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Forewords

Liz Davenport, Chief Executive

Chris Balch, Chairman, Torbay & South Devon NHS Foundation Trust



Asking people what matters to them may seem a simple question, but it's one that drives every conversation we have with those who rely upon us to care for them. Our continued transformation of adult social care, including making better use of technology and digital innovation, is helping people to take control of their lives, and improving their outcomes and experiences.

Our local account summary gives our people an opportunity to reflect upon their successes of the past 12 months, which were delivered against a backdrop of increased demand and recovery from the pandemic. Our teams should feel incredibly proud of all they have achieved during the past 12 months.

We can only achieve our vision of better care for all by working closely with our partners to deliver high quality services, and we have reaffirmed our commitment to integrated care by signing a new tri-partite Section 75 agreement to deliver integrated adult social care services in Torbay for the next five years. We are committed to work together to deliver sustainable services which will make our brighter future a reality for everyone in Torbay. Thank you to our people for all you do.

Councillor Tranter – Cabinet Member for Adult and Community Services, Public Health, and Inequalities

This year we agreed to continue our integration with the NHS until 2030, a great achievement for all partners. It allows us to work together and plan for the long term.



I was proud to be a part of the launch of The Big Plan for Learning Disabilities, working with the Learning Disability Champions and the Learning Disability Partnership Board to make sure the plan will make a real difference. The Ambassadors held a very successful event, celebrating success – more than 200 people attended.

The Cabinet approved our adult social care self-assessment, a document which outlines how we're doing in achieving our goal to do the best we can for the people of Torbay.

This year we're focussing on the areas we've identified as needing improvement, you can find out more at.....[Torbay's Adult Social Care Self-Assessment - Torbay Council](#)

Jo Williams – Director of Adult Social Care



We're stronger together, and this year we've had a focus on co-producing our plans. Many thanks again to all our partners in Torbay who work tirelessly to provide committed support for vulnerable adults to lead the life they want to.

We've also updated our webpages to ensure that they are useful. There's been a lot of great work on the becoming an adult programme, across children's and adult's teams. We have a shared focus on transition to adulthood and maximising independence and choice for young people.

As always, our priority is the best life possible for Torbay residents who draw on our care and support. I'm happy to say that we've been doing well in minimising waits for assessment and focussing on our strengths-based approaches.

Introduction

We are delighted to share with you the highlights of Torbay and South Devon NHS Foundation Trust and Torbay Council's latest local account summary for 2023/24. This report details the significant strides we have made in delivering efficient, high-quality services to meet the health and care needs of people in Torbay, while implementing person-centred care that has transformed people's lives.

Our adult community social care teams include a range of professionals including health and social care coordinators (HSCCs), community care workers (CCWs), social workers and occupational therapists (OTs), which cover front end, complex care, and specialist services. All teams deliver care and support under the duties, powers and responsibilities as defined by the Care Act 2014.

In the past year, we have undertaken several initiatives to make the best use of the money and resources available to us. We have worked together to transform the way we provide care, which has not only resulted in a better experience for people in our community but has also meant substantial cost savings without compromising quality and safety.

Collaborative partnerships: We know that working with our partners, including the voluntary sector, helps us to provide the wrap-around and tailored person-centred care that people tell us they want. We involve people in decisions about their care by asking them what matters to them and work closely with everyone involved in their care to make sure they only have to tell their story once. Working in an integrated way also means we can share our resources and expertise, which is good for our teams and the people we care for.

Embracing technology: Investment in modern technology has played a crucial role in transforming the way we provide care. Digital solutions have streamlined administrative tasks, improved communication, and enhanced service accessibility to help people remain independent in their homes and community.

Our commitment to providing exceptional care remains unwavering. We believe everyone should be able to receive personalised care that meets their needs. Here are some of the ways we have upheld this commitment:

Person-centred approaches: Everyone is unique, and our services are designed around the people we support. We begin every conversation asking people what matters to them and what their goals are. We work with them to understand what their support network looks like and actively involve people and their families/carers to plan and provide services that are tailored to meet their health and care needs.

This personalised approach not only enhances the quality of care but also empowers people to live more independently and confidently. We work with people who have experience of our services to co-design services and improve what we do and how we work with people. We have introduced a new matching process to enable people who

require supported living service provision to ensure access is easier. This has reduced the amount of time our social workers spend trying to find suitable placements making it more efficient for the teams and care providers whilst reducing the time people wait for a suitable offer. Torbay and South Devon NHS Foundation Trust understand people's needs change, and anyone who uses our services can request a change and transfer in their accommodation if it is no longer suitable for them. This new management method avoids delays and costly vacancies for care providers in Torbay.

Focus on wellbeing: Beyond addressing immediate care needs, we are dedicated to promoting overall wellbeing. Our services include a range of supportive networks aimed at enhancing physical, mental, and emotional health. From social groups to advice networks, we offer comprehensive support that fosters a healthier, happier community.

The true measure of our success lies in the stories of the community. Take the case of Luke (whose story is shared by Lucy, his social worker from the Adult Mental Health Team), who has been supported by [Shared Lives](#), an award-winning charity that provides long-term and short-term care services, care and support as an alternative to supported living and residential care in Devon, Cornwall and Somerset.

“Luke was 38 and had lived in 24-hour residential placements and supported living accommodation before his move to Shared Lives. Our Adult Mental Health Team started working with him two years ago when he lived in a care home in Devon. He initially thought he should stay where he was as he was settled and lacked confidence in his own strengths and abilities to think about any other options. It was evident that he had so much potential to live a more independent life, use his skills and expand his social world. Despite nerves around the big change, our team worked with him to explore the potential benefits of living with a family and in the community he knew. Our teams worked together during many months to plan this big step in his life and move to his new home with Shared Lives support and out of residential care.

Thanks to the support of Shared Lives, Luke's diet has improved, he has joined the gym and has achieved his goals to become fitter, healthier and lose weight. He has long wanted to book a trip to Germany for a holiday but did not feel confident to even contemplate booking this. The Shared Lives' supporters identified “Jolly holidays” where he can visit Germany by coach, with a group of other people. He was supported to find and book his trip, which was a massive personal achievement. He has also learnt German to help him communicate during his trip.

Since being supported by Shared Lives, Luke's life and wellbeing has improved; he has begun volunteering in a local café and reconnected with friends and made new ones. He has also reconnected with his family and went away on a trip with them, something he had not done for several years. Luke's confidence has grown, and he is doing things which previously seemed out of his reach and he is regaining control over his life.

Another example is Sarah (named changed to protect her confidentiality) who was supported by our sensory team when her eyesight deteriorated:

“I moved to Torbay three years ago and unfortunately my eyesight rapidly deteriorated which left me feeling extremely low.

Fortunately, I was introduced to the sensory team which made a massive difference to my life and how I was feeling about it. My advisor helped me greatly through a very depressing period of adjustment and I would like to thank her very much for her help, cheerfulness, and support whenever I needed it. This has made a great improvement in my life and now I am coping much better. I have more confidence in myself, and I don't feel alone as I did. Attending the Sensory Loss Hope programme, coffee morning and Torbay VI Connect group has built my confidence to meet other people who shared the same struggle as me and to have a social life”.

Torbay's Joint Strategic Needs Assessment (JSNA)

The Joint Strategic Needs Assessments (JSNA) help us to work together to understand and agree the needs of local people and leads to a joint health and wellbeing strategy which sets the priorities for collective action.

<http://www.southdevonandtorbay.info/jsna-narratives/>

If Torbay was a village...



Torbay has a population of around 139,500, still the most deprived local authority in the South West



4 would be aged under 5



14 would be aged between 5 and 17



6 would be aged between 18 and 24



16 would be aged between 25 and 39



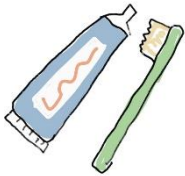
33 would be aged between 40 and 64



13 would be aged between 65 and 74



14 would be aged 75 and over



Over a quarter of children aged 5 would have visibly obvious dental decay



Close to a quarter of 4 and 5 year olds would be overweight or obese



11 people would be living with long-term health condition or disability which limits their day to day activities a lot



27 people would live in a deprived neighbourhood and be likely to live for 9 years fewer than those living in wealthier areas



3 children would have special educational needs



5 people would be military veterans



11 people would be unpaid carers



3 people would not speak English as their first language



3 people would identify as LGBTQ+



14 adults would smoke



3 adults would be admitted to hospital each year for alcohol related health issues



12 adults would have a diagnosis of depression



17 people would be in a household that did not have access to a car or other vehicle



53 adults would be overweight or obese

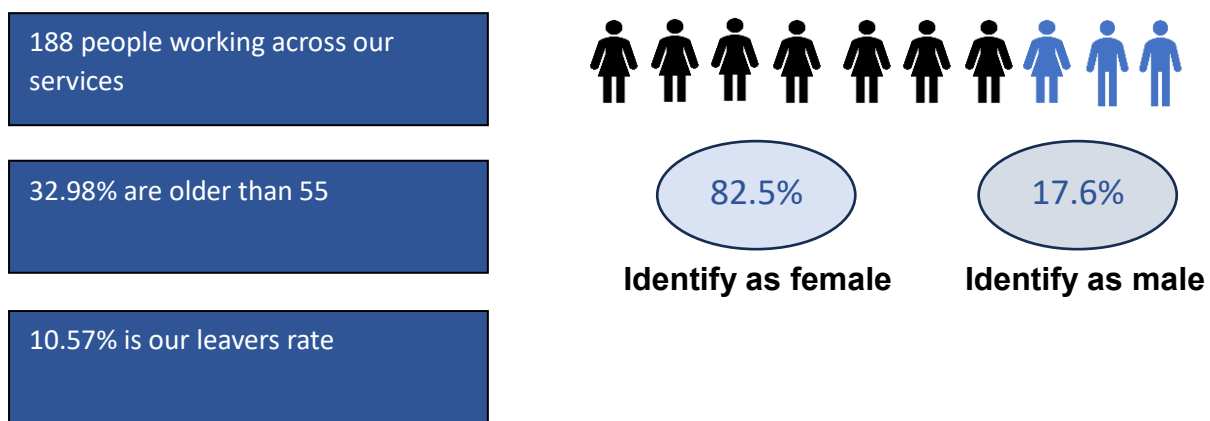


On average, women would live to 83 while men would live to 78

Our adult social care – people and teams

Our people in numbers

We are incredibly proud of our people who work hard to provide compassionate care to those who need it. Across our teams we have



The ethnic breakdown of our teams are...



Adult Social Care Improvement Plan (ASCiP) progress update 2024/24

Adult social care plays a vital role in supporting people to lead independent lives, and this year we began our work to transform and improve what we do and continue to meet our community's needs. We have worked with our people, partners and the people who use our services to understand which areas are working well, what we need to improve and have identified areas where we can grow our services.

Our collaboration with stakeholders from different organisations was instrumental in gathering diverse perspectives and fostering alignment through structured discussions and feedback sessions. We ensured that the insights gathered were representative of adult social care. As an integrated care system, we value and respect our partners in the voluntary sector, who provide an important link between the council, the NHS, and the people who we care for, and their families. We want to strengthen our relationship further and work even more closely. We will continue to focus our efforts on areas where demand for adult social care is high, to strengthen community services and the effectiveness of our reablement offers through transformation.

