

# Bracknell Forest adult social care **Annual Report 2021/22**



Bracknell Forest Council has produced an annual report to tell people about our adult social care (ASC) services and how they help adults with care and support needs across the borough.

This report is focused on the year between 1 April 2021 - 31 March 2022. We aim for the report to be balanced and open, providing useful information on what we have achieved to meet residents needs during this period.

### **What does our annual report look to address?**

- What our major challenges and successes have been in Bracknell Forest during 2021/22
- What we have done in response to helping people stay healthy and well and reduce their need for more intensive support
- What and who we spent our money on in adult social care during this period

### **How to get a copy of our adult social care annual report**

A copy of this report can be read and downloaded from our website at:  
**[www.bracknell-forest.gov.uk](http://www.bracknell-forest.gov.uk)**

If you would like to receive a printed copy of this report, then you can request one from Claire Garton, head of operations, People Directorate.



This is our chance to take stock of the accomplishments and challenges we have faced over the past 12 months, to identify our important takeaways and to establish our priorities for the coming year.

Even though this report covers 2021–2022, it is important to recognise the council's response to the pandemic as social care services continued and to consider the profound effects the virus has had on everyone. Like the NHS, adult social care continued to assist individuals during the crisis, with many staff on the front-line providing care for those in our communities who are most in need while sacrificing themselves and, in some cases, their own needs.

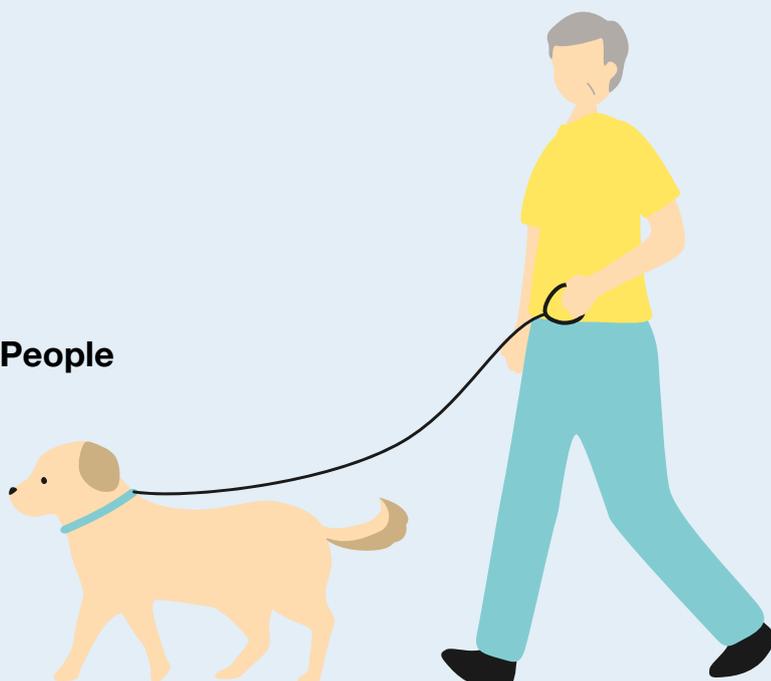
We wish to express our sincere gratitude to everyone who worked tirelessly to secure the safety and support of our community, especially those in adult social care, including those in the private and independent sectors.

Our efforts to provide care and support suited to their ambitions continue to be centred on our engagement with individuals and their families. Independence is a fundamental value, and we're devoted to providing integrated solutions with our partners while putting the needs of the individual first from the outset. High-need members of our community are a focus, and we'll keep creating co-produced answers and strategies based on your invaluable feedback.

We hope that when you read this report, you will be proud of the changes taking place in Bracknell Forest's adult social care. We are modifying our approach in response to the difficulties we have faced. Additionally, we would like to express our gratitude to everyone who helped shape this year's report; your contributions are essential to our ongoing efforts to improve our care and services.



