

Adult Social Care Local Account 2021/22



BARNSLEY
Metropolitan Borough Council

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30**

Barnsley – the place
of possibilities.

Foreword

Welcome to our [Adult Social Care Local Account](#), which shows what our services have achieved over the past year and how we plan to continue improving the support we offer.

In Barnsley, we believe we all should have the best possible chance of living life in good health, staying independent and creating environments where people can achieve their full potential.

There's lots of great work happening in Adult Social Care to make this possible.

In our Local Account, you will find useful information about the vital role our services play in supporting individuals, families and communities. The report will also help you understand our priorities, plans and performance, including your feedback on our services.

Over the past year, there's been a lot to celebrate in Adult Social Care. Our new [reablement](#) community service is making it easier for people to live independently in their own homes, and our joint [Health and Care Plan](#) is helping us build local models of support.

We've also introduced an integrated Adult Social Care Front Door, helping you access support earlier and in a more co-ordinated way.

We're committed to reviewing and improving the support we offer. Our Local Account allows us to reflect on what's strong and where we can improve always with a focus on independence, choice and control.

I'm excited about what we have planned for the next year, our partnerships with communities and all of our providers is strong and with these firm foundations we will continue to develop our approaches as part of the [South Yorkshire Integrated Care System](#).

One area of focus will be [our Better Lives programme](#), which brings together all the great work happening in Adult Social Care to ensure that we continue to grow and improve.

The programme focuses on wellbeing, independence and community resilience, helping you live independently in your own home and have more say over the support you receive.

The programme is already making a difference so we will continue to develop this in whatever way we can to help you all achieve the outcomes you are looking for in life and ensure that Barnsley is a great place to work and flourish.

We hope you find our Local Account interesting and that it helps answer any questions you have about our services. If you have any comments or suggestions, we would love to hear them. [Contact us online](#) and help us to continue improving the support we offer.



Wendy Lowder
Executive Director of Place
Health and Adult Social Care



Cllr Jenny Platts
Cabinet Spokesperson for Place
Health and Adult Social Care

Contents

| | |
|---|-----------|
| Foreword | 2 |
| How did we perform and how much did we spend in 2021/22? | 4 |
| Overview | 5 |
| Key Strengths | 5 |
| Key areas for improvement | 5 |
| Working with people | 6 |
| Assessing needs, including for our unpaid carers | 6 |
| Supporting people to live healthier lives | 8 |
| Providing Support | 13 |
| Care provision, integration, and continuity | 13 |
| Partnerships and communities | 15 |
| Workforce equality, diversity, and inclusion | 16 |
| Ensuring Safety | 17 |
| Safeguarding | 17 |
| Safe systems and continuity of care | 18 |
| Leadership | 19 |
| Governance | 19 |
| Learning, improvement, and innovation | 20 |
| Capable, compassionate and inclusive leaders | 22 |
| Feedback | 23 |

How did we perform and how much did we spend in 2021/22?

This performance information is part of the [Adult Social Care Outcomes Framework \(ASCOF\)](#). This is a national set of performance indicators that all local authorities must report on.

The table below provides a summary of how we performed

| | | | | | |
|---|---|---|---|--|--|
| 1A: Social care-related quality of life score | Barnsley 20% England 19% SN 19% Ranking 2 | 1F: Proportion of adults in contact with secondary mental health services in paid employment | Barnsley 16% England 6% SN 7% Ranking 8 | 2D: Outcome of short-term services: sequel to service | Barnsley 85% England 78% SN 73% Ranking 48 |
| 1B: Proportion of people who use services who have control over their daily lives | Barnsley 89% England 77% SN 78% Ranking 2 | 1G: Proportion of adults with learning disabilities who live in their own home or with their family | Barnsley 87% England 79% SN 83% Ranking 32 | 3A: Overall satisfaction of people who use services with their care and support | Barnsley 78% England 64% SN 65% Ranking 1 |
| 1C1A: Proportion of people using social care who receive self directed support | Barnsley 92% England 95% SN 99% Ranking 120 | 1H: Proportion of adults in contact with secondary mental health services who live independently, with or without support | Barnsley 65% England 26% SN 19% Ranking 5 | 3B: Overall satisfaction of carers with social services | Barnsley 43% England 37% SN - Ranking 23 |
| 1C1B: Proportion of carers who receive self directed support | Barnsley 99% England 89% SN 90% Ranking 108 | 1I: Proportion of people who use services who reported that they had as much social contact as they would like | Barnsley 42% England 41% SN 40% Ranking 52 | 3D1: Proportion of people who use services who find it easy to find information about services | Barnsley 73% England 65% SN 65% Ranking 11 |
| 1C2A: Proportion of people using social care who receive direct payments | Barnsley 36% England 27% SN 30% Ranking 26 | 2A1: Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population | Barnsley 16.2 England 13.9 SN 14.2 Ranking 109 | 4A: Proportion of people who feel safe | Barnsley 78% England 69% SN 70% Ranking 1 |
| 1C2B: Proportion of carers who receive direct payments | Barnsley 99% England 78% SN 81% Ranking 81 | 2A2: Long-term support needs of older adults (aged 65 plus) met by admission to residential and nursing care homes, per 100,000 population | Barnsley 871.4 England 538.5 SN 596.8 Ranking 142 | 4B: Proportion of people who use services who say that those services make them feel safe and secure | Barnsley 95% England 86% SN 87% Ranking 2 |
| 1D: Carer reported quality of life score | Barnsley 7.4% England 7.3% SN - Ranking 37 | 2B1: Proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services | Barnsley 91% England 82% SN 84% Ranking 23 | | |
| 1E: Proportion of adults with learning disabilities in paid employment | Barnsley 4.4% England 4.8% SN 4.7% Ranking 71 | 2B2: Proportion of older people (aged 65 and over) offered reablement services following discharge from hospital | Barnsley 1.70% England 2.80% SN 3% Ranking 120 | | |

The tables below provide a summary of how much we spent in 2021/22

| How much we spent in 2021-22 split by category of support | | NET (£'000) |
|---|--|---------------|
| Physical & sensory Support | | 14,041 |
| Support for Memory and Cognition | | 6,213 |
| Learning Disability Support | | 21,169 |
| Mental Health Support | | 2,419 |
| Social Support: Support to Carers | | 930 |
| Social Care Activities | | 6,494 |
| Information and Early Intervention | | 1,178 |
| Commissioning and Service Delivery | | 7,307 |
| Social Support: Asylum Seeker Support | | 196 |
| | | 59,947 |
| How much we spent in 2021-22 split by type of services | | NET (£'000) |
| Assessment and Care | | 6,494 |
| Residential and Nursing | | 13,304 |
| Community Based Care | | 30,538 |
| Information and Early Intervention | | 2,304 |
| Commissioning and Service Delivery | | 7,307 |
| | | 59,947 |

Overview

Key Strengths

Overall satisfaction of people who use services with their care and support.

