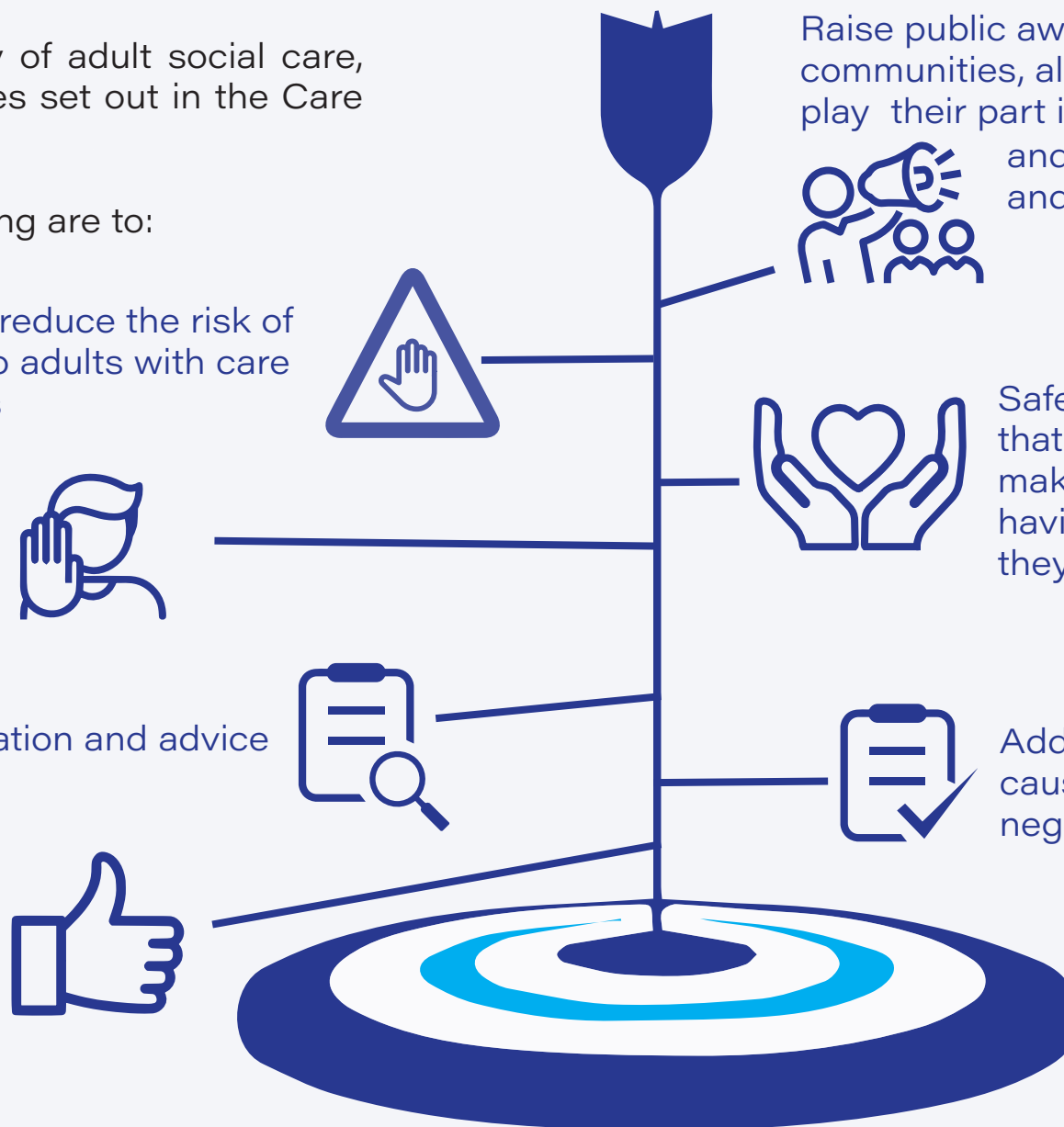
Provide information and advice

Promote an approach that concentrates on improving life for the adults concerned

Raise public awareness so that communities, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect

Safeguard adults in a way that supports them in making choices and having control about how they want to live

Address what has caused the abuse or neglect



SAFEGUARDING ADULTS



PREVENTION:

It is better to act before harm occurs



PROTECTION:

Support and representation for those in greatest need



PROPORTIONALITY:

The least intrusive response appropriate to the risk presented



ACCOUNTABILITY:

Accountability and transparency in safeguarding practice



EMPOWERMENT:

People being supported and encouraged to make their own decisions and give informed consent



PARTNERSHIP:

Communities have a part to play in preventing, detecting and reporting neglect and abuse

THE SIX SAFEGUARDING PRINCIPLES

SAFEGUARDING ADULTS IN 2022-23

DID YOU KNOW

17,072 Safeguarding concerns in 2022/23

1771 of these progressed to a safeguarding enquiry.

Types of Safeguarding Concerns Received:



Physical Abuse: 2498
Financial or Material Abuse: 1009
Organisational Abuse: 458
Domestic Abuse: 868
Sexual Abuse: 282

Neglect or Acts of Omission: 5443
Self-Neglect: 3376



Psychological Abuse: 3036
Discriminatory Abuse: 27
Sexual Exploitation: 37
Modern Slavery: 38



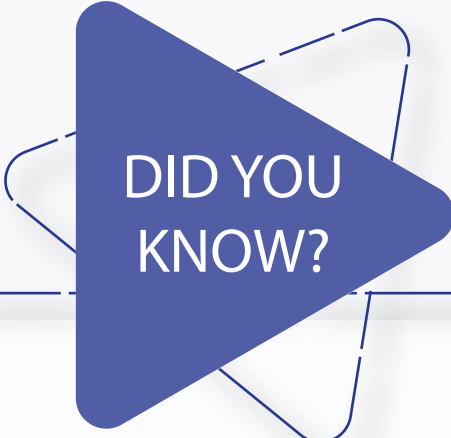
SAFEGUARDING ADULTS

Making Safeguarding Personal


In 2022-23 we undertook a facilitated workshop to understand our residents' experiences of 'Making Safeguarding Personal'. In the workshop we spoke with people who had been directly involved with a safeguarding enquiry and with professionals from other organisations.

Consulting with residents enabled them to share their views and experiences and support us to improve practice within adult social care. As a result of the consultation, we will launch a public campaign to help people understand safeguarding and the steps that can be taken to support residents.

The findings also suggested there needs to be a more concentrated focus on the Making Safeguarding Personal initiative, particularly to embed it more widely across adult social care, partners, providers, and Buckinghamshire residents.



DID YOU
KNOW?



Work will take place in 2023-24 to co-design with residents a Making Safeguarding Personal public campaign. This will support empowerment, education, and public awareness.

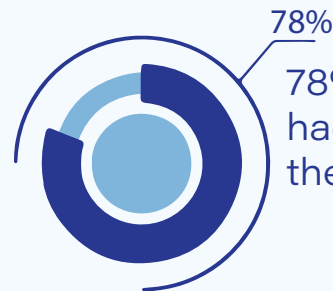
OUR RESIDENTS VOICE

Surveys

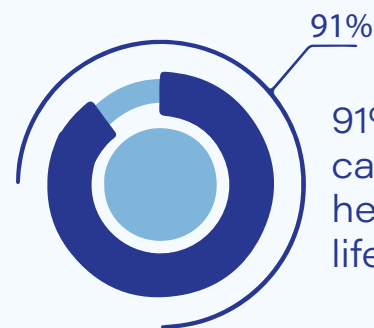
In 2022/23 we received 646 responses to the NHS Digital ASC survey. Analysis of these responses showed common themes about how care and support could be improved.

81% of respondents reported that care and support services help them in having control over their lives. 93% of respondents reported their home is as clean and comfortable as they want or as adequately clean and comfortable, with 64% of those advising they require help and support from care services to achieve this. A positive theme was that staff are very helpful and support individuals to have as much independence as possible.