**Grainne Siggins, executive director of People**



## Our population

**124,607**

The total population of Bracknell is 124,607

**51%** of the population are female

**49%** of the population are male

## Age range

**96,762** of the population are aged 18+

**18,871** of the population are aged 65+

**39** is the average age of the population

## Demographics

**10%** of the population are 66+ and living alone

About **1 in 7** of the population are from Black, Asian or Minority communities



## How did we support our residents?

### Adult social care

**2252** new requests for support were received into adult social care

**1247** adults received long term support

**383** adults were supported in care homes

**864** adults were supported to live in their own homes

**76%** of adults required no further support following a reablement service

Over **750** carers were supported via our commissioned support service 'Signal4Carers'

**111** single carer assessments were undertaken

**135** joint carer assessments carried out

### Safeguarding

**902** concerns were received by the council, with 120 leading to enquiries

**109** safeguarding enquiries were completed

### Deprivation of liberty (where an individual requires appointed supervision to make decisions)

**528** applications were completed, with a further 130 in progress



## Learning disability and autism

**90%** of adults with a learning disability were supported to be able to live in their own home or with family

**20** individuals were supported within the community team

**81** people were helped by our breakthrough service, with 41 of those supported into employment



## Emergency duty service (EDS)

**2155** referrals were made into EDS relating to Bracknell Forest residents

**50%** of those related to adult social care

## Housing and welfare

**1538** test and trace applications were received

**515** test and trace payments were successfully made to Bracknell Forest residents

**38** rough sleepers in the borough were supported

## Community mental health

**150%** increase in mental health referrals received

## Substance misuse

**574** referrals received into the service during 2021/22

**75%** increase in the compliments received into the service

## Forestcare

**15,000** emergency calls were handled supporting Bracknell Forest residents

**271** welfare checks were attended by staff avoiding emergency services involvement

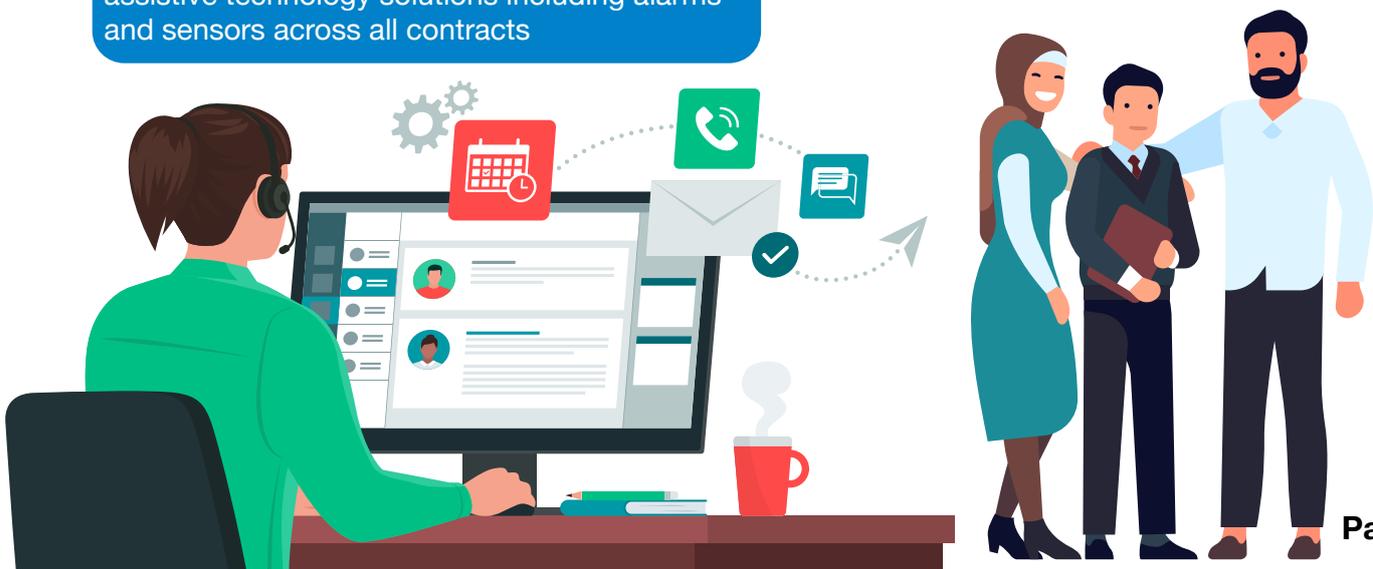
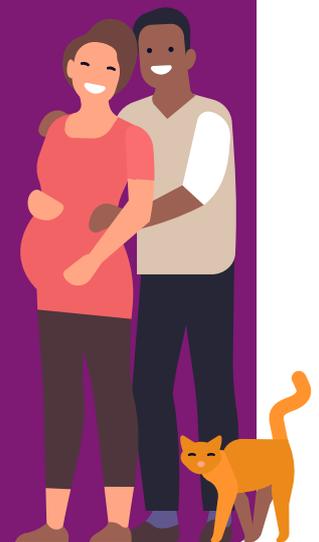
**3261** residents were supported with assistive technology solutions including alarms and sensors across all contracts