Barnsley's performance at 78.3% is an improvement on the 2019/20 performance (73.10%) and now puts us significantly ahead of the national average of 63.9%. Barnsley are the highest performing council nationally on this measure.

The proportion of people who use services who say those services have made them feel safe and secure.

Our performance at 94.5% is the second best nationally and well above the national average of 85.6%.

The social care related quality of life of score.

Barnsley's performance at 20.3 is an improvement on the 2019/20 performance of 19.4 and above the national score of 18.9. Barnsley are the second highest performing council nationally.

The proportion of people who use services who have control over their daily lives.

Barnsley performance at 89.3% is a significant improvement on the 2019/20 performance of 77.8%. Barnsley was the second best performing council nationally and 1st to our statistical neighbours.

Key areas for improvement

Long-term support needs of older adults (aged 65 plus) met by admission to residential and nursing care homes.

Our performance at 871.4 per 100,000 population remains considerably higher than comparators. This year, New Service Managers have been reviewing all requests for permanent residential care to ensure we are exploring more independent options with people thoroughly.

Proportion of adults with a learning disability in paid employment.

Barnsley's performance at, 4.2%, is slightly below the national average (4.8%) and statistical comparators. It has also decreased when compared to the previous year. This is an area we are looking to improve through our supported employment programme.

Increasing carers' social contact time.

Some carers felt they had little contact and felt socially isolated. This has increased from 15.2% in 2018/19 to 15.9% in 2021/22, which is lower than several of our neighbours and the national average of 20.9%. The Covid-19 pandemic did have an impact, with 41.2% of carers reporting they felt socially isolated during the pandemic. We want to ensure that carers have better access to a break. We plan to do this by clarifying our existing breaks offer and co-producing a new offer with carers.

Mental Capacity Assessments

An audit found that we need to do more capacity assessments and improve the quality of those completed. To assist with this, our Practice Development Manager will deliver additional and specific training. As part of the Better lives Programme our forms, which help support staff, are also being reviewed.

Working with people

Assessing needs, including for our unpaid carers

People can contact Adult Social Care for support through our customer access team on 01226 773300.

The team will then learn a bit more about what the person needs and either give them information and advice or put them through to the right social work team. A social worker may then arrange to assess the person's needs and discuss the kind of support that can be offered. We aim to complete these assessments within 28 days or less of the initial contact.

Assessments completed within 28 days or less of initial contact

81.5%

In 2021/22, we achieved that for 81.5% of our assessments. Although this is slightly below our target and the level achieved in 2020/21, it is still very positive given the challenges associated with Covid-19. We want to complete 83% or more of assessments within 28 days in 2022/23.

In 2022/23, we want to help more people to be able to find their own solutions that work for them. For those needing a face-to-face assessment, we will continue to make sure they have access to an assessment quickly.

Carers

In Barnsley, we are committed to continuing to provide better support for our unpaid carers, allowing them to balance their caring role and personal life

Carers assessments completed

2,000

However, we know that several permanent admissions to residential care are caused by carer breakdown. We need to do more to identify carers by giving them a meaningful break which doesn't just involve residential care and providing more single carer assessments.

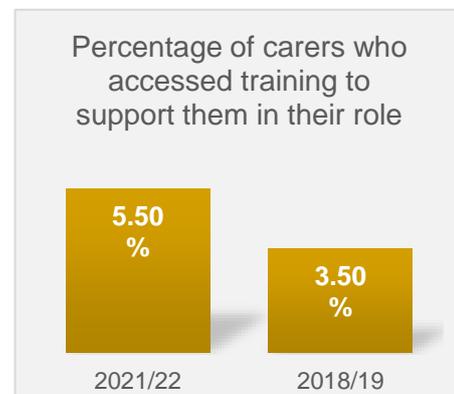
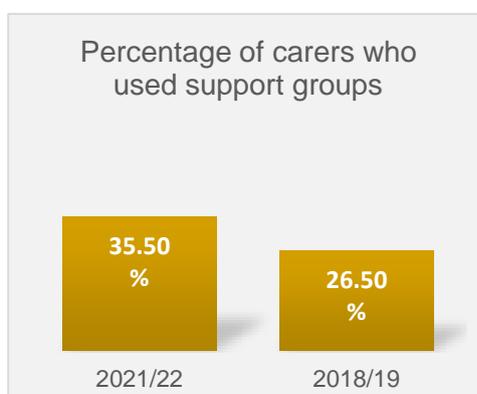
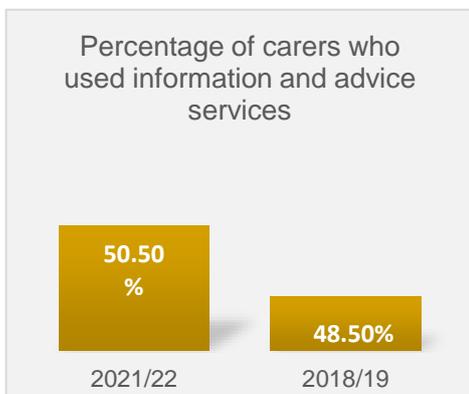
Survey of adult carers in England 2021/22

The [Personal Social Services Survey of Adult Carers in England \(SACE\)](#) is an annual survey conducted by Councils with Adult Social Services Responsibilities (CASSRs).

The survey asks for the opinions of unpaid carers aged 18 or over, caring for a person aged 18 or over, on several topics that are considered to be indicative of a balanced life alongside their caring role

The outcome of this year's survey was positive, with Barnsley being generally comparable with its statistical neighbours and with national statistics. Positive feedback from the survey demonstrates that carers are engaging with information, advice and support services more than in 2018/19.