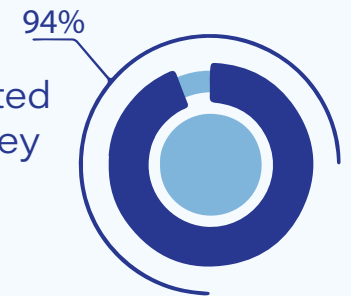
It is crucial that we hear your views on services, so in 2022-23 we developed monthly surveys to gather the experiences about care and support assessments and reviews or our information and advice. Understanding where we are doing things well, and where things could be better will help us improve our services.



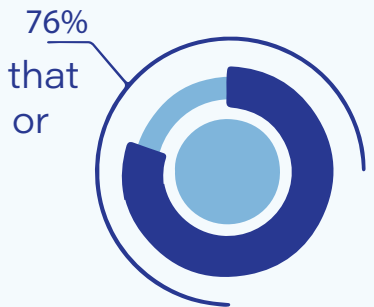
78% of respondents indicated that they had either as much social contact as they wanted or adequate social contact.



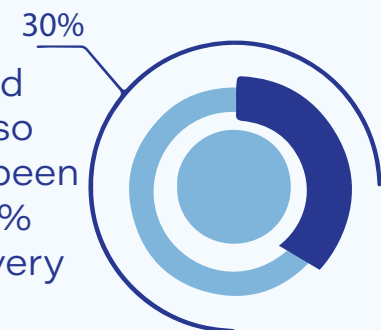
91% of respondents reported that the care and support they were receiving helped them have a better quality of life.



94% of respondents reported that they feel as safe as they want or adequately safe.



76% of respondents reported that they have as much, adequate or some control over their daily lives.



30% of respondents said their quality of life was so good it could not have been better, with a further 53% responding their life is very good or good.

OUR RESIDENTS VOICE

Co-production

In 2022-23 we worked with a leading values-driven improvement agency, the Social Care Institute of Excellence (SCIE) and people in Buckinghamshire to develop our approach to co-production. As a group, we agreed that when we use the word co-production, we simply meant “working and learning together”. Working and learning together is about residents, staff and partners engaging in an honest, transparent and equal relationship, where everyone is listened to and valued. This produces actions and results which benefit everyone involved. It also ensures that people who draw on care and support are central in how social care is designed and delivered.

Over a series of events local people were asked about what was important to them when we worked together and the values that should underpin co-production.

Following the events, we developed a guide to co-production to be shared with staff to improve how we work with residents.

The people of Buckinghamshire also shared 5 key behaviour words to underpin our approach to co-production, ‘Promoting Equality, Collaboration, Listening, Sharing, and Learning’

Working and Learning Together – Our Guide to Co-production

Our co-production guide provides a set of guiding principles, values, behaviours, and ways of working which embeds co-production across adult social care.

The guide draws on a combination of national good practice and what people in Buckinghamshire would like to see happen.

- As we go forward our ambition is to:
- Continue developing relationships and networks across Buckinghamshire.
 - Drawing from and building on our collective experiences and ideas
 - Continue working and learning together

OUR RESIDENTS VOICE

Compliments and Complaints

We have continued to improve our responses and residents' experiences of complaints. This year 84 concerns were resolved within 48 hours and did not progress to a complaint. Of the 72 complaints that we did receive, our average response time across the year was 26 days, compared to 28 days the previous year. Over the next year we will continue to encourage staff speak to people to resolve any dissatisfaction immediately, and to seek a resolution to concerns where possible. We also received 293 compliments, which is the highest number we have ever recorded!

Complaint –

- Delays in finding their son a new suitable placement

What we did –

- Explained that delays were due to challenges finding a provider that can support clients care and support needs
- Promised that social worker will update with progress

Lessons learnt-

In terms of what we have done to learn from this and make improvements I can report the following:

- Given the challenges in the market finding homes for people with high needs we are going to implement a regular update mechanism with social workers and service finding colleagues to ensure that we find the best homes in the timeliest manner
- A focussed session will be held with the 18-25 team to consider the learning and focus on the family experience and ensure that families are kept up to date with the progress of service finding

OUR RESIDENTS VOICE

Advocacy

POhWER is a charity offering free, independent, and confidential advocacy, information and advice. Over the last year they have provided advocacy support to 1,144 residents in Buckinghamshire.

