

Here for you, how did we do?

Local Account for Adult Social Care

Easy
Read



Making a difference every day

September 2020 – December 2021

Highlighting the achievements, improvements and challenges of KCC adult social care in Kent.



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Introduction

Clair Bell, Cabinet Member for Adult Social Care and Public Health



Hello

Welcome to our local account for 2020-2021.

It tells you about how we, Kent Adult Social Care have done over the last year.



It tells you about how our services have helped people:

- be independent
- be healthy
- be safe.



It also tells you about our plans for the future.

How we will use new technology.



Thank you to everyone who helped create this document.

Please tell us what you think and get involved!

Kent and its people



We think everyone should be valued.
We know that some people are not.



This could be because of their race,
disability, which sex they are or
sexuality.

We want Kent to be a place where
everyone is valued and feels part of
the community.



Key Facts



We have been finding new ways of working during the COVID-19 pandemic.

We checked how people were and that they were getting the best service we could provide.

1.



Just over **10,000** people received enablement services (where we will help in the home) and **two thirds** no longer needed support after the service.

2.



Around a **quarter** of people arrange their own support with a direct payment, in line with national figures.

3.



Over **6,500** people, use technology to support their care each month.

4.



Just over **36,000** Blue Badges to help people park were sent out.

What we do



We provide care and support to people who have social care needs.

We aim to keep them independent and safe.

We support:



- People with physical disabilities
- People with learning disabilities
- Older people
- People with mental health needs
- People with sensory disabilities
- Carers
- Young people who are coming into Adult Social Care.



What is care and support?

Care and support is the help some adults need to live as well as possible.

This could be because of an illness or disability they have.

It can include help with things like;

- Getting out of bed
- Washing and dressing
- Getting to work
- Cooking meals
- Eating
- Seeing friends
- Caring for families and being part of the community.



How we do it

These stories tell you about why someone might need adult social care.



Meet Abdul

Healthy, happy and connected



I work with computers.

I like to be part of my community.



I volunteer with Kent Together. I contact people who are lonely and link them up with charities who can help.



I have regular hospital visits to check my health as I have a physical disability.

This is a result of a serious accident I had.



My consultant referred me to social care as I need help with preparing meals and shopping as I get pain.



I wanted to choose the best support for me to stay in my own home.



I pay for my own care and I have been visited by the social care who helped me to adapt my home with the support of the occupational therapy team.

Now I can regain some freedom and get back to the things I love.



Meet Lizzie

Moving on and moving up

I love life, being independent, music and the arts.



I am 25. I have just moved from foster care to a shared house with people my own age.



I like the people I live with and have started college.



But I suffer with being very anxious.

It can stop me doing things.

This is part of my learning disability.



We can help!

My social workers put me in touch with The Kent Enablement and Recovery Service.



They have worked with me to build my confidence and now I've joined a social group to help me further.



I have asked to be set up with direct payments.

These mean I am in control of my services.



I can choose what is right for me – this includes getting help through online support groups.

Find out more



You can find more examples and videos on our website: www.kent.gov.uk/localaccount



Including:

- Abdul
- Lizzie and
- Bill.



You can also watch videos from people who are involved in our groups.



Read the full report and find out how you can get involved to make a difference in adult social care.



Find them at:
www.kent.gov.uk/localaccount



Kent Enablement at Home



Just over **10,000** people had enablement services (where we will help in the home).

Two thirds of people no longer needed support after the service.

How did we do?



This part of our report tells you about just some of our services, what they do and how they've done.

Up to December 2021, just over **53,000** people contacted us.

We had given over **67,000** Care Needs Assessments.

And almost **18,000** Support Plan Reviews.



We have the largest group of **Social Work Apprentices** (people training) in the country.

We have written our **Practice Framework** to help train our social workers.



This is a document which tells them the best way to support people.



Safeguards

We have made our **Deprivation of Liberty Safeguards** service better.

This service keeps people safe because they might have:

- dementia
- a brain injury
- no way to decide for themselves.



Safeguards

The service now keeps more people safe than ever before.



We have started an **Occupational Therapy Degree Apprenticeship programme**.

This gives training to staff who want to become an Occupational Therapist.



Occupational Therapists help people to stay independent by showing them how to best cope at home.

We have put in place the **Breathing Space** scheme.