Key points:



We want carers to feel confident accessing information and support, and we will continue to build on these improvements over the next year. Some areas for improvement were identified in the survey, including:

- **Increasing carers' social contact time.**

Some carers felt they had little contact and felt socially isolated. This has increased from 15.2% in 2018/19 to 15.9% in 2021/22, which is lower than several of our neighbours and the national average of 20.9%. The Covid-19 pandemic did have an impact, with 41.2% of carers reporting they felt socially isolated during the pandemic.

- **Increasing the satisfaction of carers with Adult Social Care.**

The number of carers who felt satisfied with Adult Social Care has decreased from 65.8% in 2018/19 to 54.8% in 2021/22. However, this is similar to our neighbours but below the national average of 57.1%.

Barnsley Carers Service

The **Barnsley Carers Service** is delivered by [Making Space](#).

**Number of carers who accessed
Barnsley Cares Service**

609

A review of the Barnsley Carers Service was undertaken in 2019/20 and concluded that the service remained aligned to national and local strategies. The service also helped us achieve our key strategic objectives and priorities, and because of this, the service was extended for a further two years.

Our Carers Service adapted quickly to the challenges of Covid-19, moving previously face-to-face peer support groups online and providing advice over the telephone and via Zoom calls. The service also obtained funding to purchase phones and tablets to support carers with online shopping, accessing information and advice online, and keeping in touch with family and friends during the lockdown.

The service coordinated the application and payments process for £250,000 of Adult Social Care's Omicron Support Fund grants, which was distributed to carers in most need across the borough.

The service model is currently under review, with a view to re-commission the service from April 2023.

Visit [our Adult Social Care webpages](#) for more details about support available for carers:

Carers one off payment scheme

Our **carers' one-off payment scheme's** purpose is to recognise, reward and support carers in their caring role. For the carer to be eligible, the person being cared for needs to receive support from Adult Social Care or have qualified care and support needs under the Care Act criteria.

Results from the Survey of Adult Carers in England (SACE) indicate that 44.4% of our carers said their caring role had caused them financial difficulties, below most of our statistical neighbours and slightly below the national average of 43.8%. We have lots of people utilising this one-off direct payment and we want these people to have more control of what they can spend this on.

Carers one off payments processed

443

"I made the money work for me. I went for a holiday in Edinburgh. It also paid for the train fare. It was a massive weight off my shoulders and gave me a complete break knowing my dad was safe with carers. Just what I needed a lovely break"

"We had a break away in a caravan to Mablethorpe and visited a garden centre. The money was a godsend. I cannot remember the last time we went away. I can now have 'me time' in the comfort of my garden with the small settee I have purchased. This has helped my mental health tremendously"

"I put the money towards a large fridge/freezer to prepare and freeze meals. This helps mum and dad to be self-sufficient and takes the pressure off me having to cook every day. They can also choose what they would like to eat on that day"

Please visit [Adult Social Care in Barnsley](#) for more information about the types of services and help that can be offered.

Carers Strategy

Carers can struggle to stay in full-time work due to their caring responsibilities, while their caring role can also impact on their physical and mental health. We know that carers in Barnsley are more likely to say they don't have enough social contact, which could also affect their wellbeing.

Therefore, we must assess the needs of carers and the needs of the people they care for. This helps us make sure our carers get the help and support they need to carry out their caring role. We want to make sure that we reach more Barnsley carers to find out their needs.

In Barnsley we are developing an action plan to address the key priorities within our all-age carers strategy. This includes priorities for young carers as well as parent carers and adults. Our carers strategy, called **Barnsley Cares**, is available [here](#).

Our changing needs

[Barnsley 2030](#) sets out our long-term vision for Barnsley and how we will work together to achieve it.

It's about celebrating and championing our borough and we're looking to 2030 as we feel this will give us enough time to make some real progress in achieving our bold ambitions for the borough.

This strategy helps us to work creatively to improve our borough for everyone. It provides a framework for the ambitions and actions of our partners, and it enables us all to believe in the possibilities of Barnsley.

By working together, we can make sure that everyone benefits from our borough's prosperity, and by fostering and growing ambition, we can help everyone be the best they can be.

Supporting people to live healthier lives

We support people to manage their health and wellbeing so they can be more independent, have more choice and control, live healthier lives, and, where possible, reduce their future needs for care and support.

Social care related quality of life score

20.3

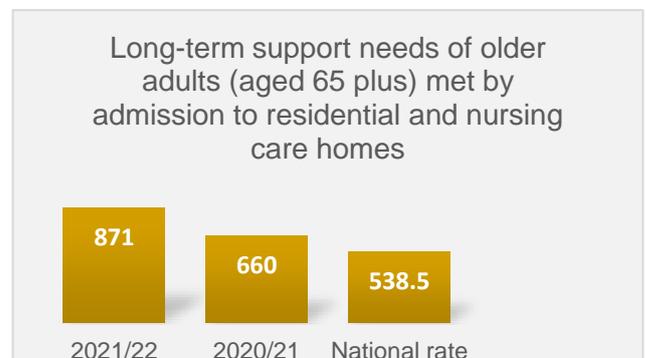
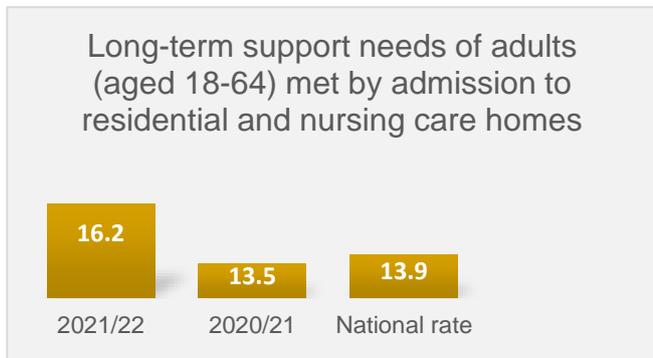
Barnsley are the second highest performing council nationally for the social care related quality of life score. Our performance is also an improvement on the 2019/20 performance of 19.4 and above the national score of 18.9.

