

The Adult Social Care Annual Conversation with people

Thursday 1 February
2024



Hull
City Council

On **Thursday 29 February 2024** we invited people who use or access Adult Social Care to join us for our first People's Adult Social Care Annual Conversation. We came together with 32 people to talk about our Adult Social Care Vision and our priorities and to listen to people's views about what we are doing well and also what we are not doing so well.

This was to help us reflect on our achievements over the last year and to help us to look forward and plan for the next 12 months.

The ideas and feedback of the people that we support and care for are crucial to us delivering our vision and making a difference to people in Hull.

We started the day by talking about what Adult Social Care is and reflecting on how Adult Social Care is supporting people.

Do you use or access adult social care services in Hull? Or are you a carer for someone who does?

If so, please join us for our first Annual Adult Social Care Conversation!



**Thursday 29 February
10am – 2pm
The Guildhall, Alfred
Gelder Street, Hull HU1
2AA**

Your experience, ideas and feedback are important to us as we want to deliver services that matter to you and people in Hull.

If you would like to attend, please book your place by emailing adultsdd@hullcc.gov.uk or by calling 01482 613 969

Our Adult Social Care Vision:
A life not a service – enabling people that use it to experience love, friendships, and relationships to have meaning in their lives and be valued and contributing members of their communities.



The Adult Social Care Operating Model

The model of Adult Social Care in Hull aims to:

Help people to help themselves and remain independent for as long as possible through early intervention support. This could be face to face, telephone support or digital access to signpost people to community networks, make direct referrals to agencies such as a befriending services or housing, arrange provision of equipment, telecare or social prescribing and welfare support. This is a universal service available to everyone.

Help people when they need it by providing short term interventions to support people to overcome short term illness, injury or other circumstances. These interventions combine social work and occupational therapy to create a solution focussed, goal orientated plan, focusing on promoting and optimising getting people back to their usual way of life.

Help people live their lives, providing a strengths based and person-centered approach to assessment and support planning, to support people to live the life they wish to lead, with regular review of goals and outcomes. This part of the model supports choice and control, and all interventions are undertaken with regard to relevant legal frameworks.

The Adult Social Care Services that you told us have supported you:



Thinking about those Adult Social Care services - these are what you told us about your experiences:



Reviews are regular and improved

Carer one off payment has helped me

The service I received at the Jean Bishop Centre was very thorough

The Supporting Independence team were reliable and did a lot of work in the time allocated

Day Centres are a good experience

My social worker is friendly and someone I can talk to

I have been in hostels all my life and now I have a home

Social Workers are prompt to raise things in meetings

Staff are understanding and patient

Respite is a good service

Carer support helps me to socialise and stay in touch with other carers

What you told us about what didn't work so well for you:



No allocated social worker

Knowing where to find information

I have to tell my story lots of times to different people

The Direct Payment scheme model is outdated and doesn't work

Waiting lists

Knowing who to tell and how when things aren't working

Support preparing for adulthood

Carers not staying for their allocated time

Need more independent advocacy

Support for carers

Not enough local community services

Adult Social Care Vision



“
‘A life not a service’ - supporting people to experience love, friendship, and relationships, have meaning in their lives, and to live safely in the place they call home as valued and contributing members of their communities.
”

What you told us about what is important to you

Independence - support when I need it to do the things that I want to do when I want to do them - support to enjoy my life

Local groups and activities

Getting help when i need it

Staying together as a family

Having more involvement

Feeling part of a community - knowing there are people around you

Telling my story once

Adult Social Care Priorities:



What you told us about our priorities

These need to be flexible - some will be more of a priority than others to different people

These will help to provide people with help when they need it

To deliver these priorities we need the right people in the right roles who enjoy their work

How do these fit with other agencies e.g. police?

We need these priorities to deliver the vision

Money needs to be spent on the right things

Communities are very important

We spent lots of time listening and talking about your experiences of Adult Social Care, what has worked well and what has not worked so well.