Our work has also highlighted our need to improve our offer to working age adults which became a key piece of work in 2023/4 resulting in the [Big Plan](#) for people with learning disabilities.

Adult Social Care Improvements – focus on contract management:

Many of the adults who use our social care services have increasingly complex needs and health conditions. This means it's more important than ever to provide a consistent, high-quality service.

Developing robust contract management standards became a top priority for us and aligned with the [Local Government Association Review](#) which included 13 recommendations.

These include the need to:

- Review all contracts to make sure providers understand and are delivering what they are commissioned to.
- Develop a master contract register with identified ownership
- Develop and implement a contract monitoring and quality assurance policy which clarifies teams' responsibilities
- Review procurement team and Quality Assurance and Improvement Team (QAIT) capacity and sufficiency to meet future demand.

These standards are essential for maintaining high-quality provision of care, as they set clear expectations and benchmarks that hold providers accountable. This accountability ensures that providers meet required quality and safety criteria, protecting vulnerable individuals and ensuring compliance with legal and regulatory requirements.

Monitoring these contracts means we can check that resources are spent efficiently. It also means we can support our workforce by making sure they get the training and development where and when they need it. This is important for job satisfaction and retention.

Adult social care improvements – focus on planning in 2023/24 for our 2024/25 transformation Plan:

We have undertaken a diagnostic review of our services to identify any possible improvements. We explored how we will build on our strength to design and deliver high quality, person-centred adult social care services that promote independence, are cost effective and are resilient to future changes and disruption.

We have faced increasing demand, cost pressures and major changes to national policy. To continue to deliver high-quality, person-centred services, we need to change how we work. We began the review against the backdrop of COVID-19 which created sustained underlying demand and cost pressure throughout the system. We are seeing an increasing number of contacts and level of need, placing pressure on our workforce. Torbay is also working more with partners to better connect and optimise provision.

We needed to identify what was essential to improve, and how to deliver those changes successfully, creating a set of prioritised opportunities for changes and a clear plan to improve outcomes for people, staff, and our finances. The review helped us understand that there were three core areas:

Managing our demand for services effectively

We are committed to personalising hospital discharge pathways to ensure the best possible experience for the people who draw on service provision. By assessing people's needs, planning, and delivering care in the right place, at the right time, with the right people, we aim to maximise independence for everyone in our care. We continue to work to ensure our pathways and services deliver the highest quality results, and we routinely review new care plans and packages after six weeks to ensure their effectiveness. Reablement will be an integral part of our community urgent care, rapid response, and prevention services. We will provide our adult social care front door staff with the time, tools, and resources needed to meet people's needs from the first time we meet them, and make sure they and their family are kept informed about any changes to their care.

We ensure that job roles are the same wherever people work, and that our people have the guidance they need to refer people to the most appropriate teams across the NHS and council.

Promoting good quality outcomes through quality management and decision-making

We are working with social care staff to further embed a strengths-based practice and personalised support as the bedrock of integrated care in Torbay. Processes are being developed that will ensure time efficiency is gained while colleagues capture necessary data and other information. We are also developing an education package supplemented reflective supervision to ensure the necessary skills and knowledge remain evident in conversations with people who require social care support.

Multi-disciplinary peer groups provide expert support and advice for the most complex and exceptional cases. Our people are trusted to use their judgement and encouraged to be resourceful and creative, and utilise the tools, processes and systems that guide and support the accurate assessment of and recording of needs.

Good choice of affordable provision

We want to make it easier for people and carers to use direct payments and arrange their own care and support. We'll also look at extending supported living and extra care housing provision as a more personalised alternative to residential care. Alongside this, we'll explore increasing the range of personalised care and support options for people to access in their community and increase the choice of more personalised options to meet personal care needs at home. We will look at new technologies – such as self-care apps, which have the potential to transform the way people manage and control their own healthcare.

Adult social care transformation 2023/24

We have also focused on building the next phase of transformation with our delivery partner Channel 3 to show the next steps for our transformation plan .

A key area for development within the ASCiP has been our need to improve contract and market management to mitigating risks, enhance relationships with care providers, and ensure compliance with regulatory requirements – good contract management supports safe care for our community.

We have undertaken targeted efforts to streamline and strengthen our contract management processes, including creating a centralised register for all contracts serving as a single source of truth, giving our people easy access to contract documents and relevant information.

We have developed standardised templates to streamline the contract creation process and reduce the risk of errors or omissions. We have improved the way we report to provide greater visibility of our contract performance, obligations, and key metrics. Improved reporting enables stakeholders to track the progress of contracts, monitor key milestones, and continue to work to identify areas for improvement. Our improved contract management processes have enabled us to strengthen relationships through clearer communication and engagement, and we will continue to work together and be transparent about what we do to provide high quality care.

Performance: Adult Social Care Outcomes Framework (ASCOF) and Annual Survey

Adult social care outcomes framework (ASCOF)

Our adult social care performance reporting (Appendix 1 to 3) is well-established and now includes increased detail such as how long people are waiting to be allocated a social care worker. Our reporting on overdue reviews has also been developed, particularly for people who are placed out of area. This supports the identification of risk and the triaging of timely allocation. There continues to be a robust pathway for people who are moving from children's services to adult social care, with transitions planning starting as early as 14. There are embedded and strong working relationships between children's and adult social care teams to make the transition as seamless as possible.

In 2021 we changed the way requests for support are recorded on our systems. This led to a 10% increase in demand in 2021. Although we continue to identify appropriate alternatives to social care provision with people approaching us for support, the demand on service provision continues to increase and resulted in a further 1.4% increase during 2023/24.

The number of people who did not go on to require a service increased in 2023/24 by 11.5%, from 1,915 the previous year, to 2,136. This is likely to be connected to improved signposting to other appropriate services, support, and help, which increased by 6.8% in 2023/24, from 1,694 the previous year to 1,810. This is a similar proportion to that seen over recent years. We also continue to improve how we record details about ethnicity, diversity, and inclusion.

The number of people who receive direct payments has increased by 19% (73) in 2023/24 on the previous year, from 392 in 2022/23 to 465. This figure had been reducing since 2021/22 from -12% to -7% in 2022/23. The use of direct payments has increased since the pandemic among people who use our services and carers, which has grown from 27% on the previous year, from 585 in 2022/23 to 741. This is also likely to have been impacted by the higher number of carers who were assessed and reviewed in 2023/24, which increased by 29% (355), from 1,226 in 2022/23 to 1,581.

An area where we have not performed as well as we would like is in permanent admissions to residential and nursing care homes. As reported in the 2021-22 Local Account Summary, a large increase in this number on the previous year was predominantly due to system and reporting changes.

The rate of admissions for people aged 18-64 and those aged 65 and older has remained high compared to the national and regional data. This remains a concern and work to reverse this position will be a key component of the transformation programme planned for 2024/26.

National benchmarking data: annual survey:

Every year adult social care services across the country conduct a user satisfaction survey. The adult social care survey asks people who are over 18 and who use adult social care about their experiences. The questions are set by central government and help us understand how services are helping people to live safely and independently in their own homes. What the results tell us is what is working well, it also helps to inform our future priorities and identify any areas for improvement.

This year 516 people shared their thoughts with us, an increase from 363 last year. An increase in the proportion of people who use services who feel safe was seen in 2023/24 (71.2%) compared with the previous year (68.5%).

However, a decrease was recorded in the proportion of people who use services who say that those services have made them feel safe and secure in 2023/24 (86.1%) compared with the previous year (89%).

There was a slight reduction in the overall satisfaction of people who use services with their care and support and with the ease by which people can find information about services. These issues will be addressed as part of 23/24's transformation work.

Domiciliary care

During the past year we have seen a significant increase in demand for domiciliary care through our Live Well @ Home framework, with providers managing 13,340 packages of care in March 2024 – up from 12,033 in April 2023. The 18 providers that work with us have expanded their capacity by recruiting locally and internationally. As a result, we have seen a reduction in the length of time people are waiting for home care services. The stability of the market has enabled us to continue to work closely with providers, sourcing packages of care quickly and offering greater choice and flexibility to support individual's needs.

Supporting your housing needs

We have a range of specialist housing to support people with care and support needs to live as independently as possible, at home and in their community.

During the past year we have transformed the way we manage our vacancy management processes, which helps avoid delays in people's care, and costly vacancies for our care providers.

Improvements includes:

- A new matching process for people and vacancies, which has reduced the amount of time our social workers spend finding a suitable placement, making it more efficient for our teams and the care providers, and reducing the time people wait for a placement.

- Better oversight of what is available. Being able to see every option available, along with the identified unmet need of people on our waiting list, enables commissioners to plan and design new services.
- Enabling people to request a change and transfer in their accommodation if it no longer meets their needs.

Last year we successfully helped 13 people lead independent lives by placing them in extra care housing, where they have access to a care provider and round the clock emergency help, if needed. This has helped save around £165,000 in care costs.

Our focus for 2024-25 continues to realise our aspiration of building more extra care housing in Torbay to meet our ongoing demand for this type of support, with a new scheme planned in Torquay.

We are also looking forward to opening a new supported living scheme in summer 2024 with the opportunity for 11 people with a learning disability to live independently in their own accommodation with access to a shared living space for socialising.



Principal Social Worker’s annual report – Simon Porter

As social workers we are dedicated to improving the lives of those in our community and it’s essential that we stay informed about how our services are performing and where we are heading. Simon Porter is pleased to provide a social worker’s perspective which gives a comprehensive account that highlights our achievements, challenges, and priorities. This gives us an opportunity to review ourselves holistically and view our performance and strategic direction to make sure we better serve our community and continue to enhance our professional practice.

Newly qualified social worker account

Angelo – mental health social worker

“As I finished university and received confirmation of my Social Work England registration, I felt a pressure of applying what I learnt throughout my education into my professional practice. Once I arrived, however, there were new areas to navigate which as a student, I felt I took for granted. This included learning legislation at a deeper level, ensuring you use it to help people in the best possible way. I also had to learn to adapt to the cultural dimensions of the town I’m working in, such as identifying community services. I found that university placements protected you from this, with a limited number of days my focus was on social work theory, models, and the breadth of legislation we need to get our heads around.”

“Despite these realities, I was lucky enough to be met by an experienced group of social work practitioners within the adult mental health social care team. I felt at the

time each had their own area of expertise and being within my Assessed and Supported Year of Employment (ASYE), provided me with the opportunity to shadow and learn from the team. I observed their application of the appropriate legislation and questioned them continuously on practice I had either witnessed or we had worked in together, something I recommend all ASYE social workers do.”

“Now that my ASYE is completed, I feel it has better prepared me. A year on and I feel that I can share the knowledge I have accumulated with new members of staff, which in my opinion reinforces the support I received from my colleagues and practice educator to develop my professional identity and confidence. The ASYE is a steep learning curve, however I feel that the people around me were an important factor to completing it in a well-rounded and reflective way.”