Percentage of people who use services who were satisfied with their care and support

78%

78.3% of people who use services in Barnsley were satisfied with their care and support. This is the highest percentage nationally. This performance is also an improvement on 2019/20 (73.10%) and is significantly above the national average of 63.9%.

Residential care



the figures used are captured at the end of the period and can fluctuate. Rate per 100,000

We know that too many people are being placed permanently in residential care. We believe that more can be done to enable people to live more independent lives in the community for longer. In 2022/23 we expect to make changes which will help reduce the number of older people placed permanently in residential care. We have already seen changes this year from our internal data reports.

Our [Better Lives Programme](#) focuses on wellbeing, independence and community resilience, supporting people to live independently in their own home for as long as possible and ensuring those in need of our support have more say over the care they receive.

A third of older people permanently admitted into residential and nursing care had carer breakdown as a documented factor, and it was a primary factor in one out of every four admissions. Earlier and better assessments, more effective care and support, closer working with the memory team and medication management are likely to help delay or reduce these admissions.

Reablement services

We all want to live in a place we call home with the people and things we love, doing the things that matter to us. This is the [social care future](#) we seek.

In [reablement](#), we work with people who have been unwell or in hospital and need extra help to keep living independently with confidence. The support we offer builds on someone's strengths and is tailored to meet their personal needs. Our team sets goals based on where someone wants to be,

making sure they offer the right care and support to help people get back to their everyday lives as much as possible.

Number of people requiring no long-term support needs following reablement

443

We continue to support people who access reablement, with 90.6% of older people aged 65 plus at home 91 days after discharge from Reablement. This is above the national average of 81.8% and Barnsley is the best performing council compared to our statistical neighbours.

Historically, reablement has only been offered to people following hospital discharge. The reablement service has undertaken a pilot to support people to re-learn life skills, regain independence and help them stay at home or within their community.

Since the implementation of the Reablement Community Pathway on 27 September 2021, 42% (86 people) who received support from the community service left with the following outcomes:

- 20% requiring long term support
- 43% requiring no long-term support
- 27% short term support
- 5% needs identified but declined or self-funder
- 4% ongoing low-level support

As a result of this successful pilot, it was agreed to extend the model across Barnsley. This means that people from all over our borough can now benefit from this offer and have more opportunities to stay at home, living independently for longer.

We are now exploring how we can expand the reablement pathway to support people with learning disabilities, mental health issues and young people transitioning from Children's Social Care. This will help us make sure we have a fully inclusive offer for all people in Barnsley.

Wellbeing and independence – Living the life I want, keeping safe and well

'I can live the life I want and do the things that are important to me as independently as possible'

'We work with people to make sure that their personal plans promote wellbeing and help them to be as independent as possible'

Shared Lives

Our [Shared Lives](#) service offers a highly flexible family-based model of support, allowing people to live as part of their community where they can develop their skills and confidence in a stable, supported environment.

Shared Lives sees carers opening up their home and family life to include a young person or adult who needs extra support to live well. They become that person's carer, sharing their family and community life with them. All the family contributes to building relationships and including the person in everyday family life.

Our Shared Lives service has helped to transform people's lives.

“I have lost six stone in lockdown and have been exercising by going up and down the stairs, riding my bike, walking the dogs and Wii Fit. I keep drinking water and eating well to keep healthy.”

Jane came into our service in January 2020 and started accessing support from Julie. Jane and Julie developed a special relationship, which Jane’s parents thought was fantastic. As they watched their little girl grow into a happy, bubbly and confident young lady with Julie’s support, it was decided by all that Jane would move in with Julie permanently. Jane’s parents could not be happier; they trust Julie completely and feel she has changed all their lives for the better

Following a review of the service in 2021, we know we need a stronger focus on outcomes for people within the service. As a result, the service has improved its outcomes monitoring in line with the Care Act to support people to achieve their long and short-term goals.

Flexible and integrated care and support – my support, my own way

“I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and personal goals”

Assistive living technology (telecare)

Our [assistive living technology](#) can help people feel safer and supported in their homes.

We have a wide range of easy-to-use equipment and technology that we can install and demonstrate to people in need of our support. Tailored to meet a specific need, we provide solutions that give people and their families peace of mind around the clock.

Customers supported

3,959

Response visits attended

4,198

Our teams meet with people who could benefit from our solutions and their families to better understand their needs. In 2018/19, we supported 3,959 customers and attended 4,198 response visits.

Wellbeing and independence – Living the life I want, keeping safe and well

‘We make sure people feel safe and comfortable in their own home, which is accessible, with appropriate aids, adaptations, technology and medical equipment’

Employment and volunteering

The [employment and volunteering service](#) supports adults with learning disabilities to develop their skills and help them succeed in the world of work. We’re committed to developing opportunities in our borough, helping businesses to thrive with the help of the diverse and enthusiastic people that make Barnsley great.

By providing support and advice, we make sure our partners are able to make their workplace safe and accessible for adults with a learning disability, creating a positive and inclusive culture in their organisation.

People who secured employment

22

People undertaking volunteering

79

People undertaking work placements

4

People supported onto the internship programme

12

Louise is a 21-year-old young lady with Learning and Physical disabilities. Louise was born with 19p13.3 Chromosome Deletion, a very rare condition with only 20 diagnosed cases at that time in the UK, this resulted in learning and physical disabilities effecting her learning throughout formative years with literacy and numeracy, cognitive comprehension and a processing delay, memory and retention of information, her growth and proportion, motor skills function and balance. Being told she may never be able to walk and never thinking she would be able to work either, Louise's family supported her with social enrichment and life experiences.

Following high school and college, Louise completed travel training supported by BMBC Independent Travel Training and Supported Employment with BMBC Employment & Volunteering Service.

Louise had identified she had a love of being in a café environment but also looking at her skills and confidence dealing with new people she didn't want a role which would involve taking orders, cash handling or dealing with enquiries. Supported employment matched these and developed an opportunity with Norse for Louise to try a taster within Market Kitchen, this being a domestic role but within a café setting.

Following the taster Louise was eligible to undertake a BMBC paid placement and during this time we worked with Louise and her employer to engage a long term opportunity with support from Access to Work.