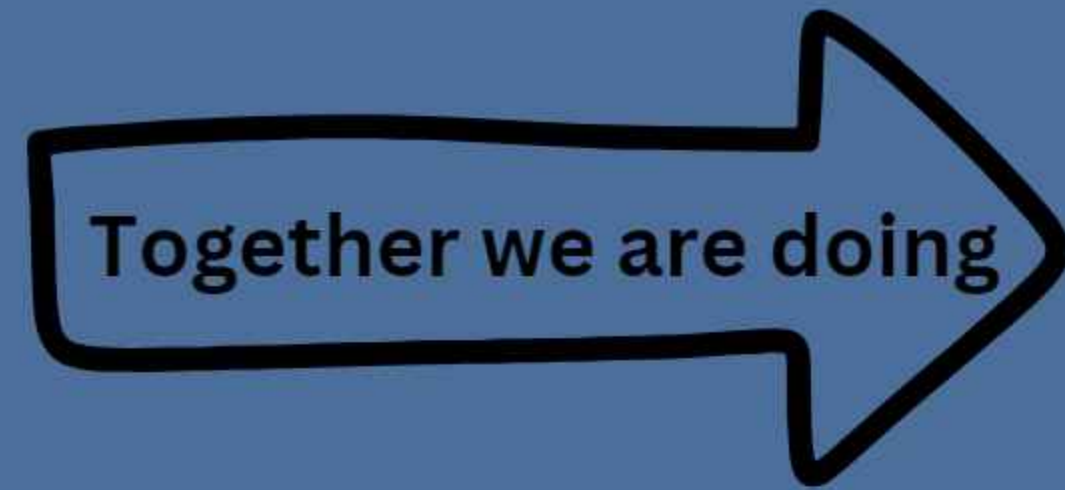
We gathered lots of feedback and ideas from everyone who attended about how we can deliver our priorities and how we can improve people's experiences.

You can see how we are responding to and actioning all of this feedback:





You said



Together we are doing

About the **ASC workforce**, you told us:

- Staff need to be well trained
- There needs to be training development opportunities for care workers and PAs
- We need to raise the profile of the caring profession to encourage people to work in the sector
- There are not enough social workers

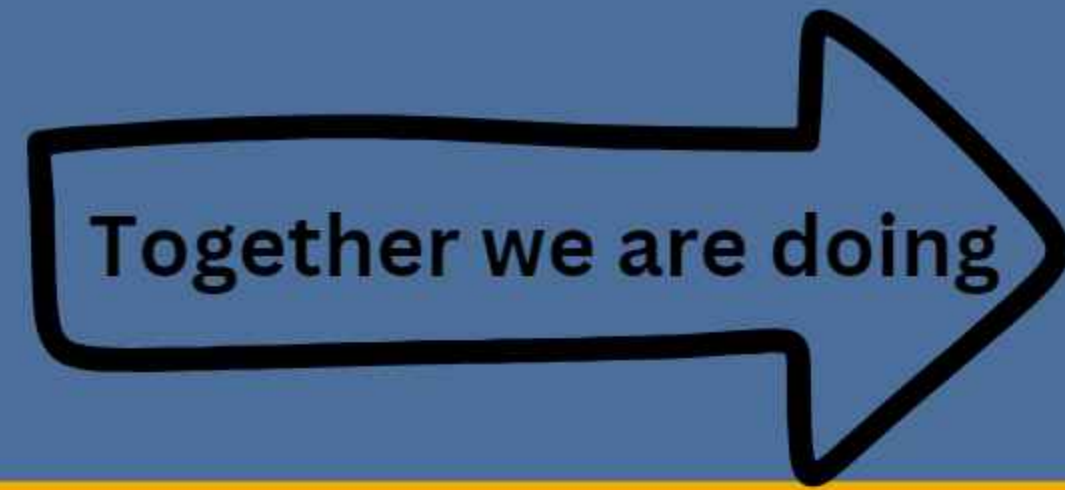


We have:

- a **workforce engagement action plan** which identifies how we will engage with and support our workforce and develop and deliver our learning and development offer
- a **communication toolkit** which provides guidance and tools to support how we communicate and engage with each other
- an **ASC focused supervision policy** which remains under regular review
- **recruitment and retention measures** for Social Workers and Occupational Therapists that are kept under review
- **Proud to Care website** and the **Working for Hull City Council website** to share and promote roles within the care sector
- a **Learning and Development Plan** which offers training to Adult Social Care providers and PAs

We are developing:

