

Bracknell Forest adult social care **Annual Report 2022/23**



Bracknell Forest Council has produced an annual report to tell people about our Adult Social care services and how they help adults with care and support needs across the Borough.

This report is focused on the year between 01 April 2022 - 31 March 2023. 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?

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

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.

Email: Claire.Garton@bracknell-forest.gov.uk
Tel number: 01344 352916

Or in writing to:
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People Directorate,
Time Square,
Market Street,
Bracknell,
Berkshire,
RG12 1JD



Foreword

This is our chance to build on our 2021/22 report and take stock of the accomplishments and challenges we have faced over the past 12 months.

This report covers the period 2022–2023. It is important to recognise the increase in demand across many of our services due to the cost of living crisis being experienced by so many. Like the NHS, adult social care has continued to assist individuals through these challenging times by providing welfare support including debt advice and guidance, whilst all teams are managing a significant increase in demand for services, including mental health. Front line staff continue to provide care for those in our communities.

We wish to express our sincere gratitude to everyone who continues to work tirelessly to support our community, including those in adult social care and private, voluntary and independent sectors.

Our efforts to provide tailored care and support continue to be centred on our engagement with individuals and their families. Independence is a fundamental value, and we continue our work with partners to provide integrated solutions while putting the needs of the individual first from the outset. High-need members of our community are a focus, and we'll continue to create 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 continue to modify our approach in response to the financial challenges we face, to ensure that individuals receive the support they require to live as independently as possible. 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

How did we support our residents?

Adult social care

Over 3000 new requests for support were received into adult social care

517 Care Act assessments were completed for new clients

198 Carers received their own separate carers assessment in 2022/23

178 Carers received a joint assessment with the person they care for

82% of adults required no further support following a reablement service

1305 people received long term support of which 392 people were supported in care homes

913 people were supported to live in their own home

3513 reviews of long term packages of care were undertaken by adult social care teams

93% of referrals into the urgent community response team were responded to within a two-hour threshold May 22

217 people received a direct payment during 2022/23

180 carers received a direct payment during 2022/23



Demographics

10% of the population are 66+ and living alone

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



Safeguarding

942 safeguarding concerns were received by the council (of which 300 lead to an enquiry)

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

601 new deprivation of liberty applications were received, of which 263 (43.7%) were urgent applications

630 applications were signed-off during the year (including 129 applications that were made in 2021/22 financial year)

100 remaining applications to be signed off after 31 March 2023

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

330 individuals with learning disabilities (aged 18+) were provided with support during this period

17 individuals were provided with employment support throughout 22/23

Forestcare

40,836 support calls were handled by Forestcare in relation to Bracknell Forest residents.

322 residents and buildings were attended to by Forestcare

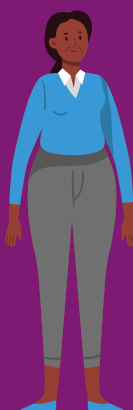
5062 out of hours housing repairs calls were handled on behalf of Bracknell Forest residents

Community mental health

85 individuals were referred into the Bracknell Forest community network (BFCN)

76% individuals were accessing services in the community independently after working on a one-to-one basis with the BFCN

76% Mental Health Act assessments carried out



Emergency duty service (EDS)

1600 referrals were received by EDS relating to Bracknell Forest residents

537 of those referrals were within adult social care

Substance misuse

No1 in the Southeast for successful drug recovery as at March 2023

270 residents were being supported with drug or alcohol related treatment

88 individuals successfully completed the drug or alcohol rehabilitation programme

New Hope – drugs and alcohol team (DAAT)

380 adults were in treatment in total

231 new presentations to treatment

27% of all in treatment successfully completed treatment which was in the top quartile for the region for this period



Adult social Care - assessment suite

32 activities of daily living (ADL) completed assessments

87.61% of occupational therapy (OT) equipment issued

4% assessments carried out resulted in signposting to other services



Housing

239 households who approached the Council for housing assistance were prevented from becoming homeless

94 homeless households were provided with accommodation for a minimum period of 6 months

Welfare Services

£1.1m in household support funding issued to our local community

17% reduction in number of days taken to process Housing Benefit applications compared to previous year

97 households supported at risk of homelessness or experiencing rent arrears

£140k discretionary housing payments made during 2022/23



Community Safety

26 complex cases of crime or anti-social behaviour resolved by Community Safety's Partnership Problem Solving groups

238 anti-social behaviour queries managed

43 victims of domestic abuse supported with reinforced safety measures in their homes



How well did we do?