Since this time Louise has become more confident in herself and within her role, her stamina is slowly increasing, and she is a valued member of the team. Louise has developed social relationships with the team away from her usual peer group and her parents are amazed at Louise's growth as a person in addition to her overall achievement beyond expectations.

On Louise's 21st birthday, Louise was offered a permanent contract of employment by Norse. A fantastic birthday present and a fresh start to 21 years. Well done and well-earned success Louise.

Active and supportive communities – Keeping family, friends and connections

'I have opportunities to learn, volunteer and work and can do things that match my interests, skills and abilities

'We work in partnership with others to create opportunities for people to work, both paid and voluntary, and to learn.'

Information and advice

We want to provide information and advice in a way that is easy for people to understand. This guidance is fundamental to helping people, carers and families take control of and make well-informed choices about their care and support and how they obtain it.

Information and advice helps promote people's wellbeing by increasing their ability to exercise choice and control. It is also vital to preventing or delaying people's need for care and support.

Percentage of people who use services who find it easy to find information and advice

73%

73.1% of people who use services find it easy to find information and advice. Barnsley are the best performing council within our statistical neighbours and 11th nationally.

We follow the government's Accessible Information Standard. This makes sure we give people with a disability, impairment or sensory loss information they can easily understand, as well as any support they might need to communicate with our services.

We also offer other ways for people to access information and advice, such as being able to call our social care customer access team (01226 773300) or pick up an older people's guide to social care in a library.

We encourage people to use the [Live Well Barnsley website](#), which includes a wealth of information about activities that can help people look after themselves, stay independent and get involved in their communities.

Our Adult Social Care customer access team provides a single access point for people who want information or need support. There is a team of advisors who can quickly work out what information the caller needs or find out who they need to speak to. In 2020/21, the team answered over 29,950 telephone calls. We monitor call waiting times to make sure people can talk to us when they need to without delay.

We can also help people who need care and support and find it difficult to understand or remember information by providing them with an independent advocate. This helps to make sure they are fully involved in discussions about their care, whilst also helping to keep them safe. In Barnsley, the Rethink Advocacy Service supports people with mental health needs, physical or sensory impairment and older people. Visit our [Live Well Barnsley website](#), for more information on the support they offer.

Information and advice – Having the information I need, when I need it

'I can get information and advice that is accurate, up to date and provided in a way that I can understand.'

'I can get information and advice that helps me think about and plan my life.'

'We provide free information and advice to everyone, including people who arrange or fund their support and care.'

'We provide accurate and up-to-date information in formats that we tailor to individual needs, face to face if necessary.'

Providing Support

Care provision, integration, and continuity

We understand the diverse health and care needs of our local communities, so care is joined-up, flexible and supports choice and continuity.

Joint Commissioning

The Joint Commissioning (Adult Social Care and Health) team is made up of:

- Commissioners who are responsible for gathering information about the needs of local people and making sure services are available to meet those needs.
- Contracts officers who monitor the quality of services being provided.

We regularly review services to make sure they are of high quality and delivering the right outcomes for people. We have a team that works jointly with colleagues in the NHS to do this.

This team looks at the needs of our adult population and enters into contracts with providers that help to meet those needs, as well as making sure there is a diverse and sustainable market of care and support in Barnsley. The government requires us to make sure people have a wide range of care and support options to choose from. We can only do this if we fully understand what care is needed and being provided in Barnsley. Where we think that some needs are not being met, we work with our partners to see how things could be done differently.

The team also keep an eye on the performance of the services we fund to make sure they are delivering what we expect. One example is older people's care homes – there are 44 older people's care homes in Barnsley who have a contract with the council. Despite being impacted by the pandemic since July 2021, we have done a full quality check of 24 homes and carried out numerous responsive visits. These are visits we do when we receive information we think we need to check.

When we do a full check in a home, we look at their policies and procedures, talk to the people living and working there, and spend time in the home seeing how things get done. Where we think things can be done differently or better, we work with the home to make changes.

**Older people's care homes rated
'good' or 'outstanding' by CQC**

66%

In some cases, we do joint visits with people from our health services or adult social care. In June 2022, the CQC rated 66% of older people's care homes in Barnsley as either 'Good' or 'Outstanding'. We have developed a Multi-Agency Quality Board to oversee and secure necessary improvements while continuing to monitor and work closely with providers

In the last year, the team has supported providers in responding to the pandemic. We have issued several grants to help them with increased costs, manage Covid-19 outbreaks and arrange for staff and people who use our services to be vaccinated.

We have also put 24-hour care back into two of the borough's extra care schemes and put in place a new contract with all our older people's care homes.

In 2022/23, we will be refreshing our commissioning plans for all groups that represent people who use our services to make sure the things we are doing reflect the needs of local people and what people are telling us they would like to see. We will also be looking at the areas we need to contribute to in the government's social care reform.

We will put in place a new contract for home care, supported living and older people, and will work closely with care providers on improving the quality-of-care provision across Barnsley, including looking at how we can better use technology.

You can read more about our commissioning plans in our [Market Position Statement](#).

Integrated Care Systems

Over the past year, we have continued to contribute to fantastic partnership work across Barnsley and will be looking to influence the development of our place-based partnership working approach as the arrangements for working with the South Yorkshire Integrated Care System (ICS) become clearer.

A new governance model has been proposed for how Barnsley will work with the ICS (NHS South Yorkshire) and we will work to understand how best to make this work for the people of Barnsley.

A joint Health and Care Plan has been the focus for partnership activity over the past year. These plans cover the work to develop community and neighbourhood models of support.

The success of the hospital discharge pathways highlights the benefits of partnership working. Development sessions have focused on identifying the groups of people we need to be supporting to address health inequalities and those we can support now to prevent longer-term interventions.

Flexible and integrated care and support – my support, my own way

‘I have care and support that is coordinated and everyone works well together and with me.

‘We work in partnership with others to make sure that all our services work seamlessly together from the perspective of the person accessing services’.

Partnerships and communities

We understand our duty to collaborate and work in partnership, so our services work seamlessly for people. We share information and learning with partners and work together to make improvements.

Health and Wellbeing Strategy

Wellbeing is at the core of our work. Our [Health and Wellbeing Strategy](#) sets out how we will respond to challenges in Barnsley, focusing on helping people to start well, live well and age well.