- a **Workforce Strategy** which will confirm our workforce priorities and how we will achieve these.
- an **ASC Care Academy** which will create an inclusive and transformative learning and career development environment which aims to enable our workforce to deliver excellent services which make a positive difference to people in hull
- more opportunities for joint social social work forums between ASC and Humber



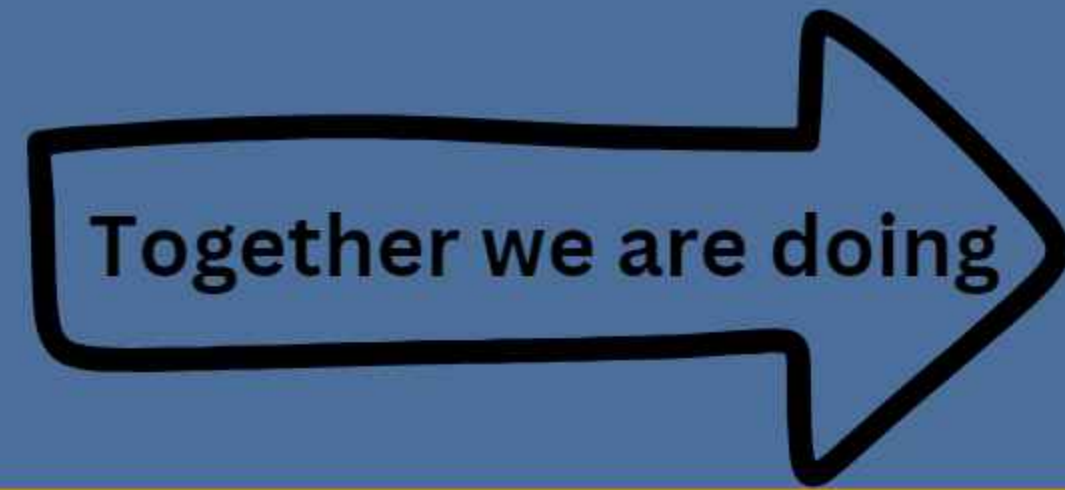
About **how we work**, you told us:

- We don't have a named social worker
- We have to tell our story lots of times to lots of different people
- There are waiting lists for care and support services and waiting times between transfers to different teams
- There are lots of different professionals involved in my care - i don't know who does what
- Need to know who to tell when things aren't working
- Ensure complaints/feedback system is easy to use
- **Preparing for Adulthood** - backlog/waiting list
- Parent voice not always heard
- Long delays due to different areas not working well together - ASC, Childrens services and education.
- We need internet access and more IT support for families



We are:

- undertaking a review of the way that we are delivering our operating model, and ultimately **review our operational guidance manuals**
- developing and **Adult Social Care Strategy** which will detail our priorities and how we will deliver these
- developing a variety of mechanisms to gather feedback from people
- reviewing and responding to the SEND inspection/expectations as part of an established project team.
- continuing to actively engage with the **parent carer forum**
- developing a **Market Position Statement** and commissioning strategy to ensure that we have the right services available to support people
- developing a **Digital Strategy**



About **prevention**, you told us:

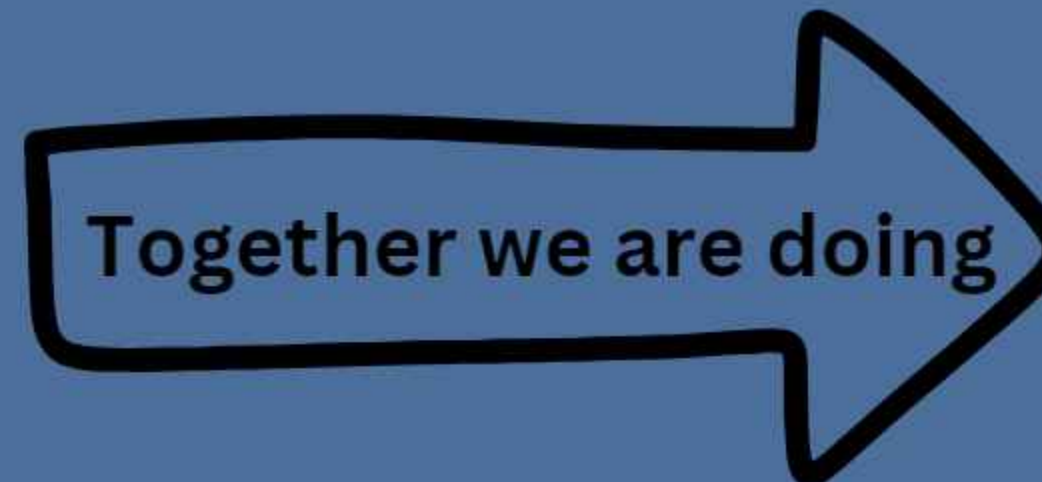
- Need more community services/activities - coffee mornings, crafts, pottery, walking groups. These have reduced since Covid
- Need accurate and clear information about community services on offer and the facilities e.g. accessible toilets/changing places.
- Community organisations need to be trained to support people
- Need to feel part of the community
- Transport can be an issue - especially when services are not local
- Need to know where to find advice and information
- Need information about care costs and funding
- Need information about different ASC Teams, what they do and how to contact them
- need information in different languages and format
- Need information in print - not everyone has online/digital access