Compliments and complaints

- **201 compliments were received into adult social care during 22/23**
- **Of those, 32 percent were from the individual receiving care, a further 40 percent were from family members with a remaining 28 percent coming from other healthcare professionals**
- **During 2022/23 there were 39 complaints received across Adult Social Care service areas, compared to 49 received during 2021/22, representing a decrease of 26%.**
- **70% of all complaints received into Adult Social care were responded to within 20 days of receipt.**



What did we hear?

“The intermediate care team was brilliant, so caring in every way. I don’t really know what I would have done without them, my morning rays of sunshine.”

“I thank the admin team for their endless work, their tolerance, and patience. You are a rare gem; you all are amazing. Also, special thanks again to all the social workers in the community mental health team for older adults you guys are amazing. Thanks for all your support and encouragement.”

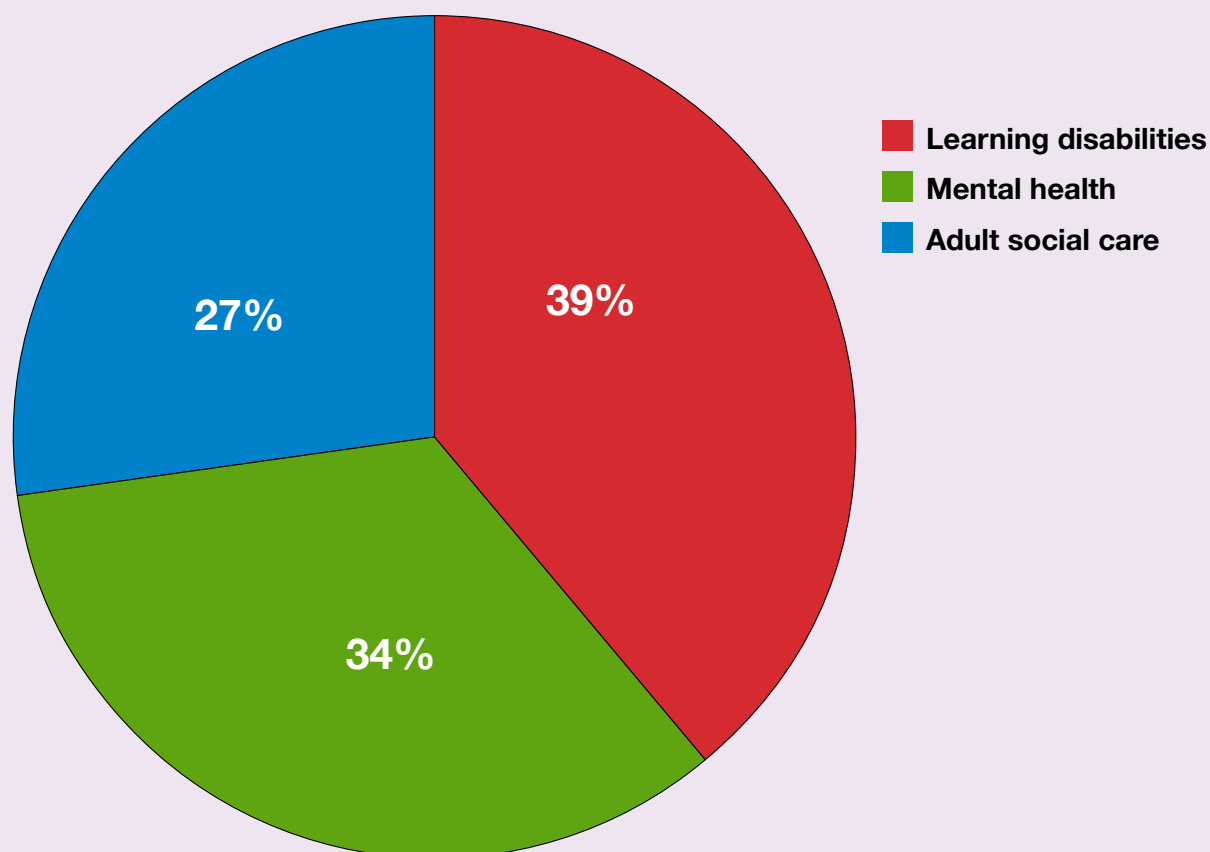
“Thank you all again. Your interest, belief, passion and continuing to share honestly makes the difference in rebuilding and continuing to.”