Training to be a social worker

A personal account of a colleague, Bella, who recently qualified as a social worker.

“After studying childcare at college, I thought I wanted to be a teacher and started a teaching degree, however, I quickly discovered that a classroom setting was not right for me. I started working full time with children with disabilities and my passion for helping others shone. I started to explore careers within social care, specifically trying to find something that would allow me to develop in a career, without needing to go to a traditional university.”

“I started working as a health and social care co-ordinator for adult social care in 2018 and very quickly realised that I wanted to be a social worker. After 18 months in the job, and with support from my manager, I enrolled on the Open University social work degree. This is something that worried me initially, after my previous experience of university, however, this was so different! I completed my first year and found myself excited to learn and develop further. My manager and co-workers were incredibly supportive, and I had protected study time every week. I found that work-based learning was better for me, and I couldn’t quite believe how much I was learning and developing in such a short space of time.”

“Towards the end of my first year, I was approached by the principal social worker to transfer over to the apprenticeship degree pathway. I was the first person at Torbay and South Devon NHS Foundation Trust to do the apprenticeship and I found myself anxious about the unknown, but looking back now, I am so pleased that I went down this route. With the apprenticeship, I was offered extra study time, and the modules were also funded by my organisation. This meant that not only was I working full time whilst studying my degree, the degree itself was also not costing me anything. If I am honest, the jump from year one to year two shocked me, with the level of work increasing significantly, however, the support I had from my organisation was immense and it was clear that everyone around me wanted me to succeed.”

“Studying the apprenticeship ‘on the job’ allowed me to put into practice all the theories and models I was learning about, in real time. This led me to be able to reflect more deeply and critically, enhancing my skills and development. The placements that

followed in years two and three extended my knowledge base even further and I never felt un-supported through my placements, with practice educators and placement supervisors who were evidently invested in my personal and professional development.”

“I am proud to say that I am now a registered social worker, supporting vulnerable adults and their families through their transition from children’s services to adult services. I am continuing to learn and develop through the Assisted and Supported Year in Employment (ASYE) and am so incredibly excited for my career ahead.” Bella

Research practitioners in Torbay Adults (First initiative like this in the country)

Social work research

The Peninsula Adult Social Care Collaborative project – PARC - is a groundbreaking [project](#) funded by the National Institute for Health and Care Research (NIHR). It includes three local authorities which includes Torbay and funds practitioners to spend time developing research skills and using them to undertake a piece of research selected by the employer as of importance to the geographical area in which they work, and the needs of people using their services. PARC is one of several projects funded by NIHR and the Department of Health and Social Care to explore best practice in practitioner-led research and co-production of research as well as professional development of social workers and other social care staff.

Torbay was the first area in which PARC was able to establish the partnership with a service provider agency. This was done at a challenging time, just as the restrictions imposed by COVID-19 were being lifted, but while services were generally under great pressure.

Through partnership with the principal social worker, PARC has supported two practitioners to work in Torbay to explore the relationship between complex need and social care support, which is being written up as a report for Torbay, and to possibly share wider. A second project which is awaiting ethical approval, will consider how housing challenges impact on the ability of social care staff to address the needs of people with care needs but who do not have access to suitable accommodation.

We have also explored the knowledge and attitudes of staff using research in their work, and to develop their professional practice. We have been exploring the possibilities for future investment in social care as a research active profession as part of a nationally high-profile initiative.

Findings from audits

We have had an established audit process for several years which looks at the overall quality of case recording and ensuring that areas such as supporting carers and using a legal framework underpin our practitioners’ written work.

In autumn 2023 we increased the number of audits that were being completed from two to three a month to seven to eight a month, and we hope to increase this more in the future.

Overall, the quality of recording is good, but we do see that improvements can be made especially when looking at carer's assessments and capturing the relationships and details of family members who are involved in the person's care. The principal social worker always feeds back to practitioners who have been audited. We ask that the worker and their manager investigate the findings. It is evident that positive feedback to our practitioners about the high quality of their recording resonates with them, one worker recently commented "thank you for passing this on to me, I am truly delighted to hear this, a great start to the weekend".

We have appointed a quality assurance lead who will be focussing on the audit learning outcomes and the changes in practice that have happened.

World social work day April 2023

We celebrated our social workers with an event at the Riviera Centre in Torquay where we brought together a range of services to look at how we work with marginalised groups of society to provide a better service and create a greater sense of social action.

Some of the presentations included:

Wellbeing hub - Dr Jo Cheffey shared her experience of working in the wellbeing hub and how NHS and social care staff have faced huge pressures throughout COVID-19 and continue to work through the long-term consequences of the pandemic. This session looked at the emotional impact this has had on staff and how vicarious trauma and moral injury can be a risk factor for social workers.

Intercom Trust - Andy Hunt, Chief executive officer, gave a wonderful, passionate overview of the Intercom Trust's work as an LGBTQ+ led charity that works with thousands of people to improve wellbeing and inclusion. Andy encapsulated the discrimination our LGBTQ+ community still face.

Public Health - Dr Lincoln Sargeant, Torbay Council's director of public health, presented an informative and thought-provoking session about inequalities and deprivation in Torbay. Using data, he gave an evidence-based account of the impact on Torbay of the inequalities that local families can face.

Focus on learning disabilities

We have continued to work towards the outcomes of our 10-year market transformation blueprint and have focused on embedding a co-production approach through both our learning disability strategy, called [The Big Plan](#), and our commissioning review of daytime services for people with a learning disability.

Both pieces of work form the foundations of the wider community support system and infrastructure we need to support people to live as independently as possible and achieve their goals and aspirations.



The Big Plan has been written and developed collaboratively with our local learning disability ambassadors, carer representatives and our partners. People have told us the things that are important to the lives of people in Torbay and the plan has been written to make sure we work together to bring them to life.

Overseen by the Torbay Learning Disability Partnership Board, our plan is divided into six core priority themes:

- Community and independence
- Home
- Health
- Care and support
- Safety
- Family, friends and carers

Our action plan has been jointly developed to ensure change is delivered in each of these areas. There are numerous projects underway in each core theme area including easy read training, specialist housing developments, safe and well audits, direct payments review and domestic abuse and sexual violence awareness and resources.

We have identified areas we still need to work on (which have fed into our priority plans for 2024/25); identified quick wins we can implement to make step changes, such as a bill of rights and Big Plan training; and gained a clear view of the many strengths within our local community care and support offer. To showcase these strengths, the learning disability ambassadors supported a [Big Plan](#) event in March, which was visited by more than 200 people and featured more than 45 stall holders.



Our community daytime services commissioning review has had a strong focus on listening to the feedback of stakeholders across Torbay on what works well and what we want to build on in the future. The review collaboratively identified 10 recommendations all of which have been accepted and are either already underway or scheduled for completion in 2024/25.

Priority projects include:

- Redesign of daytime service specifications with a focus on quality, outcomes, and workforce.
- Specialist support service to increase community participation, support wellbeing and reduce isolation



- Development of a learning disabilities outcomes framework
- Hollacombe day centre
- Disability employment and volunteering project
- Direct payments system review



Torbay Learning Disability Partnership Board

Learning Disability Ambassadors' Report



This year the ambassadors have enjoyed meeting many new people and being able to talk about the issues that are important for people with learning disabilities, visual impairment and other disabilities who live in Torbay.



The ambassadors have welcomed more than 20 people to talk with them about a wide range of subjects, including health, cancer and suicide prevention to buses, websites, and local services. They have welcomed guests including Kevin Foster MP, and councillors David Thomas and Hayley Tranter.



Their work with Jude Pinder, Nigel Williams and Savana Guy on the Big Plan led to this year's Big Event which was held in March at the Riviera Centre.





More than 200 people attended a packed day of activity and information sharing with representation from more than 40 organisations. The Laughing Yoga session provided by Emma and Jeff from Hollacombe proved to be very popular.



As well as welcoming guests, the ambassadors have attended numerous different meetings including the Adult Social Care Improvement Board, Treat Me Well, the Big Plan meetings and the ever-popular partnership board meetings chaired by Sharon O'Reilly, Torbay, and South Devon NHS Foundation Trust's deputy director of adult social care services and co-chaired by Neil Harvey, Co-chair of the Partnership Board.



Three of the ambassadors have completed the training to deliver the Oliver McGowan training course The Oliver McGowan Mandatory Training on Learning Disability and Autism (skillsforcare.org.uk) and the group provided Easy Read training for Torbay Council staff and Devon and Cornwall Police, as well as supporting the delivery of Keeping Safe training with PC Kate Marks and Sgt Chris Chaloner. The team also provided reasonable adjustment training for health professionals to ensure they are aware of the need to make the small changes which make a difference to health outcomes for people with learning disabilities.



The ambassadors took over a new office space at Hollacombe which provides a welcoming base where work can continue, and people can drop in and chat. The team would like to thank everyone who has helped them with setting the office up.





During the coming year there will be a focus on supporting Jude Pinder, Strategic Commissioning Manager, with the delivery of the [Big Plan](#) and increasing feedback from people with learning disabilities across Torbay.

Focus on Autism

The Autism Partnership Board launched in November 2022 and members meet four times a year. The board is driven by the voices of autistic people, their carers and professionals who work together to improve outcomes for Torbay's autistic community. The board is supported by five ambassadors and two carers' representatives who raise issues important to the autistic community.

In May 2023, the ambassadors held the first adult autism awareness event at the Riviera Centre. This event was an enormous success, with more than 70 health and social care professionals attending to hear about the ambassadors' experiences about getting diagnosed and life as an autistic adult. The ambassadors were joined by colleagues from the wider autistic community in Devon who gave talks on executive functioning, eating disorders, achievement, and accessibility in sport, and being autistic in professions such as general practice and teaching.

The ambassadors were thankful for all the positive and informative feedback and noted that everyone who attended found the event highly informative. Feedback on what people found useful included: -

Real life experiences,
loved how personal and
real it was, please thank
the ambassadors for
sharing their stories

Highly
informative
learnt a lot
about autism

Diverse ways of
thinking about and
approaching autism
and
neurodivergence

Thanks to the ambassadors the Torbay leisure card is now being offered to the autistic community, and ambassadors are being consulted to help communicate and implement an application process that works efficiently for everyone so the card can be enjoyed by all.

The ambassadors identified that there are no services or support groups for people with autism that are not held during working hours (9-5). This meant that there are many working people living with autism who were not able to access vital support and are isolated during the evenings and weekends, and two of the ambassadors, alongside one other interested person, have set up a Community Interest Company (CIC) called Autistic After Hours, to meet this gap in services.

As the board has developed and the ambassadors have grown in confidence, it is increasingly clear that their scope of interests lie predominantly outside the narrow interests of health and social care. These interests include reasonable adjustments for autism across the rights and obligations of citizenship, improving social inclusion and the overall recognition of autism by statutory organisations.



Torbay Advice Network

Torbay Advice Network (TAN) continues to be commissioned to support autistic people and their family carers to increase awareness of people's entitlement to benefits and improved access to support with appeals.