We are:

- undertaking analysis of the current prevention offer in Hull to inform our **ASC Strategy**
- continuing to work with community/voluntary organisations to maximise prevention
- working with the **Curiosity Partnership** using research to build on our prevention offer and wider Adult Social Care strategy
- reviewing and developing Adult Social Care information in print - **Your Care Handbook** - due to launch Summer
- reviewing various platforms to increase visibility both digitally and face to face

We have:

- launched our **Live Well Hull website** - information and advice platform - which has accessibility tools for sound and other languages
- launched a **Community See and Solve pilot** where people can access timely information and advice in person at two drop-in locations.
- a **Paying for Care handbook** which can be accessed on Live Well Hull



About **commissioning**, you told us:

- Homecare providers are sometimes late, don't turn up or don't stay for the required duration
- Homecare workers are not skilled supporting and promoting independence
- Need temporary provision when day service is interrupted
- Need better communication about my care package and any changes
- Need to consider how day service providers could support people within their local community
- Need better advocacy offer

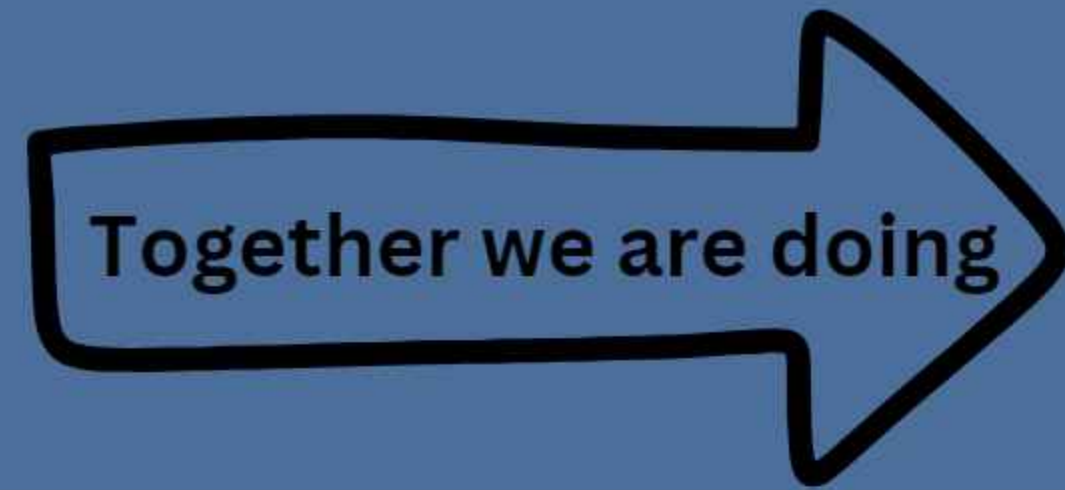


We are:

- developing a new **Market Position Statement** which will provide information about the current care market and will detail our vision of how we would like the care market to meet the needs of people in Hull.
- actively working with providers to ensure quality of care through our **Compliance and Quality Teams**

We have:

- undertaken **market scoping and shaping of commissioned Day Opportunities** to deliver person centred outcomes, ensure transparency and alignment of tariffs and offer more choice and options for people
- a **Learning and Development Plan** which offers training to Adult Social Care providers and PAs
- a new **Advocacy Framework** for the delivery of advocacy