What did we spend?

- a total of £43,119,641 was spent on supporting adult social care in 2022/23 compared to £34,900,010 in 2021/22.
- a further £3,952,113 was received in Grant Funding during 2022/23

2022/23 adult social care spend by % total



Area of Expenditure	2021/22 Spend	% of Total
Learning disability	17,076,721	39.60%
Mental health	14,507,044	33.64%
Adult social care	11,535,876	26.75%
Total	£43,119,641	

Key achievements across our adults services from 2022/23

Adult social care – whole service

- Significant preparation for the new charging reform due in 2025, including a review of our business systems and preparing for the new adult's assurance inspection regime
- Work undertaken to compile a health and care plan for the local Bracknell Forest system, highlighting key priorities for 22/23. This will be further developed for 2023 to 2024
- Focus on the effective recruitment and retention of our skilled social care workforce

Business support team

- Work continues on the review of our Blue Badge application process, with the implementation of a new end to end digital process for customers and administration staff due in November 2023. This will include a multi-purpose online digital form allowing customers to create a new, renewal or replacement application, via their My Account

Intermediate care service

- An urgent community response team service (including the intermediate care service) commenced in late 2021 and continued to progress throughout 2022/23 resulting in a reduction of avoidable hospital admissions and supporting people in their own homes

Adult community team

- Working with commissioning, the team ensured people were effectively supported with their discharge from hospital when medically fit. Throughout the winter, the number of delays were kept to a minimum, despite demands across the system

Learning disability and autism

- Work continued on the development of the learning disability supported living provision on the Bridgewell site with an aim for completion in November 2024
- First learning disability and autism partnership board was held in Q3, which saw strong attendance and focused on future opportunities within this area
- Developed an approaching adulthood policy to look at how services should work together to identify those children and their families who may need support to prepare for adulthood and or services to support their long-term outcomes

Strategic commissioning

- Completed a fair cost of care exercise which demonstrated the council is paying providers a fair cost for care based on the individual's needs. Published a market sustainability plan, setting out the approach to continued sustainability of the local marketplace
- Additional funding was secured through the Better Care Fund to ensure sufficient staff capacity to support adult social care over the winter period
- Mobilised a new homecare framework increasing capacity in the marketplace
- Developed a care and accommodation strategy setting out our intention to develop supported accommodation models in Bracknell Forest enabling people with care and support needs to remain living as independently as possible, in their own homes
- New Heathlands site opened to residents with an official opening performed by His Royal Highness Duke of Gloucester on the 17 May. Saw a partnership approach between the council, Frimley CCG, Frimley Health NHS Foundation trust and Windsar Care allowing health and care staff to work together to benefit local people

Key achievements across our adult services from 2022/23 continued

Safeguarding

- Completed a full review of our safeguarding processes ensuring weaknesses were identified and addressed to ensure best practice. This saw improvements to our safeguarding training, statutory guidance reviews and timeliness of responses, and a review of our safeguarding board ensuring strong and effective governance