## How well did we do?

**67%** of people reported they were satisfied with our services as part of our user satisfaction survey

**65%** of people found information, advice and guidance easy to find

**70%** said they felt safe living in the borough with 89 percent receiving support saying our services made them feel safe



## Compliments and complaints

- 261 compliments were received into adult social care
- Of those, 43 percent were from the individual receiving care, a further 38 percent were from family members with a remaining 19 percent coming from other healthcare professionals
- 49 complaints were received

### What did we hear?

“I just wanted to write and thank you very, very much for your help over the past couple of months. You have always been so patient and understanding and never minding how often I phoned!”

“From a state of wild panic, her knowledge and kindness to both of us calmed me and gave me belief it would all be OK, I wasn’t alone with her support. I cannot express how grateful I was and still am without getting emotional but imagine you get the picture.....”

“These great ladies sorted everything out for me and showed such empathy towards me having mobility problems. They really were a cut above the rest. I would love them to know how wonderful they were and how grateful I am.”

“Client stated New Hope was worth its weight in gold and commended me for supporting him through a recent relapse.”

“This is to say a huge thank you for looking after our mum for many years. Having you guys there to support her made all the difference to her life and ours.”

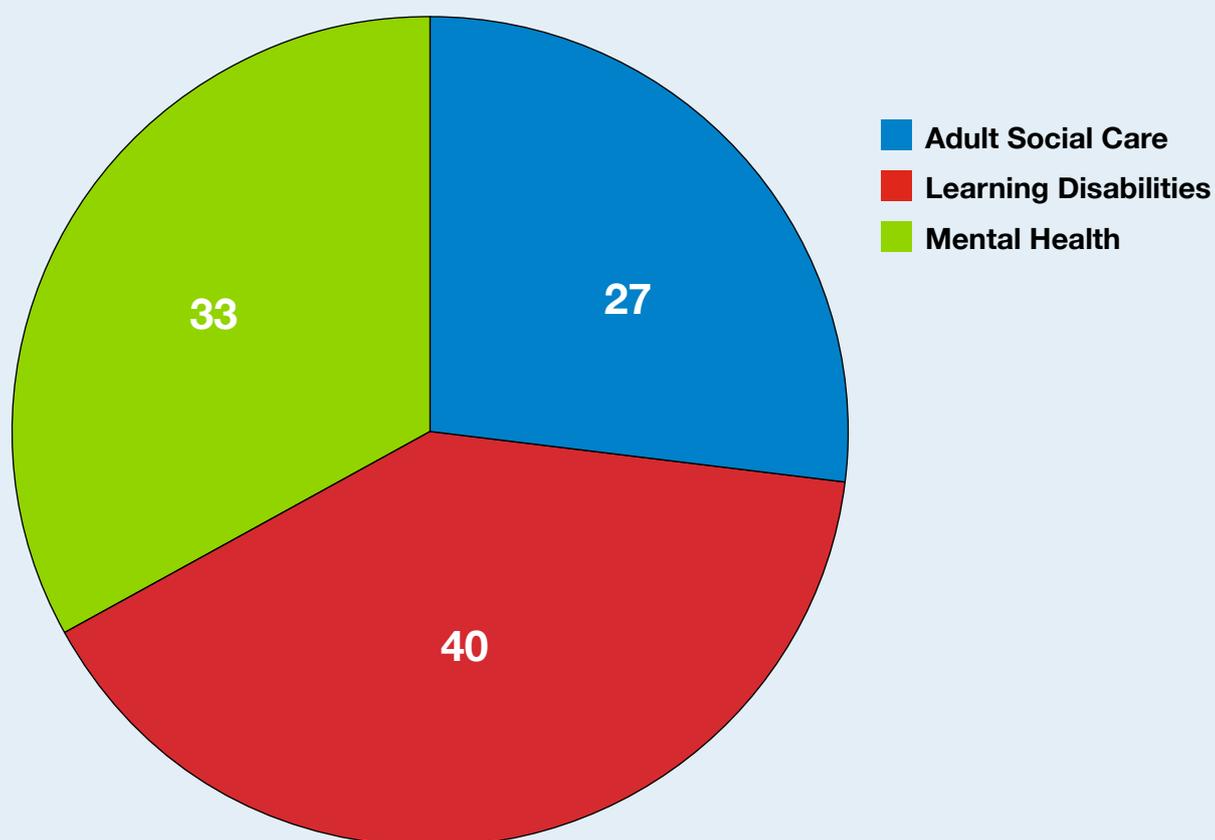
“The community mental health team for older adults (CMHTOA) has been caring for my mother for many years. They have been available, helpful caring and professional throughout. The professional care has been very good in particular the continuity of staff has been very welcome.”