POhWER offers several different types of advocacy services, suitable for a variety of people. For example, their Care Act Advocacy service has helped people when they need an assessment.

How to get in touch with POhWER:



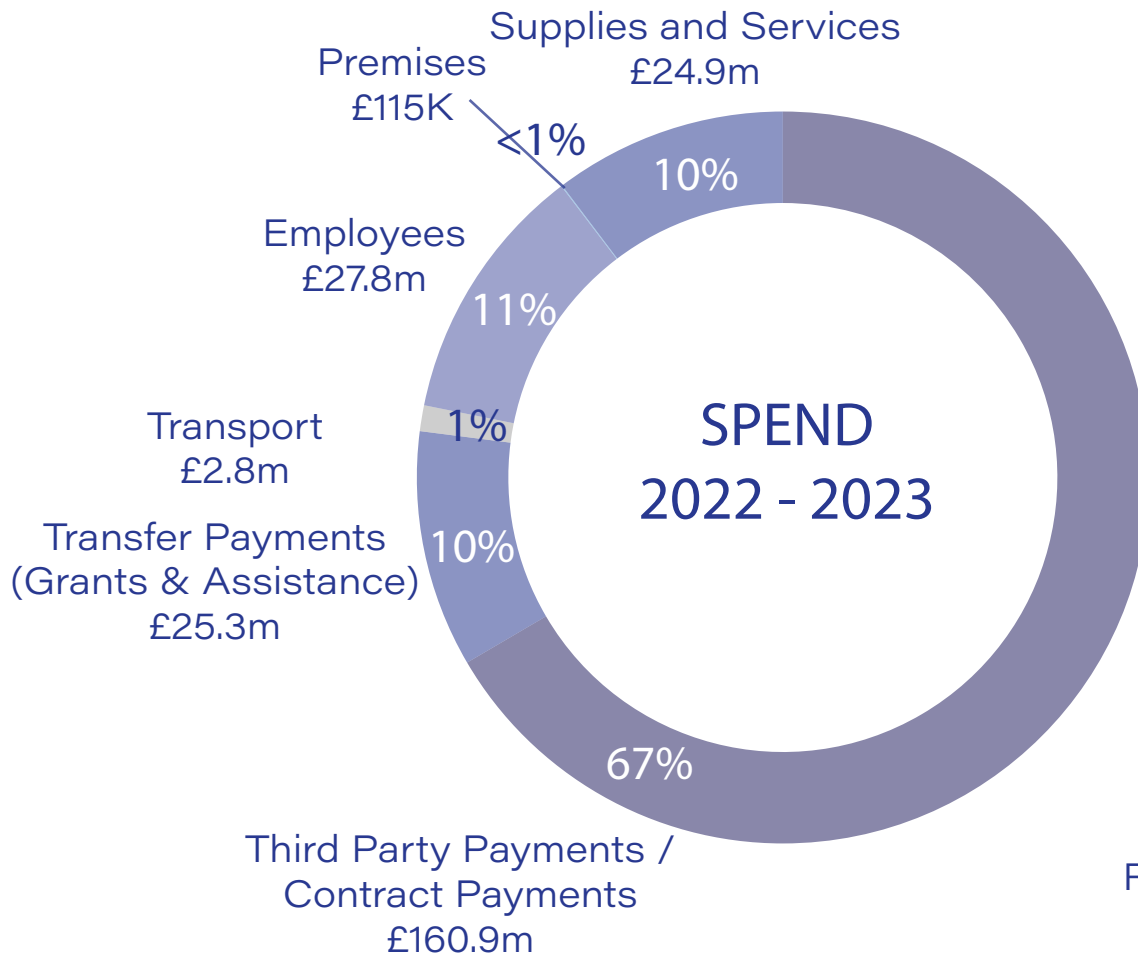
pohwer@pohwer.net



0300 020 0092 (Buckinghamshire)
0300 456 2370 (General)