Adult social care - assessment suite

- The completion of an assessment suite at Waterside Park, providing a facility for Occupational Therapists and Trusted assessors to assess individuals, and highlight a number of assistive technology solutions available to eligible residents. It provides a facility for residents to ask advice, guidance and obtain further support from adult social care services, with the opportunity to explore a 'typical' house and engage with live and interactive demonstrations of the assistive technology solutions on offer and advice, including the co-development

Community mental health teams adults

Bracknell Forest Community Network

- 2022-23 saw the opening of regular monthly drop-ins at the Happiness Hubs running across Bracknell Forest in Ascot, Bracknell and Crowthorne with Binfield, and Sandhurst coming on board in July 2023. Between October 2022 and March 2023, 77 individuals attended including residents and service providers accessed the Happiness Hubs across Bracknell

Mental Health teams

- Our in hours and out of hours data continues to reflect reduced numbers of open/known cases escalating to mental health act assessments (MHAA) and hospital admissions. This is due to care coordination, supportive MDT and care planning continuing to support people to remain in the community rather than be

admitted to hospital

- We have continued to review statutory duties for CMHT, reviewing the safeguarding pathway so referrals are managed effectively and in a timely manner
- We have managed to support eight clients in CMHT to step down from supported living to semi and independent living resulting in financial savings from December 2022 to December 2023
- Joint service manager post in CMHT was reviewed and we now have a service manager for BFC and a service manager for BHFT helping map responsibilities and pathways for the team
- Through collaborative working with the organisational learning development team, apprenticeship team and our emergency duty service, we have supported those undertaking social work apprenticeship, MBA apprenticeship and AMHP pathway by providing placements and learning opportunities in CMHT

Community mental health team Older Adults (CMHT OA)

The CMHT OA is a wider umbrella term for a number of services. The service is co-located with BFC and Berkshire Healthcare Foundation Trust.

The CMHT OA team supports an average of 400+ people with mental health and/or diagnosis of dementia and their family members /carers.



Key achievements across our adult services from 2022/23 continued

Dementia Advisory Service

- The Dementia Advisory Service figures have shown a steady increase over the past year, with a rise of approx. 31.5% since last January. In addition, the Dementia Advisory Service supports a further 400+ people with a diagnosis of Dementia – this is over a 15% increase from this time last year
- The Dementia Advisory Service is part of the preventative work stream and supporting both people with dementia and their family members/Carers until a time when they may require more support from a Social Worker or CPN. The Dementia Advisory Service delays the need for more intensive support, therefore reducing pressures and costs to both health and social care
- The Memory Clinic has assessed 250+ people through the memory clinic diagnostic pathway and the service received their 4th accreditation from The Memory Services National Accreditation Programme (MSNAP). MSNAP is a national quality improvement and accreditation network for services that assess, diagnose, and treat dementia patients in the UK and sustainability
- Our Dementia Services Development Coordinator won a regional award and runner up in the national award for Workforce Development in the Great British Care Awards

New Hope – drugs and alcohol team

- The team achieved the highest successful completion rate in the South East for drug recovery, and the 4th highest in the South East for alcohol recovery
- Signed up to deliver against the national drug strategy published in June 2022 ensuring better integrated services and continued allocation of funding to reduce drug related crime and reoffending, drug related death and increased engagement in drug treatment services

Emergency duty service (EDS)

- Two more practitioners in EDS completed their approved mental health professional (AMHP) training and were successful in the Berkshire AMHP approval process. They are now employed as full time AMHPs in EDS. One more practitioner is still undertaking their training and will be a 2023/24 success story when he completes the whole process by Autumn 2024. The AMHP training pathway will see the reduction of the use of locums to cover the EDS rota
- The EDS governance framework has continued to develop from strength to strength providing a platform for learning, feedback, improvements and process redesign work as a result of feedback and discussions during these meetings
- The EDS targeted recruitment achieved the robust weekend rota cover for the EDS front door team

Forestcare

- Forestcare took over out of hours calls from Waverley and Wokingham during 2022
- Forestcare implemented the discharge project for Wokingham and Bracknell residents