This scheme helps people with a mental health condition if they have debts.

It makes things easier to cope with, gives advice and support.



Ask SARA

AskSARA is a website which helps you to find equipment that can support around the home.



This could be:

- non spill cups
- pill boxes
- grab rails



Equipment is found easily through a series of simple questions.



Kent Connect to Support

We have also created our Kent Connect to Support website.



This gives information and advice on social care needs.



This could be on how to:

- apply for a disabled parking badge
- find services in your area
- report a safeguarding concern.



Carers in Kent

We have launched our carer's strategy.

We spoke to carers in Kent about what was important to them



We asked them what can we do to support them as carers.

We wrote our plan from what they told us.

This plan will shape service for carers over the next 5 years.

There is an easy read version on our website. www.kent.gov.uk/carers



Do you look after someone?

If you give unpaid care to someone who is over the age of 18, you can ask for a carer's assessment.

It will let you know if you can have support from us.



Carers organisations do this for us.



They also provided help and support for carers in Kent.

Find out more: www.kent.gov.uk/carers



Responding to COVID-19

Managing COVID-19 is very important to us.



We work closely with Public Health and the NHS to support people being vaccinated.



There has been more need for mental health services because of the pandemic.

We have put more services in place to support people with mental health conditions during this time.



We continue to work with home and residential care services.

We have supported them through money given to us by central government.

This money has been used for training and keeping people safe that they support.

Making a difference every day

Our strategy for Adult Social Care 2022 to 2027

April 2022



Looking forward

Our strategy (plan)

In 2021 we asked people who are interested in social care what is important to them.



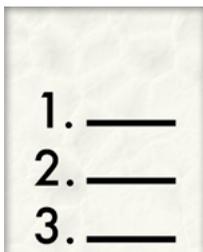
What they told us helped to write our plan for adult social care in Kent.

We call this our strategy.



It tells you our plans on how we will support people with adult social care in Kent.

There is an easy read of it on our website:
www.kent.gov.uk/careandsupport





Supporting people to be more independent

Direct payments help people to choose the services they want. They give more choice and control.



We have held events to tell people about direct payments and how they can use them.

We have set up an involvement group to carry on this good work.

The Kent Care Summit



In March 2022 we held our first Kent Care Summit.

This was a big meeting for everyone who works in adult social care in Kent.



We asked providers of services to tell us what is good and what can be done better.

We are using what they said to write our plan for commissioning services.



Get Involved

With you

We are always looking at new ways to improve our services.

We need to work with you to do this.

We want you to tell us how things have been so we can learn from your experiences.

This might be because:

- You have used adult social care services
- You are a carer
- You are interested in adult social care.



Get Involved



Why not sign up to get involved to help us shape what we do.

There are lots of opportunities:



Adult Social Care People's Panel - the panel meet 5 times a year to give their views on a range of ideas or innovations across adult social care.



Our **Kent Learning Disability Partnership Board** meet 4 times a year and has smaller meetings about subjects such as good health and keeping safe.



You're hired! Helping us to build a trusted team

We want to make sure that all the people we employ have the right experience, the right values and suit the roles available.

Would you like to be on our interview panels? You need to have experience of being in or using social care.



Join us! email:
makingadifference@kent.gov.uk

BIG words

Difficult words



Blue badge: a car parking permit which lets you park in disabled spaces, sometimes for free.



Deprivation of Liberty Safeguards: a set of rules which protect someone who may not be able to make their own decisions.



Direct payment: a way to set up your social care support yourself. Puts you in control.



Enablement services: help in someone's home to teach them new skills or re-learn everyday tasks.



Practice Framework: a new document which helps train social care staff.



Technology enabled care: new ways of supporting people using gadgets and sensors around the home or out and about.

Get in touch



Telephone our contact centre

Telephone: 03000 41 61 61

Text Relay: 18001 03000 41 61 61



Out of hours service

Not every crisis occurs during office hours. Kent and Medway Social Services provide for these times with our out of hours service that can offer advice, support and help to ensure that vulnerable people are not left at risk.
Telephone: 03000 41 91 91



Email and website

Email: social.services@kent.gov.uk or see our website at:
www.kent.gov.uk/careandsupport



For more information on the Local Account

email: kentlocalaccount@kent.gov.uk
Find our more on www.kent.gov.uk and search 'local account'.