TAN advise and support people by identifying entitlement to making a claim, reviewing existing awards, and challenging decisions including representation at the first-tier tribunal. TAN offer all clients a comprehensive online benefit check to ensure they are receiving everything they are entitled to. TAN use these calculations, where appropriate, to determine the impact of working or changing their hours on their financial position. This employment-related support also includes guidance and templates for reasonable adjustments requests in the workplace and details on how the access to work scheme can help people to stay in or access employment.

Example of TAN support

Sharon (pseudonym) is a 40-year-old woman, single parent, and carer for three children, one of whom is autistic. They have long term mental health issues and increasing physical health issues. The TAN adviser supported her with a Universal Credit application and a personal independence payment (PIP) application.

The PIP application was unsuccessful, so the TAN adviser supported her to appeal and acted as representative at the tribunal. The original decision was overturned, and she was awarded PIP in full. The case took almost 18 months to achieve. The woman

appreciated all the help and sent a bouquet of flowers to the adviser, saying “It was the least I could do. Thank you so much for all your help”.

Dimensions for Autism

Dimensions for Autism Torbay helps the area’s support groups or autistic people. The group usually meets on the last Monday afternoon of each month at Jasmyn House, Midvale Road, Paignton, TQ4 5BD. It also has online support groups that meet at least twice a month to support people who do not feel able to attend real-life events. Members can attend any online group, regardless of where they live, and the groups provide a vital platform for people to share interests and hobbies and speak about day-to-day matters that may be affecting them.

Here are some of the things people have said about the help they’ve received from Dimensions for Autism

“I was diagnosed with autism when I was 35; my childhood and teenage years were just filled with confusion, being an undiagnosed autistic girl was very difficult and I spent most of my time being socially excluded and not understanding why. This led to me longing for any kind of friendship and along with being autistic made me very vulnerable to manipulation.

“During my twenties I had people around me who I thought were friends, but it turned out that I was being used and manipulated for other people’s benefit, which was deeply confusing and hurtful. By the time I reached my thirties, I found it easier to isolate myself from the world and spent nearly 10 years having no contact with anyone other than people I worked with (although this wasn’t in any social context, and I isolated as much as possible at work) and my immediate family. This was the safest way to live; life was very painful and lonely, but I felt safe and thought this was the best way to be. Living like this was not healthy for me, my mental health deteriorated; I was in a very desperate place.

“I stumbled across DFA in one of my many desperate Google searches for help and reached out to Trish. I still remember when Trish called me the first time and the anxiety, I had in talking to her. The first DFA meeting I tried to attend I failed at and did not go because I was too anxious, but I did find the strength to attend a few weeks later; for the first time in my life, I was accepted. I was full of anxiety for the first six months but from the first meeting I knew I belonged to this community. I was at the point where I hadn’t wanted to carry on for a long time and was very desperate when I found DFA, and to say it has changed my life in an understatement, I am not sure I would be here if I hadn’t joined this group.

“My confidence has grown, and I have made a few good friends, real friends, who are like me and aren’t out to hurt me. We talk all the time and meet outside of the group. It’s massively important when you’ve never had friends and have never been able to trust the people around you.

I am more confident in work and have even joined another social group that is not associated with autism. This is something I would never have dreamed I could do a couple of years ago. My mum cried when I told her that I had joined a social group and told me how proud she was of me; I was 40 at the time.

Without DFA my life would have taken a completely different trajectory, and I would not be where I am today. I now am proud to be an ambassador and have gone from needing help to being able to help others. I cannot even explain the difference this group is making to the lives of people like me.

“Trish will have saved the health and social services over the years in preventing people like me going into mental health crisis, which results in people losing their jobs, their homes, ending up in hospital and with long-term care packages. Having a regular, small amount of support such as DFA can be all the difference between someone being able to maintain a job and function in society to them breaking down and having to rely on society to support them.”

Trevor’s (pseudonym) Story

I am immensely grateful to have found the DFA, a community that has played a crucial role in my personal journey with autism. This support group has consistently been a source of solace and an invaluable resource in my life.

The group welcomed me with open arms, providing a safe and nurturing environment where I could freely share my experiences, challenges, and successes. The group's members, who come from diverse backgrounds and experiences, have formed a close-knit community that thrives on empathy, understanding, and encouragement.

“Trish and the experienced facilitators have fostered constructive conversations and share invaluable advice. They have not only addressed my concerns with sensitivity but also provided me with practical tools and strategies to better support me.

“The friendships forged in the group have provided us with a strong network of support, and we know we can always count on each other in times of need. This connection has been particularly comforting as we all share similar experiences and understand their unique challenges.

I wholeheartedly recommend this group to anyone with autism. DFA is more than just a group; it is a community that nurtures, supports, and uplifts its members on their unique journey through the world of autism.”

Focus on Mental Health

Mental health issues have surged since COVID-19 and demand for support has increased. As we work towards developing our vision to create thriving communities where people can prosper, we need to offer accessible quality mental health care and support.

Older Person Mental Health service (OPMH)

Torbay Older Person Mental Health (OPMH) service ensures we provide our statutory social care functions, alongside our partners Devon Partnership NHS Trust which provides community mental health services.

We work with older people and their families and carers who are experiencing complex mental health difficulties including dementia. The service prides itself on actively challenging perceptions of older age, oppression, and discrimination. Social workers have expertise in areas of assessment, safeguarding, individual and family therapeutic intervention.

Our work is underpinned by legislative frameworks (the Care Act 2014, the Mental Health Act 1983/2007, the Mental Capacity Act 2005, the Human Rights Act 1998, the Equality Act 2010 etc.), which ensure evidence-based and proportionate interventions in the lives of the people we care for.

We work with our partners to provide a multi-disciplinary approach to provide integrated care, improved communication, and timely joint visits to people who need our services. We work with those who have dementia as well as those with life-long mental illnesses such as depression and anxiety.

We work hard to involve families in assessments and decision making from the start. We have a dedicated carer support worker who can come alongside loved ones with knowledge and compassion at critical times. Our team of social workers and community care workers understand the legal aspect of caring for their loved ones when they can no longer make decisions for themselves and help families through this.



We are creative in care planning recognising that everyone is an individual and one size doesn't fit all. We believe people have the right to take risks even in older age and we champion people's rights to live independently for as long as possible in their own homes and will help find specialist carers to achieve this.

We are skilled in safeguarding older people from those who may not have their best interests at heart.

We are skilled practitioners who have a wealth of expertise and experience in older age mental disorders. We support and work collaboratively with our social care colleagues through the Link Work scheme where specialist mental health support and joint working is offered to social work colleagues who are working with people who might be experiencing mental health difficulties. This also provides an opportunity to identify people who are in need of social care and would benefit from the care of the specialist mental health service.

We are proud to host student social workers, several of whom have stayed with us as qualified workers. We have also supported social workers to complete specialist training as Approved Mental Health Professionals, which enhances our legal literacy and speedy access to enhanced expertise. We embrace a grow your own approach having supported several excellent community care workers through the Open University training programme to become qualified social workers. For the first time this year we are supporting one of our community care workers to undertake the social work apprenticeship programme. Dannielle is the worker embarking upon the social work apprenticeship and this is what she has to say about undertaking this:

“My goal to become a social worker started prior to working within the NHS, however I felt the goal was unachievable until I secured my job within the arranging support team. I was thrilled as I had been told that progression and training within the NHS is exceptional and after exploring roles I moved to the team as a Community Care Worker.

During my interview I was told I had the makings of a social worker and that with support it would be possible. The manager saw the potential for a home-grown social worker. Within a year of my new role, I started the degree.

The team has been very supportive; my casework is allocated with my learning experience and development in mind, which ensures that I see a range of circumstances and complexity. When discussing my workload with management or within supervision, we discuss the theories linked to practice, which has helped my understanding of the background of social work. The team also support me in reflecting on my work, which has enabled me to better my practice and ensures I work in a person-centred way. I feel that I have benefitted from completing the degree alongside my work and being able to work alongside experienced social workers.

“The support has been incredible and has changed my whole life path. I hope that other teams can learn from this and continue to develop their staff skills and support their decisions to better their careers.”

The Care Home Education and Support Service CHES (part of the OPMH)

CHES provides support, advice, and guidance to care homes in Torbay. Our role is to support care homes to develop ways to improve the mental health and wellbeing of residents who have a diagnosis of dementia, and who present with the associated behavioural and psychological challenges (BPSD) of the condition.

CHES is a multidisciplinary team and develops collaborative partnerships across health and social care to enhance the quality of service and lived experiences of people living in care homes and experiencing the symptoms of BPSD.

CHES receives an average of 37 referrals a month and our caseworkers spend an average of 45 days per caseload.

In April 2022 a 12-month development project began to implement CHES as a standalone service with dedicated staff members from Devon Partnership Trust and Torbay and South Devon Foundation Trust. The trial was a success and was the model of care for Torbay-based care home dementia patients.

The service continues to develop and is now an integral part of the Enhanced Health in Care Homes (EHCH) support network. Thanks to investment from NHS England, there are exciting plans to develop the service further during the next 12 months.

The development will focus on the provision of specialist dementia education to the care homes across south Devon in non-pharmacological approaches. Historically the service has had to focus on reactive interventions due to the volume of work received, but there is now the opportunity to explore proactive educational work with equal parity to improve the quality of life for those with dementia residing in residential and nursing care environments.

"I completed a PAL training session at W H residential home and they were full of praise for your team member who recently delivered the Dementia training. Just thought you would appreciate knowing"

PAL Pilot Project Occupational Therapist. Quality Assurance and Improvement Team

Mrs J, a resident at a care home with a diagnosis of dementia was presenting with severe distress and agitation. Through collaborative working with CHES health and Social Care workers, the service user, the son, the care home and additional support through a care agency we were able to provide a protective "wrap around" care package which has reduced her agitation and distress and meant that she can remain at the care home, without having to move.

Chess also worked really closely with the staff in the care home to develop an individual support plan that's put Mrs J at the centre of the plan and support the staff to really understand the Mrs J presentation and make changes in things like the environment, communication, and strategies for de-escalating situations and distraction techniques.

The care home had considered serving the resident notice and, as no other care homes were able to accept her into their homes due to the level of distress that she was exhibiting and one point there was a consideration being given to an admission to acute psychiatric care. This was all extremely distressing for Mrs J's family, however with intensive support of CHES the situation was stabilised and improvements in Mrs J presentation started to be notice and Mrs J quality of life started to considerably be improved.

Social Worker OPMH Team Chadwell

Mental health adult social care team

Our mental health social workers assess eligible social care needs and plan support with people and their families and carers. We work with people to identify strengths in their networks and to access services and activities in their community that promote their independence, recovery, and social inclusion.

We buy packages of care and support to meet people's unmet needs and regularly review the commissioned care, under statutory responsibilities.

We ensure section 117 aftercare rights of a person are reviewed and meet NHS policies, and any commissioned social care support is identified to support hospital discharge and reviewed in the community to ensure it continues to meet people's aftercare needs.

We are undergoing a period of change, reviewing, and improving our process and procedures with a view to developing stronger partnerships not only with our colleagues in secondary mental health services, but also with our social work colleagues in all the teams across Torbay to provide the best quality care for people who need our help.