We want to prevent people from needing long-term care and support services wherever possible. This can be through access to easy to understand information, advice, and early help and preventative services. Early help is all about giving people the help they need as soon as possible and supporting people, families, and communities to do more for themselves.

People may need early help at any point in their life. It can involve interventions early on in life and early in the development of a problem. Giving people access to information and advice may help them think about their future and plan.

We all need to consider our needs in the coming years and how we can help ourselves stay healthy, fit and well. We know that people live longer and have healthier lives if they have a good network of family and friends. That isn't the case for everyone, unfortunately.

Adult Social Care Public Health Team

Our Adult Social Care Public Health Team continue to support adult social care services to promote and improve the health, wellbeing, and independence of people in Barnsley. The team provide advice, support and services which help people live healthier lives.

The team have continued to work towards the following priorities:

Falls prevention and frailty

In October 2021, [the Barnsley Older People Physical Activity Alliance \(BOPPAA\)](#) was formed to help prevent falls and tackle deconditioning brought on by the Covid-19 pandemic. The Alliance aims to:

- Promote health and wellbeing.
- Build on people's strengths to prevent falls in later life.

The Alliance brings together charities, voluntary groups, private and NHS providers to increase the provision of strength and balance activity for older people in Barnsley. Working with colleagues across the system, we will develop a strategic vision to support frailty and establish a clear pathway for falls prevention.

Oral health

To promote and support oral hygiene for all ages, we have worked with colleagues from the South West Yorkshire Partnership NHS Foundation Trust (SWYFT) on delivering Extension for Community Healthcare Outcomes (ECHO) training on oral health. This training supports care homes and domiciliary care to undertake oral health assessments that follow best practice.

This work has also led to the development of accessible read resources for people with learning disabilities.

We continue to deliver oral health training and will roll out resources from the oral health pilot project across all our older people's residential homes and domiciliary care services. We will also work to support dentists in accessing residents in care homes.

Supporting people with learning disabilities

We have supported learning disability services with outbreak management and the Covid-19 vaccination roll-out, developing accessible read resources for testing and gaining consent.

A strategic vision was created with a supporting action plan, overseen by a Barnsley Strategic Health and Social Care Improvement Group.

In 2022/23, we will work with our partners to improve the uptake and quality of annual health checks, health action plans and health passports. This will help us reduce health inequalities for people with learning disabilities, with our aim to achieve the national target of 75% of people having an annual health check.

Safer Neighbourhoods Service

Our Safer Neighbourhoods Service works alongside the Police and partners in communities to tackle local issues. This helps us to provide better support to people in need of our support and their families.

Our [Safer Neighbourhoods Teams](#) also help us to safeguard adults in Barnsley. These teams work with local communities to identify adults and families who may be at risk of harm, helping support people as early as possible to prevent further problems.

Workforce equality, diversity, and inclusion

We value diversity in our workforce and work towards an inclusive and fair culture by improving equality and equity for the people who work for us.

We're an award-winning council serving around 227,000 people in South Yorkshire. We have a highly regarded track record of delivering excellent services and responding to the many challenges and needs the borough faces.

Our Growing Barnsley ambitions mean we want to promote our borough as a great place to invest, a place where businesses and customers support an economy that benefits everyone. Barnsley is the place for entrepreneurship, for establishing thriving start-ups and growing local businesses.

It's an inclusive place where everyone can find suitable employment, live in a high-quality home that's right for them, and access the fast and affordable digital resources they need.

Our vision and values

Our 2030 vision is 'Barnsley - the place of possibilities'.

You can read about our [vision and values](#) on the council website, as well as the behaviours we expect from all our employees.

Proud to Care

Our [Proud to Care campaign](#) aims to promote Barnsley's invaluable care sector and encourage people to consider a rewarding career working in care.

There is a wide range of care roles available in Barnsley, all of which will allow people to make a real difference in the community and someone's life. These roles offer lots of opportunities for people to develop their skills, and some provide flexible working hours that can fit around studies or family commitments.

Future Carers programme

Our [Future Carers programme](#) supports people who are enthusiastic and enjoy working with people to start a career in social care and access free training.

The Future Carers programme is perfect for both people considering starting to work in care and those who have had a break in their care career and want to update their skills. Future Carers is based around the Care Certificate, which will give people the confidence, knowledge and understanding to start a successful career in care. Through the programme, experts across the borough train future carers on topics like dementia, autism and moving and handling.

WORKFORCE-THE PEOPLE WHO SUPPORT ME

'I have considerate support delivered by competent people'

'We have a 'can do' approach which focuses on what matters to people and we think and act creatively to make things happen for them'.

Ensuring Safety

Safeguarding

We work with people to understand what being safe means to them and the best way to achieve this.

We concentrate on improving people's lives while protecting their right to live safely, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect. To help keep people safe, we make sure we share concerns quickly and appropriately.

We believe everyone has a right to feel safe and live without fear of abuse, neglect or exploitation. Our priority is to protect adults who live in Barnsley, promoting their wellbeing and reducing the risk of harm for those with care and support needs.

Percentage of people who use our services who say those services have made them feel safe and secure

94.5%

94.5% of people who use services say those services have made them feel safe and secure. Our performance is well above the national average of 85.6% and Barnsley are the second highest performing council nationally.

We work with our partners on the [Safeguarding Adults Board](#) to make Barnsley a safe place to live and protect adults who may be at risk.

The Board produces an annual report, which sets out what the board has done over the past year to prevent abuse and harm, and to protect adults who have been hurt or abused.

The annual report includes performance information, some of which we regularly provide to the Board. It also includes findings from our annual survey of people using social care services.

This survey found that more people who use our services feel safe in Barnsley compared to other areas. This year's findings also highlighted that more people who use our social care services feel they helped them feel safe and secure compared to other areas.

You can read this year's Safeguarding Adults Board annual report on our council website.

In 2021/22, Adult Social Care received 2,231 safeguarding concerns, a 9% increase on last year.

Mental Capacity Act

We use the [Mental Capacity Act](#), which includes the Deprivation of Liberty Safeguards (DoLS), to support people who cannot make their own decisions because of their conditions.