## What did we spend?

- A total of £34,900,001 was spent on supporting adult social care in 2021/22
- A further £3,272,454 was received in grant funding during 2021/22

## 2021/22 adult social care spend by % total



Area of Expenditure	2021/22 Spend	% of Total
Adult Social Care	£9,446,918	27%
Learning Disabilities	£13,961,819	40%
Mental Health	£11,491,263	33%
<b>Total</b>	<b>£34,900,010</b>	

## Key achievements across our adult services from 2021/22

### Adult social care – whole service

- Staff worked voluntarily across seven days during COVID-19 to cover hospital discharge backlogs to ensure patients ended up in the best setting for their care to continue
- Inclusive Conversation training rolled out across all staff

### Business support team

- Blue Badge review increased quality assurance and quality outcomes for Bracknell residents, with full implementation expected in 2023

### Intermediate care service

- Continued to provide an exemplary service during and post COVID-19, including providing PPE to all staff to ensure patient/staff safety

### Adult community team

- Successfully managed increased volume of hospital discharges
- Implemented improved discharge to assess guidance ensuring people received the right care at the right time
- Implemented daily meetings with community health, mental health and social care partners to ensure discharge pathways were seamless during COVID-19

### Learning disability and autism

- Relunched the Learning Disability and Autism Partnership Board to give the people with learning disabilities and autism and their families a voice
- Breakthrough successfully set up 'virtual groups' to ensure individuals remained engaged during COVID-19 including art, photography, gaming, film club and Patchwork Hope
- Day service guests were able to access the Open Learning Centre, including the set-up of a Saturday session for 18–25-year-olds, increasing attendance by nearly 100 percent
- Community team improved their offer and were able to support 20 individuals with various activities including budgeting and independent living skills resulting in less reliance on external providers

### Strategic commissioning

- Supported providers through COVID-19 by providing Outbreak support and grant funding to support changes in work practices, operations and ensuring effective infection control measures were in place
- Review of the Council's Homecare service was undertaken resulting in a new flexible framework agreement, which mobilised on 1 April 2022



# Key achievements across our adult services from 2021/22 continued

## Safeguarding board

- Implemented an 'all age' board bringing a multi-agency approach across both adult and children's services facilitating an effective mechanism for learning between agencies
- Local system improvements which ensure any individual's mental health and substance misuse are considered effectively within assessments
- Greater use of technology because of the pandemic, which has resulted in positive outcomes for 'making safeguarding personal' for adults at risk in Bracknell Forest, with several enquiry meetings taking place online
- Improved oversight of adult social care provider quality and prevention of organisational abuse