Approved Mental Health Professionals

The Torbay Approved Mental Health Professional (AMHP) service is a vital part of this delivery of care.

Our AMHPs are approved by Torbay Council to carry out certain duties under the Mental Health Act. They consider and coordinate Mental Health Act Assessments (MHAAs) and when satisfied that it is appropriate to do so, are responsible for making applications for Compulsory Admission to hospital in hospital for assessment/treatment of mental disorders, alongside various other statutory responsibilities, and duties. Their work adheres to the guiding principles of the Mental Health Act Code of Practice. Torbay has a 24/7 access to an AMHP.

Arranging a mental health act assessment is complex and wholly dependent upon multi agency working.

We take a person-centred approach to understand and respond to people's mental health problems, and advocate for holistic care that considers their health, social circumstances, support networks and housing.

Decisions are made in partnership with the person, and everyone involved in their care, including their family and people have the capacity to support and affect change.

We explore the underlying factors that contribute to mental health crises, promoting recovery-oriented approaches, and our AMHPs play a crucial role in safeguarding people’s rights and liberties when making decisions about Compulsory Admission to hospital and treatment. We adopt a strong focus on proportionality, safeguards, and human rights.

Being an AMHP presents both challenges and privileges. It involves connecting with people at crucial moments in their lives, offering support when they need it most and ensuring that they and their families are heard. AMHPs can make a difference, advocating for change within the mental health system.

The role of an AMHP is intellectually and emotionally stimulating and requires the development of expertise in both legal and clinical realms, often necessitating the delicate balancing of competing ethical considerations.

Furthermore, the work of an AMHP is characterised by its variety. Each day brings new experiences and challenges, ensuring that the role remains dynamic and engaging. Additionally, the legal landscape surrounding mental health is in a state of constant evolution, demanding that AMHPs stay informed and adaptable.

Mental Health Act Assessment Activity

	2024	2023	%Change
January	50	29	42%
February	42	38	10%
March	38	36	5%
April	50	37	26%
May		40	N/A
June		45	N/A
July		44	N/A
August		29	N/A
September		39	N/A
October		37	N/A
November		34	N/A
December		30	N/A

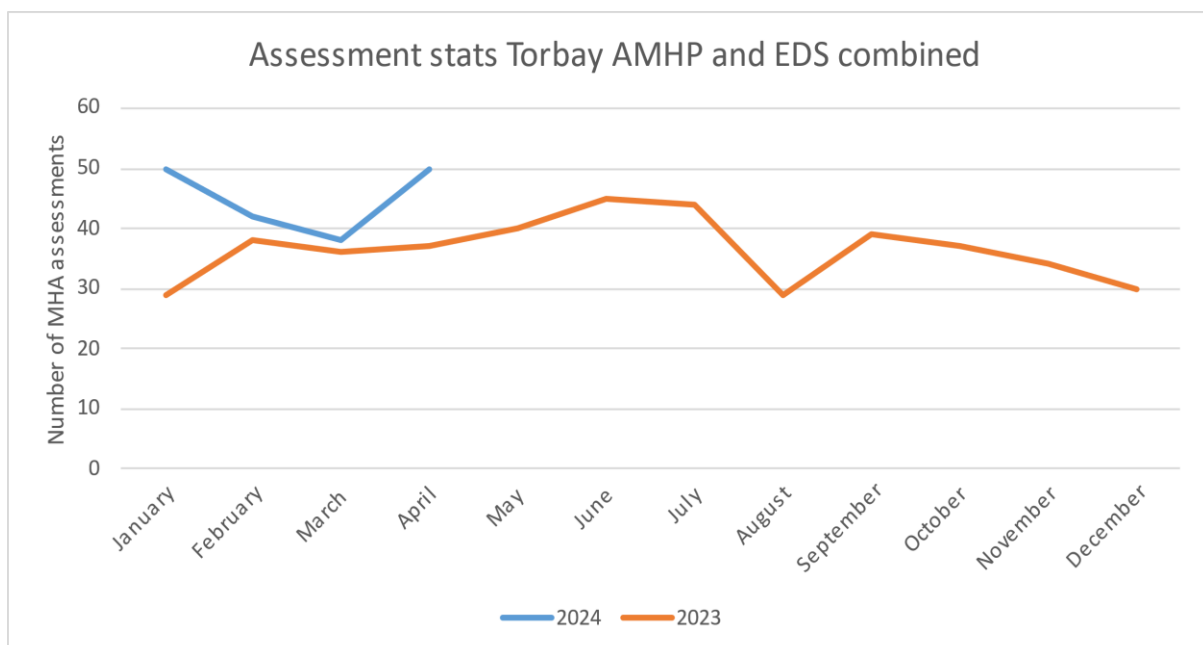
Emergency Duty Service

We are proud to share details of our Emergency Duty Service for the first time.

A social worker is available 24 hours a day, seven days a week. Outside of normal working hours (Monday to Friday, 9am to 5pm), this role is undertaken by the emergency duty service. We are a small team consisting of 6 qualified social workers and a further five Health and Social Care Co-ordinators. There is always at least one social worker on duty.

In practice this can mean that we can find ourselves moving from dealing with someone’s concerns about a young baby, to arranging a support package for an older person who is end of life, to undertaking a mental health act assessment to determine whether someone needs admission to hospital for treatment of mental ill health. The role is therefore very wide and varied, and being an emergency duty team means that we never know what situation will arise that needs us to offer support next. Our aims as a team are:

- To ensure that children, young people, and adults within Torbay remain safeguarded from harm.
- To ensure that the statutory social care responsibilities on the Integrated Care Organisation (ICO) and Torbay Council are met in a consistent and timely manner.
- To ensure that individuals in priority need of housing are placed in accommodation until the next working day when they can have a fuller assessment of need.



- AMHP – Approved Mental Health Professional
- EDS – Emergency Duty Service

Mental health co-production

We can't provide services that meet people's needs without involving them in decisions about their care, and understanding if what we do meets their needs. Working with people who use our services, and their families and carers, and our people to co-produce our community-led support model is at the heart of what we do. Our guiding principles are:

- Co-production brings people and organisations together around a shared vision.
- There has to be a culture based on trust and empowerment.
- There is a focus on communities and each will be different.
- People are treated as equals, their strengths and gifts built on.
- Bureaucracy is the absolute minimum it has to be.
- People get good advice and information that helps avoid crises.
- The system is responsive, proportionate and delivers good outcomes.



Following the 2022's mental health summit we agreed to work with people who experience poor mental health and third sector providers from within the community and voluntary collective, to create a co-produced report that would influence how we might better invest in supporting people prior to requiring statutory mental health services. The hope was that solutions would emerge that would provide a vital link between primary, secondary, acute and community services and the voluntary sector to make sure people are receiving the joined-up care they need. The proposal is awaiting sign off and will be rolled out as part of the community wellbeing contract. We are reviewing the recommendations made within the co-production event with the Voluntary and Community Sector to ensure the aims are aligned and that the principles of peer support are delivered.





This joined-up approach will help our staff talk to people in community venues about what's important to them and the kind of life they want to lead, and the support that's available to achieve their goals. This is a dramatic shift away from care needs assessments that were narrow in focus and not very holistic in nature.

We are proud to be one of 27 areas in the country to adopt this approach to support people with mental health issues, and we are grateful to everyone who has supported us, including Simon Sherbersky, who facilitated the event.

Torbay Council awarded £10,000 to the group to carry out the co design work.



*All photos are printed with permission from the participants of the Co-production workshop.

Sensory team

We understand the life-changing impact that sight and hearing difficulties, including loss, can have on someone's life.

Our team of specialists and community care workers play a vital role in supporting people to understand the impact of sensory loss and working with them to reduce isolation, confusion and challenges with communication and mobility difficulties.

They also advise on support, provide rehabilitation, low vision assessments, and support to people with hearing and/or sight difficulties to lead independent lives. This includes demonstrations and short-term loans of equipment and aids to increase people's independence, and working with Jackie Shepherd at the Guide Dogs Association to support our young people when they move from children's to adults' services.

We also know the impact this has on families and carers and provide them with advice and support.

Testimonial from Dave (pseudonym)

“I moved to Torbay three years ago and unfortunately my eyesight rapidly deteriorated and I was feeling extremely low.

“The sensory team made a massive difference to my life and how I was feeling about it. Nas Shuker ROVI has helped me greatly through a very depressing period of adjustment and I would like to thank her very, very, much for her help, cheerfulness, and support whenever I needed it. This has made a great improvement in my life and now I am coping much better. I have more confidence in myself, and I don't feel alone as I did. Attending the HOPE programme, coffee morning and Torbay VI Connect group has built my confidence to meet other people who shared the same struggle as me and to have a social life”.

Transition team and becoming an adult

Moving from children's services to adult services is a big step for our young people, and this year our specialist team has developed close links with education, mental health, and children's services to make the transition as easy as possible.

Testimonial from parent of a child we've supported:

“I feel compelled to write to express how fantastic Jamie Saunders has been as our son's adult social worker. He provides us and our son P with advice, information, and support.

“Jamie is reliable, clear in his explanations and professional and I feel able to completely trust in his advice and words. He always respects the fact that P is now an adult and often repeats this in meetings and reminds us all that P has rights which must be upheld.

“I really appreciate his involvement with P and was impressed that when he left the case soon after P was settled in semi-independent accommodation, he was quick to return when a re-referral was made when P needed help. We are grateful for the multi-disciplinary team meetings and the way he coordinates the professionals involved in P's care. I am sure this is also due to the good management of your team and the continuity of care means that new professionals have really got to know P and does not waste time with other professionals having to learn about P from the start, his needs, and his past.

“He always makes us feel he has time to listen and explains at length to me, the areas, which I do not understand.

We feel very lucky to have him involved. He always seems to get the balance right between being professional, informative, being kind and understanding.”

Torbay Carers' Services

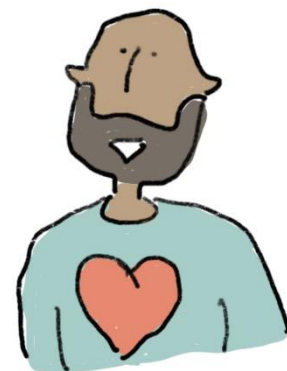
With the cost-of-living and other pressures, this year has been another tough year for the thousands of unpaid carers who support family and friends in Torbay. Torbay Carers' Services has continued to work with partners to support and identify carers.

Carers' assessments

Our carers' assessments target this year was 40% of all people having support whether they have carers or not. We are so proud to have completed 48% of assessments, with carer support continuing to be provided by the carer support workers at doctor's practices, specialist carer support workers, and partner agencies such as Carers' Aid Torbay and Family Carers' Service (supporting carers of adults with a learning disability).

Torbay carer evaluators spoke to 50 carers about their experience of having a carer assessment, and they told us how much they had appreciated the assessment and felt their needs had been understood well:

- 83% said they would recommend the assessment to another carer.
- Most carers (73%) were happy with the time they had to wait for an assessment, usually one to three weeks.
- Most carers said the assessment covered what was important to them. They were not, however, asked to say what was going well for them in their caring role
- 89% of carers felt the assessment helped them achieve their outcomes to some extent. Carers valued an action plan of what to do now as an outcome of their assessment.