Welfare support

- Continued to demonstrate a proactive approach in developing and responding to individual needs in a timely and supportive manner, developing a debt advice offer with staff undertaking formal qualifications. Dedicated financial hardship officers have been involved in generating more than £100,000 of additional income for residents in Bracknell in the last six months using software and data insights, and a person-centred approach
- Developed and distributed a debt advice handbook to support residents with managing the current cost of living crisis
- Continued to support both the strategic and operational delivery of the national Household Support Fund grant

Key achievements across our adult services from 2022/23 continued

- Reduce the average number of days to process housing benefit claims from 18 days in April 2022 to eight days by the end of March 2023

Community safety

- Community Safety partnership has continued to develop a strategic footprint across the borough and are connected to local, regional and national agendas
- Developed a Bracknell Forest domestic abuse strategy 2022-24 outlining our shared strategic approach to ensuring domestic abuse is prevented and identified and those affected, and their children, receive safe and timely support at the earliest opportunity; perpetrators are held to account and supported to change behaviour; joint commitment, leadership and partnership working
- Established a Sanctuary Scheme for victims of domestic abuse and supported 43 victims with reinforced safety measures at their homes.
- Commissioned 'Rise for Change' trauma informed training sessions with a total of 48 delegates attending

Housing

- Continued reduction in temporary accommodation numbers, seeing a reduction of 24 percent over the year (128 at the end of September 2022)
- The housing strategy and accommodation and care strategy was approved by the executive and formally published

Carers support

- Developed the all age carers strategy to provide direction on how, with our partners in health and the voluntary and community sector, we support carers over the next five years

Challenges faced during 2022/23

- Difficulty in recruiting qualified staff within our regulated Care Quality Commission (CQC) registered services and key frontline posts, increasing reliability on agency staff
- The cost-of-living crisis resulted in uncertain times with regards to impact on supply market and future cost of care packages and provider placements
- An increase in demand for adult social care services which is an ongoing challenge due to the financial pressures being experienced in local authorities

Our challenges and opportunities for 2023/24

Challenge 1

In Bracknell Forest, more people are now requiring support from adults services. This places pressure on both the authority and unpaid carers to ensure that the right level of support continues to be delivered under challenging financial pressures.

Challenge 2

The Care Quality Commission (CQC) will now be carrying out inspections on adults services within local authorities to assure itself that the right level of care is being provided. Preparation for this inspection will remain a priority for adults services over the course of the next year.

Challenge 3

Changes are being made to the cap on personal care, currently due to come into effect in 2025. The council will continue to ensure that its systems are ready to facilitate this change for residents, including updated information and guidance.

Challenge 4

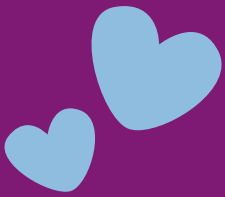
Work will continue to implement a new operating model within adult social care, designed to provide residents with a clearer route of entry into our services by enhancing our 'front door' approach when contacting the local authority. The benefits of this approach for residents will be a better linkage between our various services and clearer signposting based on need.

What are our improvement priorities for 2023/24?

The People Directorate will continue to evolve and develop as we operate in a constantly changing world. The pace of change has been rapid in recent years, with new regulation, statutory requirements, and waves of austerity. Add to this the changing population, with the borough becoming increasingly diverse and ageing more rapidly than other areas and it is clear that we need to adapt, and continuously improve the way services are delivered will continue to evolve.

The People Directorate, and the whole Council needs to continue to explore ways to do things differently, both internally and in collaboration with partners, to make public money go further. We need to find innovative ways of doing business, generating sound returns for all residents and making Bracknell Forest an even better place to live, work and visit.

We commit to continuing to work with Health around the integration of services to ensure we are able to support people to remain healthier for longer with connected networks, identifying any opportunities we have to support people in different ways and where possible maximising the use of assistive technology to support people in their own homes. The Care Quality Commission will start to regulate and inspect Adult Social Care departments in 2024, and we can expect that the council will be inspected before the end of 2025.



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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.