We need to consider very carefully any decisions that restrict someone's liberty. An example would be preventing someone with dementia from wandering outside and getting lost. Any decisions we make need to be in their best interest and the least restrictive.

In 2022 managers conducted a Mental Capacity Audit to check how effective practice is. This audit concluded that we need to complete more Mental Capacity Assessments (MCA). We also need to have better recorded evidence that assessments completed are always of good quality. For example, we need to be able to more consistently demonstrate that we have done everything we can (practicable steps) to enable people to make decisions themselves. The voice, wishes and preferences of the person need to be stronger within the electronic record. We also need to have better evidence that we have explored the consequences of the decision within them. As part of the audit we also found that the forms on our system did not adequately help and prompt staff. These forms are being reviewed as part of our Better Lives Programme. Additional specific training is also being delivered to staff by our Practice Development Manager. In 2023 we will look again at mental capacity to see what impact these changes have had.

Flexible and integrated care and support – my support, my own way

'We make sure that our organisational policies and procedures reflect the duties and spirit of the law and do not inadvertently restrict people's choice and control'.

Safe systems and continuity of care

We work with people and our partners to establish and maintain safe systems of care in which safety is managed, monitored and assured. We make sure people benefit from continuity of care, including when people move between different services.

Our Joint Commissioning (Adult Social Care and Health) team regularly review services to make sure they are of high quality and delivering the right outcomes for people.

Safeguarding Adults Reviews (SAR) and lessons learnt

One of the Safeguarding Adults Board core statutory duties is to conduct any safeguarding adults reviews in accordance with [Section 44 of the Care Act](#).

Safeguarding Adults Reviews (SARs) provide an opportunity to learn lessons and improve practice when abuse or neglect is suspected to be a factor in the death or serious harm of an adult with care and support needs.

You can read more about SARs in our [safeguarding adult review protocol](#).

The Care Act

The [Care Act](#) came into force on 1 April 2015. It says that councils must involve people in decisions made about them and their care and support. It also sets out what happens when the council needs to take action because of concerns about someone's safety.

A concern about safety can be because the person might be experiencing physical or mental abuse, neglect, or because someone could be taking advantage of them financially.

People at the Heart of Care: adult social care reform

In September 2021, the government published [People at the Heart of Care: adult social care reform](#), which sets out a new vision for adult social care. This shared vision was shaped by national and local government, care providers, care staff, the NHS, those who draw on care and support and their carers.

The white paper sets out an ambitious ten-year vision for how we will transform care and support in England to put people at its heart. It revolves around three key objectives:

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

Those who draw on care and support particularly value continuity of care and want to get to know their carers so their needs are well understood.

The results from our Social Worker Health Check demonstrate that Barnsley continues to have a strong commitment to the development of staff, focusing on recruitment and retention. It also underlined our commitment to the Social Work Apprenticeship programme and building on our Progression Policy.

Our Joint Commissioning (Adult Social Care and Health) team are focused on driving integration of health and care services. Our [Market Position Statement](#) intentions are to work with care providers to make sure we commission services that are good quality, financially sustainable and create a pathway of care for the people who need our support.

When things need to change – staying in control

'When I move between services, settings or areas, there is a plan for what happens next and who will do what, and all the practical arrangements are in place before change happens'

Leadership

Governance

Quality Assurance in Adult Social Care

In October 2018, we established a Quality Assurance and Service Improvement team.

Purpose of the Team

The Care Act Guidance states that *'the core purpose of adult care and support is to help people to achieve the outcomes that matter to them in their life.'*



The core purpose of the team is to provide evidence about the quality of practice and services, facilitating improvements to these (and therefore help services and staff improve outcomes for people) where appropriate.

It does this by utilising robust methodologies to look systematically at a given area and contributing to a culture of continuous improvement and reflection by providing honest assessments. It also assists with the management of service improvements, the delivery of associated actions and provides an oversight role for key policies and procedures.

Functions of the Team

The Cambridge online dictionary defines assurance as *'a promise to tell something to someone confidently or firmly, or a promise to cause someone to feel certain by removing doubt.'* Oxford Languages defines quality assurance as *'the maintenance of a desired level of quality in a service or product, especially by means of attention to every stage of the process of delivery or production.'*

The team utilise a range of analytical methodologies, standards and evidence which help to inspire confidence. A concerted effort is made to think systematically about any given area. The team invest

significant time and resource talking to people and professionals about their experiences and perceptions. This approach recognises that quality is a collective endeavour and not the preserve of any one person or team of people. It also helps to enhance collective understanding about people's behaviours in specific contexts and how this contributes to quality. This work happens alongside research into literature, statutory requirements and best practice, as well as analysing the processes, performance data and systems designed to support staff.

This purpose and function align with the [Quality Matters](#) initiative launched by government in April 2019.

The landscape around quality is evolving. In December 2021 the government published [People at the Heart of Care: adult social care reform white paper](#). As part of this a new assurance framework for adult social care will be developed by the Care Quality Commission who will have new powers and responsibilities relating to inspection. The inspection framework will be finalised towards the end of 2022 and it will be important that our own Quality Assurance Framework is updated to ensure it aligns as closely as possible to this.

Important frameworks which govern the work of the team will include

Frameworks we are governed by

- The Care Act
- The Mental Capacity Act
- Care Quality Commission (CQC) Regulations
- The development of a new CQC Assurance Framework for Adult Social Care
- Corporate governance, policies and procedures.

The main functions of the team include (but are not limited to):

- Thematic audits,
- Practice audits,
- Service reviews,
- Review of performance data, compliments and complaints
- The oversight of policies and procedures,
- Oversight of service improvement action plans.
- Delivery of limited service development / improvement actions

Key work completed:

- Social Work practice audits
- Carers thematic audit
- Transitions audit
- Contingency framework for adult social care
- Shared Lives review
- Safeguarding boards and sub group support

This work has identified a number of areas which are strong and areas which require improvement, these inform the development of service improvement plans and projects within the better lives programme.

Learning, improvement, and innovation

We focus on continuous learning, innovation and improvement across our organisation and the local care system. We encourage creative ways of delivering equality of experience, outcomes and quality of life for people. We actively contribute to safe, effective practice and research.