Some carers were not asked about employment / training / education support, and a high number of carers were not asked if they were willing and able to continue caring.

As a result of their feedback, our Carers' Services has amended its assessment paperwork and prompts to adult social care staff.

Hospital carer support

People who have served their country, and their families, will often have unique and difficult health and care needs. We are proud of our local armed forces' family and want them to know we are here for them and their families when they need us.

We have strengthened our commitment to supporting the health and wellbeing of our community's armed forces this year by providing support with our new Torbay Carers' Service veteran worker who undertakes health and wellbeing checks with carers who are members of the armed forces and veterans' community, or who care for someone who is a veteran.

During the past year they have completed 54 health and wellbeing checks, encouraged 220 veteran carers to get support from Torbay Carers' Service and encouraged carers of 92 veterans to contact the carers' service.

Hospitality breaks for carers

It's so important that carers have breaks to ensure their own health and wellbeing is protected. This project supports carers to have either a short free hotel break via Carefree Breaks or a stay at a discounted rate through our hospitality scheme. It has made a real difference to carers during the past year. Here are some of the great things carers have told us:

"Thank you so much for making this break possible".

"What a treat! I felt rewarded for being a carer. (A sort of Thank you)!"

'I've been caring for 8 years and was at rock bottom, loneliness broke me down and I felt so trapped in my role not even wanting to do it anymore! Well, my break was absolutely everything and more. I didn't stop, I didn't need to rest my body just my mind. Then when it was coming to the end there wasn't anxiety about coming home. I had missed the family and knew I didn't resent it anymore; I had just needed a break from caring. Sanity restored I feel happy and useful again, not perfect and that's OK.

"I was pretty worn out emotionally and physically before I went but have really benefitted from some ME TIME."

We work with our partners in primary, secondary and community services to ask everyone who works with patients to ask if they are a carer and aware of the support available to them.

During the past year GPs identified 9,451 carers in their surgeries.

Our phone line, email and hospital advice point service continues to be very well used, with more than 1400 contacts during the past 12 months.

Torbay Carers Service:

During the past year, the service supported 878 new applicants (17% of total) joined in 2023/24, increasing the total number of members from 5,206 to 5,392.

Supporting our carers

In April 2023 we invited 5,250 carers to help us to update our Torbay Carers' Strategy 2024-27. We worked with health and social care partners and carers to understand people's priorities and issues. They told us:

- ❖ our health and care system is complicated. Carers need clear information about who does what and how to contact them
- ❖ we don't identify carers clearly and quickly enough – more carers' awareness training is needed
- ❖ carers want someone to regularly check in on them
- ❖ carers want more support to the person that they care for, especially respite
- ❖ they want to be valued as a carer

From this, they developed 'I statements' from a range of priorities which will inform our work and measure our progress. Carers told us:

- ❖ 'I want to be identified, recognised, and valued as a carer.'
- ❖ 'I want to be able to find information, advice, and support to meet my needs'
- ❖ 'I want to know that every carer can have a carer's assessment when they need one'
- ❖ 'I want to be confident that carers guide all things that affect them'
- ❖ 'I want the care and support to the person I care for also meets my needs as a carer'

We're now working on an action plan to deliver our strategy for the next three years.

Carers have also been involved with:

- commissioning the new contract for the carers' enabling service, called Carers' Aid commissioning and the new contract for carers of adults with a learning disability, called Devon Link Up
- undertaking evaluations, and
- peer support on the volunteer phone-line service

Young adult carers services – YAC - for 16–25-year-old carers

We believe there are around 755 young adult carers in Torbay – this figure may be higher as some may not identify or know they are a carer. They're an under-represented group, and we know that children and young people can find it difficult caring for someone and identifying as a carer.

They play a really important job in making sure their loved ones get the care they need, which could be their mum or dad, brother or sister or their grandparent.

They might be helping someone who has a physical or mental health condition, or supporting someone who has a drug or alcohol dependency.

We want to support our young carers and make sure they get the help they need too.

We have worked with our young carers to co-produce our under 25s strategy to make sure it meets their needs.

Our YAC service continues to be busy, providing both one to one work and drop-in groups and activities, and fund-raising to support its activities. During the past year YAC has raised more than £3000.

Torbay YAC and Young Carers Services also worked with The Children's Society to create a film to promote awareness of young carers with health professionals, with a powerful plea for them to 'see us, show us, support us'. This video has been shared with NHS professionals to raise awareness of the support young carers have told us they want. You can watch the video [here](#)

Safeguarding Adults and Deprivation of Liberty Safeguards

Everyone has the right to live their lives free from violence, fear and abuse and all adults have the right to be protected from harm or exploitation, but not everyone can protect themselves.

We work with the public, volunteers, and professionals to uphold human rights and ensure everyone is treated with dignity and respect, and that people have choice, control, and compassionate care in their lives.

We actively seek feedback from people who experience safeguarding responses, and we commission independent quality checkers who conduct discovery interviews with people who consent to give feedback. They also review quarterly summary reports.

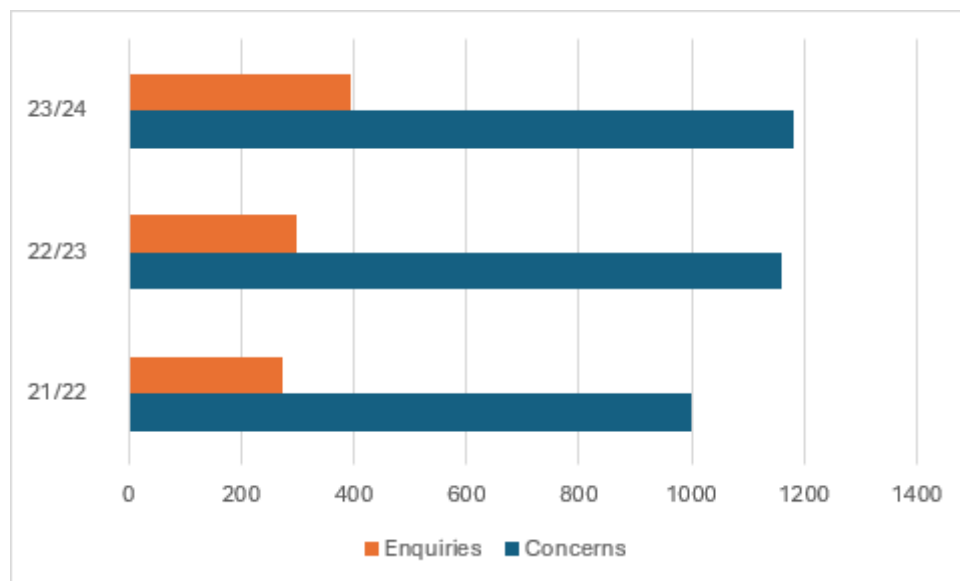
Some of the feedback we received this year includes:

“Similar to the previous cohort, all the people who were contacted felt included, that the process was fully explained and that they had input whilst being heard. The safeguarding referral process was appreciated as it often led to further needs identified and then effectively actioned (July 2023)’

Safeguarding adult enquiries summary

Section 42 of the Care Act 2014 requires that local authorities must make enquiries or cause others to do so if it believes an adult with needs for care and support are experiencing or at risk of abuse or neglect.

From April 2023 to March 2024, 1180, safeguarding adult concerns were received which is a 1.8% increase on the previous year. The number of concerns which proceeded to Care Act s.42(2) enquiry increased by 31.4% to 393. The table below provides a comparator during the past three years.



We report all safeguarding concerns through our various governance boards to ensure oversight, monitoring of trends and to ensure associated actions are completed to provide safe services.

As outlined in Appendix 2, the number of safeguarding concerns this year have increased by (+1.6%) from 1,161 to 1,180 during 2023/24. Keeping people safe is at the heart of what we do, and during the past three years we have increased our focus on supporting and training people to feel confident in identifying and reporting safeguarding issues. This has also been delivered alongside our work to create a safe,

compassionate, and inclusive culture where our people feel safe and supported and do not feel blamed when something does not happen as we would like.

The increase in safeguarding concerns is seen to be indicative of good practice and demonstrates the improvements that we have put in place.

We have invested in an Independent Domestic Violence Advocate (IDVA), who is based at Torbay Hospital, to support our people and patients who have experienced abuse and violence. We are also seeing the benefits of a targeted approach to help identify and address self-neglect. The increase in the number of self-neglect and domestic abuse section 42 enquiries underlines the need to raise awareness of hidden harm, while our quality checker system continues to record people's feedback of safeguarding responses.

Our work is primarily divided between the adult social care community operational teams which respond to safeguarding concerns, and our market management team which works with care homes and domiciliary care providers to promote high quality care and proactively monitor quality standards.

We also work closely with Devon and Cornwall Police, Devon Partnership NHS Trust, NHS Devon, and the Care Quality Commission both in causing enquiries to be made and maintaining strong local partnership arrangements.

In 2023/24 the most common types of alleged abuse were neglect, physical and organisational. We have seen an increase in enquiries linked to domestic abuse by 52.5% and self-neglect by 31%. This reflects targeted work to actively consider these under s.42 duties as an outcome of safeguarding adult reviews and evidence-based research.

We also completed one large-scale safeguarding enquiry in response to safeguarding adult concerns within a care provider setting. This was in response to a concern reported directly by the care provider who proactively supported the enquiry throughout.

Torbay and Devon Safeguarding Adult Partnership (TDSAP)

We constantly strive to understand emerging issues for safeguarding adults in Torbay and our joint Board arrangement with Devon County Council helps drive collaborative responses to the safeguarding adult agenda.

We promote a zero tolerance of adult abuse, and that safeguarding adults is everyone's business. When adult abuse concerns are raised, we work in a multi-disciplinary and multi-agency context to understand risk and ensure responses are person centred, include the right people, and include the right partner agencies. Our main focuses this year is to support TDSAP to develop new strategic priorities. We

will also expand our local quality assurance systems to evidence the impact of learning review and strategic priority outcomes in practice.

TDSAP oversees local safeguarding arrangements and has a structure to support its objective to protect adults with care and support needs. The structure includes learning and improvement and performance and quality assurance sub-groups. The partnership also has a specific safeguarding adult core group which is responsible for commissioning and overseeing safeguarding adult learning reviews. The Safeguarding Adult Board's independent chair oversees our local arrangements:

The TDSAP has a fundamental role in embedding the making safeguarding personal agenda across the partnership and we are doing this in partnership with the people who use our services. It is currently reviewing the community reference sub-group arrangement in response. An options appraisal is underway, and the partnership is regularly updated on progress.

We continue to support the delivery of the TDSAP's strategic business plan 2021-24, and its four priorities, which are overseen by the board:

- To embed learning from safeguarding adult reviews into organisational practice.
- To improve outcomes for people with needs for care and support by finding the right solution for them.
- To work with partners to better understand the risk of hidden harm, especially in the context of COVID.
- To improve involvement and engagement with people who use safeguarding services.