About **direct payments**, people who use or access **Adult Social Care services** told us:

- The DP model is outdated and doesn't work
- DP policy needs to include a flexible pot of hours for family members to step in where there are gaps
- DP audit letters feel threatening
- Need to feel supported as an employer employing lots of PAs
- Need to provide DP training - how to be an employer
- Difficulty getting PAs for nursing care

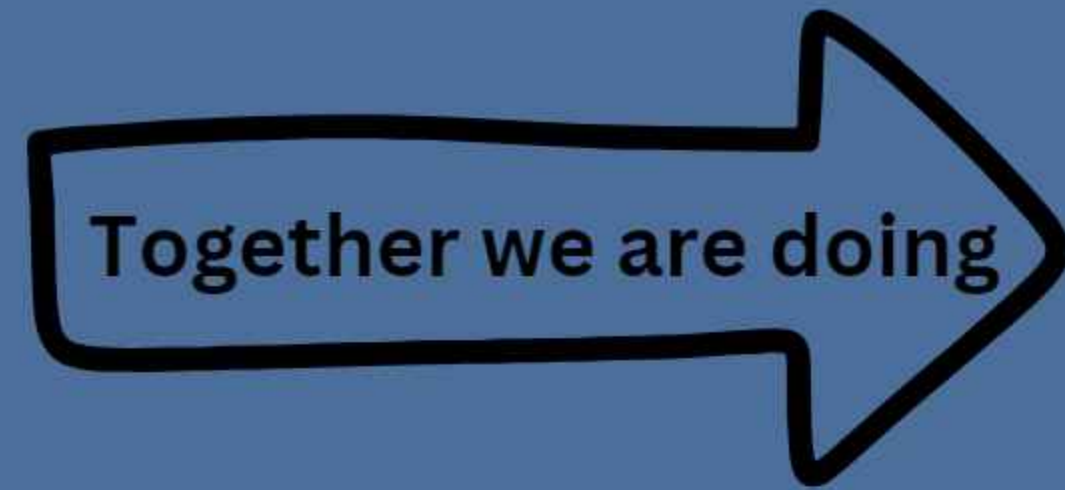


We have:

- created a **Direct Payments Co-production Group** to drive the changes needed to the direct payment system

We are

- creating a **co-production group for Personal Assistants (PAs)** who are employed through direct payments to understand what needs to change for them.
- reviewing all aspects of the approach to direct payments including how direct payments are considered at initial assessment and through support planning, any letters sent to employers and the approach to audits.
- re-commissioning all contracts associated with direct payments with new specifications which will be co-produced with the two co-production groups and will include more support and training for employers and more support to PAs
- reviewing the rates paid for direct payments and a strategy to promote being a PA for all aspects of care



About **carers**, you told us:

- We need better support for carers
- Need more respite
- Need to ask how the carer is, focus on their wellbeing - they don't get time to attend their own appointments
- No statutory carers assessment, only a CISS assessment
- Need carers groups that are accessible for all carers
- Lack of unisex toilets – problem where carer = different gender



We are:

- developing a new **Carers Strategy** for 2025 onwards
- part of the **Humber and North Yorkshire collaborative Accelerating Reform Fund** to improve carer short breaks
- **working collaboratively with CISS** to develop a Social Work post to work with and support carers
- **developing representation of our carers partnership board** to include more people with lived experience

How to get more involved:

We have a number of partnership boards and groups in place that are made up of people who use and access services, family members, carers and professionals from a range of statutory and voluntary community sector organisations.

These boards and groups are in place to ensure that people have a voice and can influence and change the way that services are delivered in Hull.

We encourage anyone who would like to get involved by joining any of the boards and groups that are in place.



Hull and East Riding Older peoples Partnership

Purpose

The Older Peoples Partnership works across Hull and East Yorkshire, and is a multi- agency partnership that promotes the needs of older people, coordinating and improving existing services. The partnership works to find new, creative approaches to problems older people face in the community.

When we meet

We meet every 2 months to share information, identify gaps and maximise opportunities.