## Adult community mental health teams

- Effectively managed a 150 percent increase in mental health referrals from health/social care practitioners and self-referrals from people with dementia or family carers, although this has had an impact on waiting times
- Dementia service supported over 100 more people than in 2020
- Dementia advisory service was further developed offering more regular reviews and tailored information and advice, including the co-development

## Adult community mental health teams contd...

- Dementia advisory service developed a new peer support group because of feedback received into the service, which featured in the memory service national accreditation programme newsletter

## Peer support group feedback:

"I think this is so valuable for everyone. Carers being able to talk to one another helps so much. My dad talking to others which he loves. Mum has definitely needed this, to be able to listen to others and to voice her worries and concerns" – **carer**

## New Hope – drugs and alcohol team

- Flexible use of digital technology to support clients effectively during the pandemic, including the implementation of a specialised substance misuse platform for clients to utilise for free

## New Hope compliment example:

"I did not know what New Hope was but I am so glad that I was referred to you, I am happy, free and confident. Everything around me is working out because I worked on one aspect. Thank you for your support and encouragement" – **service user**



# Key achievements across our adult services from 2021/22 continued

## Forestcare

In 2022, Forestcare assisted Bracknell residents in the following ways:

- 213 cases of contacting ambulances
- 67 cases of contacting fire services
- 59 cases of contacting professionals
- 134 cases of contacting keyholders
- Staff continued to work in the office during the pandemic to enable seamless support to our most vulnerable residents

## Emergency duty service

- Over 2000 referrals were successfully handled by our emergency duty service during 21/22 on behalf of Bracknell residents, with nearly 50 percent of those relating to adult social care
- The team continued to respond to emergencies throughout the pandemic, adopting flexible work practices to enable support to continue

## Welfare support

- Welfare support supported over 500 applications for the £500 test and trace support payments, whilst continuing to offer practical advice to individuals on how to best manage the impact of the pandemic

## Community safety

- Bracknell Forest sanctuary scheme was launched aiming to make it possible for victims of domestic abuse to remain in their own homes, where it is safe for them to do so
- Community safety undertook a consultation on domestic abuse victims and survivors to understand experiences from individuals

## Housing

- A new Housing Assistance Policy was introduced for residents with needs for a disabled facilities grant
- In 2021, our homeless and rough sleeping strategy went live with successful funding bids obtained
- We received a grant for £340k (300k for a partner registered provider) and secured six additional units of accommodation for rough sleepers
- Our rough sleeper numbers have remained very low, with two at the last official count in November compared with 19 in 2019

## Carers support

- Provided support to over 750 carers who had an eligible need via our commissioned support service 'Signal4Carers'
- Development work commenced on our 'all age integrated carers strategy' to ensure we identify the needs of carers effectively



# Overview of the challenges faced during the COVID-19 pandemic

## Keeping services going during the pandemic

The past 18 months have held significant challenges for the people that we support, our workforce and our partners. We have had to adapt our practices at speed to respond to an ever-changing landscape.

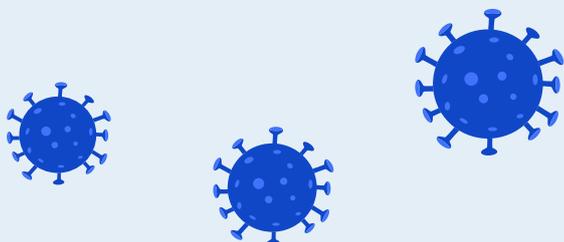
This had a significant impact on our workforce who have worked tirelessly during the pandemic and continue to do so.

## Helping staff and vulnerable residents to get tested and vaccinated

The first COVID-19 vaccines were introduced in early 2021 and involved a major collaboration with health partners to ensure every effort had been made to provide access to regular testing, vaccines and booster jabs. Helping vulnerable residents to get vaccinated was critical to reducing the risk of serious harm. Adult social care played a key role in increasing take up of the vaccine, working in partnership with multiple agencies and sharing advice from Public Health England.