We have contributed to the development of safeguarding adult review practice briefings, shared learning across our services, helped and committed to apply new multi-agency risk management meeting protocols in practice.

Learning from safeguarding adult reviews

The TDSAP must arrange a safeguarding adult review (SAR) when an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is a concern that our partners could have worked more effectively to protect the adult.

The TDSAP boards must also arrange a SAR if an adult in its area has not died, but the Safeguarding Adult Board (SAB) knows or suspects that the adult has experienced serious abuse or neglect. Boards may also arrange for a SAR in any other situations involving an adult in its area with needs for care and support if it deems it appropriate. The focus of the SAR is to identify learning not to apportion blame.

This year the partnership published seven SARs, which can be read [here](#)

The learning and improvement subgroup ensures that recommendations from reviews are completed.

We continue to use advocacy services across the three legal frameworks: mental health/ IMHA, mental capacity/IMCA and Care Act. This is provided by the Devon Advocacy Consortium, and we regularly refer people and have contract monitoring systems in place to monitor uptake of services.

Deprivation of Liberty Safeguards

The Deprivation of Liberty Safeguards (DoLS) procedure is designed to protect your rights if the care or treatment you receive in a hospital or care home means you are, or may become, deprived of your liberty, and you lack mental capacity to consent to those arrangements. For example, where due to the serious onset of dementia an individual's capacity to act safely is significantly affected. In April 2023 the government announced the system to replace DoLS known as Liberty Protection Safeguards would be further delayed 'beyond the life of this parliament' meaning the existing DoLS system will remain for the foreseeable future. We proactively work with colleagues across the South West region to ensure our systems and processes remain contemporary and as streamlined as possible.

Torbay Council Voluntary Sector 23/4

We have continued to support the development of the community and voluntary sector and have used the adult social care precept to support schemes and activities that help people to stay independent and connected in their communities, so they are less socially isolated.

1. Cost of living crisis

In 2022/23 we funded £500,000 of contract proposals with the voluntary and community sector to help people who are affected by the cost of living crisis.

These schemes launched this year and have helped people with practical help and guidance to manage their energy, debt, food support, warm spaces, training and access to employment and wellbeing and access to benefits support/advice.

2. Front door and in-person hub support

We have funded part of the community helpline in Torbay to divert statutory referrals to the community and voluntary sector.

A hub at Paignton Library has also been funded where people can get advice, information, and support. The funding for both these services has been extended to September 2024, but a service specification is being developed ahead of a procurement for an integrated offer that covers both the helpline and hub.

Technology Enabled Care Services

We believe in the power of technology to support people to receive the care they need, in their home, and our technology enabled care service (TECS), provided by NRS Healthcare in Paignton, has helped more people this year to stay safe and independent in their home. Anyone who is eligible for support following a Care Act assessment is considered for TECS before other packages of care are put in place. NRS Healthcare also offers a private purchase option for people to choose different ways to support how they access the community and live independently or care for loved ones.

TECS support grew by 37% this year to help 1209 people who are funded by the council, compared with 882 people last year. This increase in referrals is largely due to the focus the TECS team has placed on engagement and training of our staff who either conduct or are involved in care assessments. Training has also been offered to care agencies, voluntary sector organisations, and health professionals who help get people home from hospital when they no longer need acute medical care.

Our TECS coordinator has been heavily involved in transformation projects to train teams. This led to increased support and confidence among our staff to promote how technology can meet people's care needs. We estimated the service has saved more than £18 million of preventative savings this year, of which about £3.6 million is new this year. The service has benefitted from several years of performance and we are now seeing the positive benefits for the people we care for.

In January 2023, we launched a new initiative to help get people who no longer need acute care home from hospital.

Staff from Torbay Hospital's discharge hub, and two wards, identified patients who were well enough to go home but were awaiting a care package or needed assistance. They were referred for a six-week trial of equipment. By the time the pilot ended in August 2023, an evaluation showed that of the 117 referrals, 85% of the successful installations reduced the risk of further calls to 999, NHS 111 and the patient's GP. In 27 cases, the discharge pathway was reduced from pathway 2 to pathway 1; a reduction of 12 days in reablement support was gained, and 286 days of hospital beds were saved through an earlier discharge thanks to TECS. During the pilot, 31 people also converted their free trial into a private arrangement, which means the likelihood of statutory services will be delayed in all these cases.

The pilot is estimated to have saved £143,000 in hospital stays, £720 in reablement resources, and 31 people converted to retail could equate to almost £6,500 of adult

social care-funded equipment. The project's return on investment was £12.73 saved for every £1 spent.

Testimonials from people who have received TEC solutions

All names have been anonymised.

Lucy

Lucy, 19, has a mild learning disability MLD and anxiety/depression, and is waiting for an autism assessment. She experiences absent seizures but refuses to take her epilepsy medication. At heightened states, she can experience 20 seizures a day.

With support, Lucy is learning basic skills but needs her mum to remind her to take her medication and to wash. Her mum has her own mental health needs and is at risk of carer's breakdown.

A caseworker proposed incorporating six hours of personal assistant support a week to help Lucy to gain her independence and discussed her needs with the TECS team. They gave Lucy a smart speaker with a screen to remind her to wash, cook, clean, eat, drink and to take her medication and attend her appointments. Lucy and her PA could also use the smart speaker to find recipes and for her mum to keep in contact with her.

Dorothy

Dorothy, 80, often forgets to take her medication in the morning. Her daughter, who works full time and is unable to help her mum, contacted the team and asked if a TEC solution could help her mum to manage her morning medication.

The team suggested using a Memrabel 3, and with Dorothy's consent they installed the device and showed the family how to use it. Dorothy is now managing her medication without support from her carers and has said that as a result her anxiety has reduced dramatically. Dorothy feels in control of her condition and her daughter has said that she's relieved her mum is able to remain independent. The solution has also saved about 30 minutes a day in care costs.

Tom

Tom, 29, has learning difficulties. He lives with his mum but wants to live independently and to feel safe when he uses public transport.

The team spoke to Tom and with his consent gave him an Oysta Pearl II, which includes an emergency button, falls detector, a loudspeaker phone that allows two-way communication, and a location tracker.

Tom's confidence has grown and he said he's looking forward to using public transport to help him find somewhere to live, and to meet his friends. He feels safer knowing that he can call for help if he feels threatened or anxious.

Torbay and South Devon NHS Foundation Trust financial position and use of resources

In 2015 Torbay Council and Torbay and South Devon NHS Foundation Trust created an integrated care organisation (ICO) to provide adult social care for people living in Torbay. Services are planned and paid for by the council and provided by the NHS.

In 2023/24 the council income contribution, including grants, amounted to £62.3million. This was made up as follows.

	£M
Core contract	£55.400
Market sustainability	£1.940
Social care grant	£2.500
Delay discharges grant	£1.240
Market sustainability improvement workforce fund	£1.260
Council income contribution 23/24	£62.340

The ICO provides a diverse range of adult social care services including care management and social care support, as well as the cost of social workers, community care workers, occupational therapists, physiotherapists, finance and benefit assessors and support service staff.

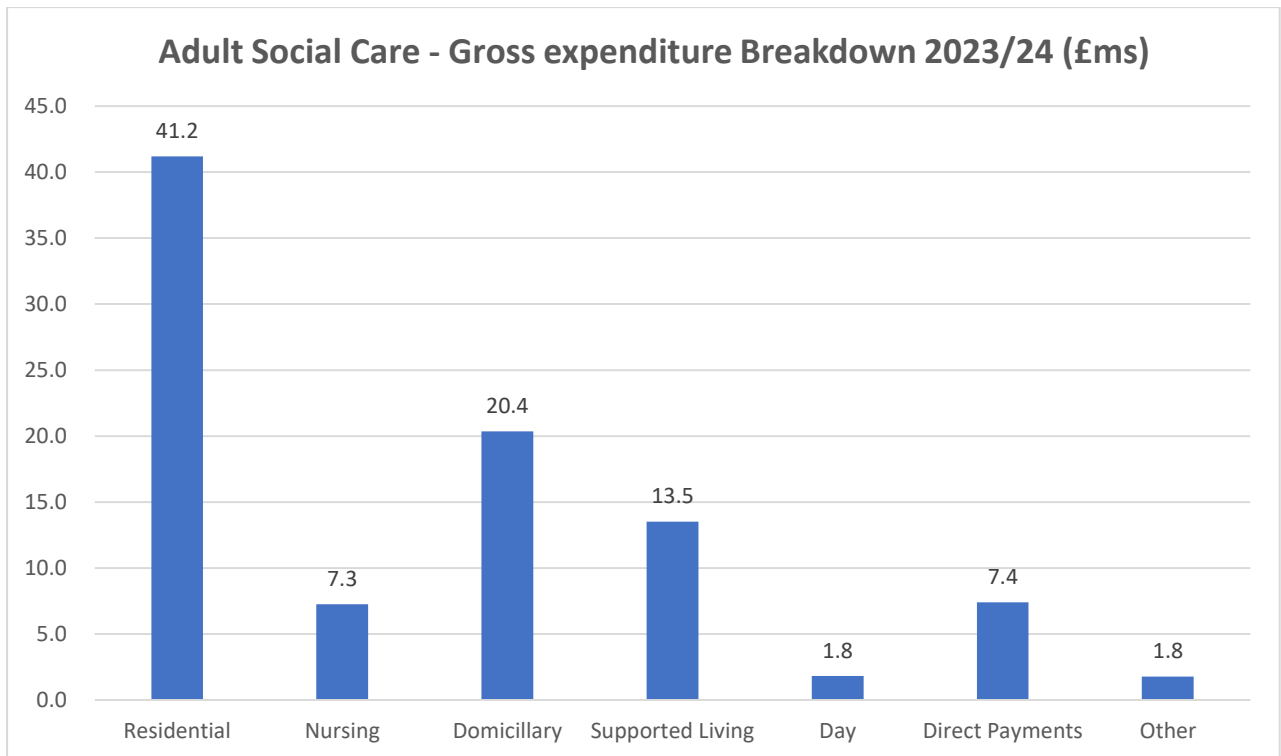
Torbay Council's contribution towards running costs aims to cover staff costs in addition to the costs of people's care (outlined in more detail below).

The majority of money is spent on buying care including residential, nursing, supported living and domiciliary care from independent providers. The majority of providers are based in Torbay, but some specialist residential care could be provided out of area if it cannot be provided locally. At budget setting for 2023/24 we were supporting 2,396 with adult social care; by March 2024 this number has increased to 2,619 - an increase of 223.

Net expenditure on the cost of care totalled £74.7million in 2023/24. This is the net figure after taking into account people's financial contributions towards the cost of their care.

Under national legislation people assessed as having a social care need are also given an individual financial assessment. This assessment can result in someone being asked to contribute towards the cost of any care that is put in place. The income collected from these contributions amounted to £18.6million in 2023/24.

The total (gross) expenditure on services was £93.3million and the allocation of this gross expenditure across different types of services is illustrated in the following chart.