The board focuses on the following:

- A forum aimed at promoting the needs of older people
- Assist in coordinating and improving existing services for older people Stimulate more creative approaches to problems and issues
- Develop an engagement and intervention strategy aimed at local older people
- Importantly, it offers a pool of knowledge around services for older people which is accessible and beneficial to all participating bodies
- Plan an annual Celebration of Older People Week to celebrate International Older People's Day on 1st October

How to get involved

You can get involved by attending one of our meetings that take place online every other month. The schedule of meetings are as follows:

Tuesday 12 March 10-12noon
Tuesday 14 March 10-12noon
Tuesday 16 July 10-12noon
Tuesday 10 September 10-12noon
Tuesday 12 November 10-12noon

Find out more

www.olderpeoplespartnership.org

Carers Partnership Board

Purpose

The Carers Partnership Board involves professionals from a range of statutory, voluntary and community sector organisations and people who have lived experience in caring for someone. The Care Act 2014 defines carers based upon a statutory assessment by a social care worker.

The board focuses on the following objectives:

1. To develop a shared – system wide strategy for carers in Hull
2. To identify and agree strategic priorities and key operational issues,
3. Develop a shared action plan across partners to address identified issues
4. Review and monitor progress of the agreed action plan

Roles and responsibilities

1. The board is multi-agency and include elected members and carers. The board has responsibility to make sure the strategy and action plan is developed and is shared and understood across organisations and departments.
2. Carers / users will be involved in the development of the Strategy and hard to reach groups are included in this.

When we meet

Meetings are held every 2 months.

How we meet

We meet on Microsoft Teams.

How to get involved

To become a member of the Carers Partnership Board please contact jessica.mattinson@hullcc.gov.uk

The Autism Partnership Board

Purpose

The Autism Partnership Board is made up of autistic and neurodiverse people and professionals from a range of statutory and voluntary and community sector organisations. The board discusses issues relating to services and support to Autistic people in the city and discusses actions that may be needed to make improvements.

A key aim of the board currently is to deliver a local Autism Strategy for Hull and oversee it's implementation, identifying opportunities for positive impact for people in Hull.

When we meet

The Autism Partnership Board meets every 2 months usually a Tuesday at 1.30pm.

How we meet

We meet on Microsoft Teams.

How to get involved

To become a member of the Autism Partnership Board please contact **jessica.mattinson@hullcc.gov.uk 01482 613 855**

The Learning Disability Partnership Board

About the Learning Disability Partnership Board

It started 20 years ago and it is made up of people with learning disabilities, family members and carers as well as professionals from a range of statutory and voluntary and community sector organisations.

The board gives a voice to people with a learning disability and has help change the way services are provided to people with a learning disability.



When you meet

The Learning Disability Partnership Board meets every **2 months** at Case.



How you meet

We meet in person usually at Case off Freetown Way.

Lunch and refreshments are provided



How to get involved

To become a member of the learning disability partnership board you can contact

Jessica.Mattinson@hullcc.gov.uk
01482 613 855

The Profound and Multiple Learning Disability (PMLD) Sub-Group

Purpose

The Profound and Multiple Learning Disability (PMLD) Sub-Group is a Sub-group of the Learning Disability partnership Board and is made up of family members and carers of those with PMLD as well as professionals from a range of statutory and voluntary and community sector organisations. The board focuses on the specific barriers and issues faced by those who have a PMLD and has had significant success in changing the way services are provided to meet the needs of those with PMLD.

When we meet

The PMLD Sub-group meets every 2 months.

How we meet

We meet on Microsoft Teams.

How to get involved

To become a member of the PMLD Sub-Group please contact steph.dennett@hullcc.gov.uk 01482 318 700

What you told us about the Annual Conversation event and how you felt after attending

Enlightened

Useful

Positive

Thought-provoking

Reassuring

Information very understandable and accessible

Inspired

Everyone has listened

Informed

Knowledgable

Enjoyed the session, lots of help on hand

Staff really friendly, caring and approachable

Brilliant

Helpful

Thank you to everyone who attended and contributed to our Annual Conversation

Your feedback and ideas are very important to us and we will continue to engage with you about our progress in delivering our priorities at our Partnership Boards.

We hope that you will join us next year for our 2025 Annual Conversation!

If you would like to get more involved and help us to plan and shape Adult Social Care services please join one of our Partnership Boards or contact us at

adultsdeliveringdifferently@hullcc.gov.uk