To make testing as easy as possible, Bracknell Forest set up several testing and vaccination sites, including within the town centre and actively managed stock allocations to ensure residents could still access testing even when there was a national shortage of supply.



## Support to shielding residents

The council partnered up with a local community voluntary organisation called The Ark to ensure that any shielding or vulnerable residents continued to receive support with regards to food shopping, prescription collections and general self-isolation wellbeing checks.

This included our own local team of contract tracers who were trained to recognise when further support was required and were able to refer individuals into The Ark for follow up calls.



## Providing advice and information

Making sure our residents were able to make informed decisions and understood how we were there to support was critical whilst council buildings remained closed to the public and face to face contact remained limited.

Our services and commissioned care providers ensure that critical services were moved online. We also worked with Health and wider partners to ensure that residents received the required level of support.



## Housing team support

We ensured anyone sleeping rough had accommodation during the pandemic under the 'everyone in' initiative. This resulted in an additional 26 rough sleepers being supported, taking the total to 38 during 2021/22.

Our services and commissioned care providers ensure that critical services were moved online. We also worked with Health and wider partners to ensure that residents received the required level of support.

## Our challenges for 2022/23

### Responding to the 'cost of living' crisis

- Rise in demand across all our services due to the cost of living crisis, including mental health services and social care support
- We will need to continue to transform our services to meet the needs of local people in line with managing the pressures of rising costs and reduced Government funding
- Prioritise activity such as the production of a debt advice handbook to ensure residents have as much information as possible to help them independently reduce living costs

### Listening to the voice of the resident

- Develop our ability to listen effectively and respond to resident feedback to drive service improvements and continue to strengthen our relationships with partner organisations to coordinate the support provided to people. Our strengths-based practice approach will be at the heart of this. We will support people to use their own skills and abilities to overcome their challenges and achieve their goals

### Preparing for national changes to how social care is delivered and paid for

- In September 2021, the Government announced that changes will be made to how people pay towards the cost of their social care. Whilst not going live until 2025, the council will need to continue with its planning work to ensure that we can effectively communicate and deliver these changes and meet the inevitable increase in demand for services

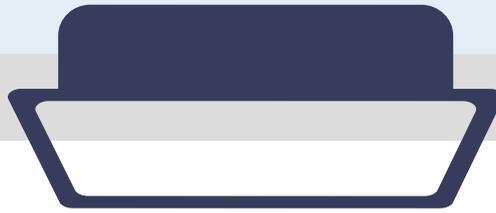
### Recruitment and retention

- There is a national shortage of qualified workers within the adult social care arena, which places pressure on our existing workforce. One of our biggest challenges for 22/23 will be to ensure that measures are put in place to stabilise the workforce where possible

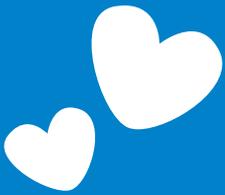


## What are our improvement priorities for 2022/23?

Committed to improving outcomes for residents and transforming our service offer, we identified seven priority areas of change focus. To deliver this change, we work in partnership with health, providers, and service users.



- **Develop our strategies to ensure that all children, adults, and communities are supported to be safe from harm, resilient, independent, and able to contribute to the community**
- **Implement a Housing Assistance Policy to support independent living and facilitate hospital discharge**
- **Deliver a new residential facility for elderly people with dementia at Heathlands in Bracknell, in partnership with health partners**
- **Build on strengths-based practice to ensure that adults can be supported to live independently and safely**
- **Prepare for national changes, including creating and implementing an updated choice and charging policy in line with charging reforms and improving business systems**
- **Develop a co-production strategy and framework that increases the engagement of residents in the design of services**
- **Prepare for our inspection under the new Care Quality Commission Adults Assurance framework**
- **Continue to improve our accessibility to information, advice and guidance to residents**



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If you need a reasonable adjustment to communicate with us, please call 01344 352000 or email: [customer.services@bracknell-forest.gov.uk](mailto:customer.services@bracknell-forest.gov.uk).