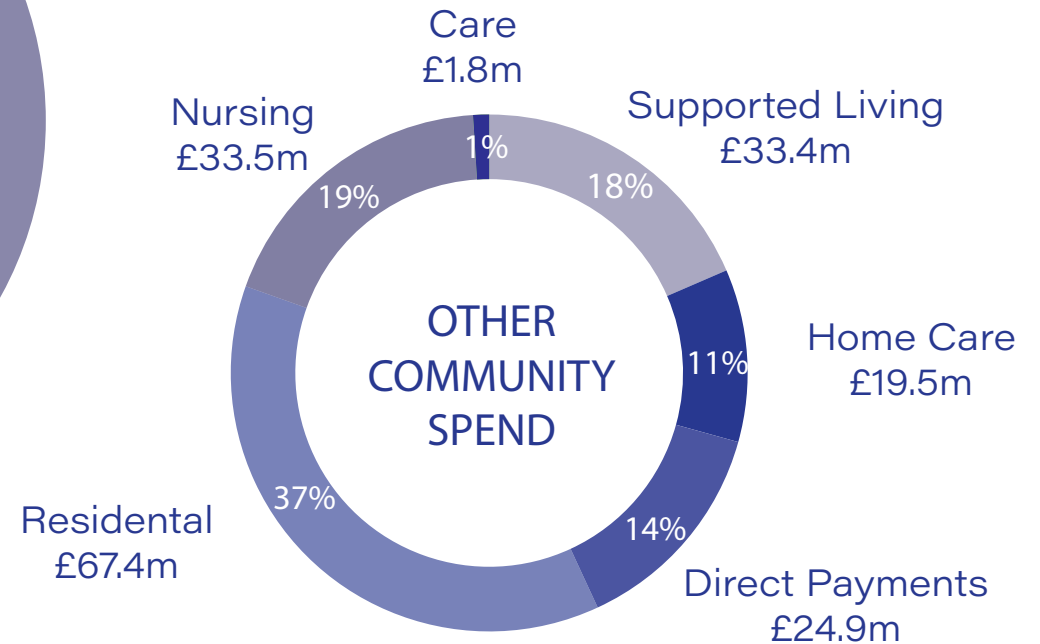
FINANCE

In 2022-23, most of the money spent on supporting residents with adult social care needs goes on residential or nursing care services, on community care services such as home care, day care, supported living schemes or direct payments.



Disability Spending:

Physical Disability (age 18-64)	£19.4m	11%
Physical Disability (65+)	£73.8m	40%
Learning Disability (all-age)	£67.4m	36%
Mental Health (all-age)	£24.4m	13%



GLOSSARY

CO-DESIGN

Buckinghamshire Council working together with people who use adult social care services to identify ways we can improve services

COMMISSIONS

When Buckinghamshire Council formally chooses someone, or specific service providers, to conduct and complete specific work

COMMUNITY CAFÉ

Where service users can meet in person with Social Workers at six of our day opportunity centres across the county.

CO-PRODUCTION

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

PREPARING FOR ADULTHOOD

The process of moving from children's services into adult services. It describes the changes in services when a child becomes an adult. However, this transition can happen at different times for different families.

PREVENTION MATTERS

Is a free and friendly advice service linking eligible adults (over 18) in Buckinghamshire to social activities, volunteers, and community services. Prevention Matters is delivered by Connection Support on behalf of Buckinghamshire Council.

SHORT BREAKS

A day opportunity service Buckinghamshire Council provides where service users can access building bases services and outreach support, typically for those with complex and high support needs, including those with learning difficulties, dementia and behaviours that challenge.

STEERING GROUP

A group of people who are chosen to direct the way something is dealt with.

SUPPORTED EMPLOYMENT

Is a service offered which helps people with disabilities to prepare for, find and keep paid or voluntary employment. It also provides service users with support to access training and employability skills.

CONTACT US



QSPpracticeandquality@buckinghamshire.gov.uk



01296 387095



If you have any feedback or an idea of what you would like to read in next years Annual Reflective Review, please contact us.