It's important to us that we understand what people who use our services think about them. There are lots of ways that people can let us know their views. This includes making a complaint, passing on feedback, sending in a compliment or taking part in one of our surveys.

Adult social care complaints

49

Adult social care compliments

37

Of the 49 complaints we received, 18 customers unfortunately discontinued their complaint and we upheld or partially upheld 25 complaints.

Five complaints investigations identified no fault, whilst on one occasion, we could not conclude the complaint. We must learn from our customer's complaints, and during 2021/22, we identified opportunities to improve in staff training, record keeping, communication and working together.

We would like to receive more feedback, both positive and negative, as it helps us to continually improve how we work. There are many ways that people can give us feedback, most of which are included on our [complaints and compliments webpage](#).

Better Lives programme

The [Better Lives programme](#) focuses on wellbeing, independence and community resilience, supporting people to live independently in their own homes for as long as possible and ensuring those in need of our support have more say over their care. The programme contributes to [Barnsley 2030](#) in a range of ways.

We all want to live in a place we call home with the people and things we love. Being in communities where we look out for one another, doing the things that matter to us – that's the social care future we seek.

To support this, we know that we need to think differently about Adult Social Care. We also know that there are increased needs because of the pandemic, that people are living for longer and that this will bring additional pressures on our services. To respond to this, we need to make a change the way we work in several areas.

The Better Lives programme will help us achieve this through our these key priorities:

Better Lives Priorities

- Integrated Front Door
- Prevention and Early Intervention
- Strength-based practice
- Pathways into Adulthood
- Voice and Influence
- Preparation for assurance
- Delivering on charging reforms
- Market development

Adult Social Care integrated front door

Our Customer Access team manages the Adult Social Care front door service. The service underwent a review in November 2020. What they found highlighted that, without Adult Social Care specialists working within the front door, the team could not effectively triage and signpost people due to a range of issues. This meant people needing our support were experiencing delays.

As a result, a pilot triage team was set up to join up experienced staff with the Customer Access team. This allowed for more effective and efficient triage, reducing unnecessary referrals to our duty

teams. This improved opportunities for early signposting, prevention and a better experience for people.

Contacts Triaged
1,000 approx.

**Contacts successfully triaged
at Front Door**
60%

The pilot has proved that including social workers within the front door has had a positive impact.

When combined with the Reablement Community Pathway, we hope to support people to maintain their independence in their own home and reduce their need for long-term support. This will allow our social work teams to focus on people with more complex needs and for those new to adult social care to have more time and support to work together with staff to look at their needs and support plans.

Wellbeing and independence – Living the life I want, keeping safe and well

‘We know that the place where people live, the people they live with, and the support they get, are important to their wellbeing and often interlinked. We have conversations with people to make sure we get all aspects right for them as individuals’.

Capable, compassionate and inclusive leaders

We have inclusive leaders at every level who understand how we deliver care, treatment, support and represent the council's culture and values. They have the skills, knowledge, experience and credibility to lead effectively and do so with integrity.

Our vision and values

You can read about our [vision and values](#) on the council website, and the pledges we expect from our managers.

Social Worker Health Check

The Social Worker Health Check is an annual employer survey which provides an insight into our social work workforce locally, regionally and nationally. As well as providing invaluable feedback on staff satisfaction and the challenges our workforce faces, it allows us to identify any trends we can use to help shape and inform priorities for social work policy and practice.

There were 66 surveys completed. This represents around 55% of 120 staff who are employed as social care professionals within the council's Adults and Communities Directorate.

Adult Social Care achieved an overall rating across the Employer Standards of green.

The findings of the survey highlighted the significant commitment of our workforce and a desire to make sure they continued professionally throughout the pandemic. The survey also demonstrates our continued commitment and desire to provide excellent services and evidenced informed practice.

Strong and clear social work framework

Our staff felt strongly that they are able to use their professional judgement, creativity and autonomy where appropriate. They also told us that they have access to support and advice from senior social work leaders within the council.

Safe workloads and case allocation

Our staff did not feel that the allocation of work was done through a fair process that takes into account workload, capabilities, skills and health and wellbeing. They reported experiencing a great demand of complexity coupled together with the deficit in resources due to the pandemic.

Wellbeing

Our staff felt that we actively committed to a positive, inclusive culture of opportunity for members of staff of all backgrounds and protected characteristics. They also felt looked after by their manager or supervisor, with caring and effective systems in place for reporting and responding to concerns raised.

As an employer, they felt we act to ensure staff can work safely.

Supervision

Most of our staff felt that managers and supervisors coached them to develop their professional judgment, creativity and autonomous decision making. They felt able to critically reflect on their work, including working relationships, emotions and use of evidence. There was evidence that not all staff felt that supervision helped them reflect on how they meet their professional regulatory standards.

High-quality critical supervision is something that we are exploring with the South Yorkshire Teaching Partnership as part of the Training and Development Group, with an emphasis on equipping managers to deliver high-quality, critically reflective supervision to maintain their practice and that of their staff.

Continuing professional development (CPD)

Our staff felt that we provide regular appraisals that are relevant to their roles. However, they did not feel they had the dedicated time, resources, opportunities and support to carry out CPD and record their learning online with regulatory requirements.

With the additional registration requirements from Social Work England, this will need to be a focus going forward to ensure that staff have dedicated time for CPD to ensure that can meet their professional registration.

Strategic partnerships

Our staff recognised our commitment to strategic partnerships, showing that we have a good and effective relationship with key partners such as the NHS, wider social care providers, education, housing and the third sector, which has continued throughout the pandemic.

Staff also recognised that, as an employer, we have maintained a clear policy for recruiting, training and supporting social workers to train as practice educators and supervisors.

Safe workloads, case allocation, supervision and CPD towards professional standards will be areas of focus for us and we will look to make improvements moving forward.

This will be picked up within workforce planning, training and development as we continue to have a strong commitment to the developing our staff, focusing on recruitment and retention. We continue to also be committed to the Social Work Apprenticeship programme and building on our Progression Policy.

Feedback

We're committed to reviewing and improving the support our Adult Social Care services offer. We'd love to hear your feedback on our Local Account.

If you have any comments or suggestions, please share them with us in our [local account feedback survey](#) or by e-mail at ASCQualityAssurance@barnsley.gov.uk