These services are provided to people aged 18 to 100, who have a range of needs such as learning disabilities, mental health issues, dementia, as well as sensory or physical disabilities, vulnerable people, and the frail and elderly.

We continue to face a number of challenges linked with sustained pressure from the health system and a marked increase in volume of people as mentioned above.

There has also been a continued increase in complexity which has seen the average cost of packages of care rising throughout the year (over and above any inflationary uplift).

Underpinning this is the dynamic between care work and hospitality work and the latter have increased remuneration to attract workers into their sector. To acknowledge this Torbay Council, through national adult social care market sustainability and improvement grant funding, has increased some rates of pay to residential, nursing, and domiciliary providers. This rise in cost has continued despite the volume of clients tailing back, highlighting the impact of the net movement of people coming into the system at higher rates.

Financial outlook for 2024/25 and beyond

The 2024/25 fee setting process is now complete and a new structure has been shared with providers. The non-pay inflation/growth allocation for 2024/25 for adult social care is £4.3million and is based on an assumption of 1% growth and an average of 4% inflation (different percentages linked to different services).

We are all committed to ensuring resources are managed to ensure we can provide the best level of care, for the highest number of people.

Torbay Council and NHS Devon Integrated Care Board have acknowledged the pressures facing social care and to continue to believe that our integrated care organisation (ICO) is still best placed to manage these services. The current agreement runs until 31 March 2025, and has been extended to 2029/30 by the recent signing of the new Section 75 agreement.

We have a long-standing partnership and history of delivering high quality care for the people of Torbay that is recognised nationally and internationally. This provides us with a robust foundation on which to build, taking the learning from our experiences, to support us to deliver the best outcomes while responding to the sustainability challenges we all face, both now and in the future. We strongly believe that supporting people to live independently within their communities can only be enabled by working together. These are the fundamental and founding principles of our integrated care organisation.

We do know, however, that we must be more ambitious to deliver a successful, sustainable future and fully support local people to live independent, healthy lives. We will do this by working with people from a strength-based position, making best use of the latest technology and digital innovation to improve people's outcomes and experiences, learning from national and international best practice, further developing and empowering our excellent VCSE partners to support our communities and working with the people of Torbay to shape their future together.

Working closely together, we know that we can make many more improvements to local people's outcomes and experiences which is a really positive place to be in. We fully recognise that change is never easy, and it will take a lot of hard work and determination to achieve our vision for Torbay. We are committed to supporting our staff, people, and communities as we continue to evolve the way we provide care and support.

This new deal is a big step forward as we work together to improve how we live here in Torbay.

Commissioning

During 2023/24, our strategic commissioning team has continued to deliver against the wide-ranging programme of work set out in the Torbay Adult Social Care Market Transformation Blueprint to support commissioning projects across health, housing, and adult social care. This has included the [Big Plan](#) learning disability strategy.

The team has supported the ongoing development of the adult social care co-produced learning disability and autism partnership boards. These have enabled people with experience of our services, and their carers to be recognised as ambassadors in the strategic direction and governance of adult social care, and as a result we have seen an increase in ambassadors at routine governance meetings with both health and social care senior managers.

This year the team led on or supported an increasingly demanding stream of grant funding programmes from central government, including the market sustainability and improvement fund, the accelerated reform fund, and the better care fund. The team has provided a strategic market view that supports quality assurance workstreams such as adult safeguarding, provider quality assurance and individual packages of care that require support with services outside of adult social care.

Finally, the team has continued to directly procure and support key infrastructure services, including the joint loan and equipment service, Healthwatch Devon, Citizens' Advice and various specialist advocacy services, including specialist support for the partnership board ambassadors.

Multi complex needs

Growth in Action is an alliance between Torbay and South Devon NHS Foundation Trust, Torbay Council, and Sanctuary supported living, which provides our domestic abuse service, to support people who need support for drug and/or alcohol use, domestic abuse, or homelessness.

The alliance was formed in February 2023, and we have focused on embedding the alliance values and principles across the partnership, and working with people with experience of the support we provide.

Some of our greatest achievements can be linked to our co-production strategy and how people's experiences remain at the heart of what we do.

We designed our branding in partnership with people who have experience of our services, and they will soon be used by our teams.

We will also begin evaluating the impact of the alliance for people who use our services to ensure their feedback and insight is used to transform the way we provide care.

The key difference in the way the alliance operates is how decisions are made on a 'best for people using services' basis, as opposed to what might be easiest for providers to deliver. This has brought with it some operational challenges, however the passion and commitment of the alliance staff and the recognition that this is the right thing to do, has kept staff motivated and dedicated to working in a way that we hope will improve the experience and outcomes for our clients.

Hope/ Health Connect Coaching

Our innovative volunteer, peer-led Health Connect Coaching programme that is helping people in Torbay to take control of their health won a prestigious parliamentary award this year.

Health Connect Coaching was designed by patients and our staff and matches people who may be struggling to manage their health and wellbeing with a trained peer coach who has experience of the same condition or challenges they face.

People with a long-term condition such as diabetes, asthma, rheumatology, and chronic pain can refer themselves to receive tailored one-to-one support during the six-month programme. With the help of a coach, they are encouraged to make simple but long-lasting changes to their life such as taking gentle exercise or changes to their diet and signposted to services and support. It's designed to encourage, support, and empower people to build their knowledge, skills and confidence in a way that matters most to them, reduce their dependency on medical interventions and live well to manage their condition.

The team won the South West volunteer award category in the 2023 Parliamentary Awards, following a nomination by the Torbay MP Kevin Foster and Totnes MP Anthony Mangnall.

Thank you to BBC Spotlight / ITV West Country for shining a light on the team's invaluable work: CLIPS: [Health Connect Coaching on Vimeo](#)

[Health Connect Coaching on Vimeo](#)

Education

We love learning and our adult social care education strategy focuses on making sure we provide high-quality training and development opportunities for professionals working in the sector. Providing high quality training ensures our social care workers have the knowledge and skills they need to better support the people they care for.

Our training programmes are aligned with the post qualifying standards set by Social Work England and ensures compliance with the Care Act.

This year we have run the following activities:

- Introduction to supervision skills
- Post qualifying standards for supervision
- Leadership programme
- Responding to complaints – Ombudsman training
- Working with risk – a master class

We've delivered some of the following activities this year:

- Post-qualifying standards for social work supervisors in adult social care
- This is an employer-led programme of support and assessment against the post-qualification standards. The aim is to develop national consistency in supervision practice and knowledge.
- Leadership programme which has been developed in collaboration with the education service leads. The programme is in its second year and continues to provide assurance that the joint education strategy is aligned to and meets the NHS People Plan priorities. Topics include:
 - Introduction to leadership and management. Understanding yourself, coaching skills, managing people/difficult conversations, managing through change and reflection – Personal Development Plan.
 - We delivered a seminar about trauma-informed practice and defensible decision-making to around 70 members of staff. Transition and sensory team – specialist training; dual sensory loss; dementia and sight loss; rehabilitation and visual impairment; low vision therapy and a British Sign Language course. We have delivered this course and have managed to secure additional funding for 2024 from NHS England to support our staff to identify different types of dementia and understanding common sight issues found in people with dementia.

The bite-size education programme has been designed to support staff to enhance their professional practice to develop new and existing skills by using a strengths-based approach. Furthermore, the multiple pathways available aims to support individuals to understand the legal framework for the provision of care and support services to older people, including people with a disability and their carers, plus safeguarding vulnerable adults from abuse and neglect.

Domestic violence and abuse:

Training to provide a universal response aims to give staff a basic understanding of the dynamics of domestic violence and abuse and its links to mental health and alcohol and drug misuse, along with their legal duties.

Legal literacy seminars/workshops:

We have invested and developed a new pathway following a number of successful seminars from some of the country's leading professionals.

- Customer service training. NHS Elect
- Oliver McGowen Mandatory Training
- Due to the numbers of health and care staff in Devon – estimated 40,000 NHS staff and 22,000 care sector staff – it was agreed to start the programme with a pilot project.
- Ombudsman complaints and Investigation training.

Healthwatch Response

Our response to The Adult Social Care Local Account Summary 2023 – 24 of Torbay and South Devon NHS Foundation Trust and Torbay Council



Healthwatch Torbay (HWT) are the independent consumer champion for people using local health and social care services. Healthwatch listens to what people like about services and what could be improved and shares those views and experiences with those who can make change happen.

We welcome the opportunity to respond to this year's local account summary for Torbay for 2023/24. We are pleased to see how the collaborative approach between, Torbay Council, TSDFT and the Voluntary and Community sector continues to strengthen and grow.

By signing the Section 75 Agreement the new tri-partite demonstrates the commitment to respond to the challenges the ICO are facing and acknowledging that working together can improve the lives of our local community. There is real opportunity for resources to align between partners with full integration of services for our local communities over the next 5 years.

HWT would welcome the opportunity to develop integration for service user feedback to play a vital part, highlighting outcomes, achievements and learning during this 5 years period and beyond. This would show real commitment to local people that are being involved in design and receiving the best health and social care systems for them.

HWT continue to work with Torbay Council and TSDFT to develop the new Care Quality Commission (CQC) self-assessment to ensure service user voices are fed into key stakeholder meetings. The overall strategy for Adult social Care in Torbay focuses on people receiving the best care, so we welcomed the opportunity to be involved in the consultation, on behalf of local people.

Engaging with Service users, carers, Torbay Council and the Torbay South Devon Health Care Trust (TSDFT) regarding the New Adult Social Care Strategy, we were pleased, to see the recommendation from the engagement activities were embedded in the final version of the Adult Social Care Strategy.

HWT recognises and commends the importance of taking 'What Matters to Me' through the examples given in this report, especially for Learning disability and Autism Boards etc.

We acknowledge the demand for personalised hospital discharge pathways maybe challenging given the current climate we are all experiencing. However, by placing people and their needs to get the 'right care at the right time' remains essential and should continue to be a high priority for all stakeholders.

We accept the work to increase the direct payment arrangements as a more personalised alternative for residential care continues to be at the forefront for local people. The level of affordable provision is pivotal to ensure service users have choice about their care options. Technology plays a vital part in the way forward; however, service users must be able to have accessibility and access, removing barriers that prevent them from engaging with these new systems.

Mental Health services continue to be overwhelmed by the amount of people looking for support at all levels. HWT recognises the demand on these services and the growing increase. HWT has recently completed an Unpaid Carers report (Phase 2) this highlighted the amount of carers supporting someone with Dementia and the issues they face. We hope this report will help to inform Torbay Council and TSDFT in codesigning future provision based on service user feedback. In addition to support Torbay Carers Services, HWT independently collated and analyses carers feedback which we welcomed being used within the revised Torbay Carers Strategy for next 3 years.

Over the past year, we have welcomed the involvement from all partners, and their commitment to involving local people. We do recognise the pressure they work under with financial constraints, work force, demand etc. However, they continue strive to deliver a high-quality service.

HWT maintain a positive relationship with the TSDFT, Torbay Council where our role as critical friend remains strong and the voice of local people is valued and acted on.

This Years Local Account clearly demonstrates the strength of integration across health and social care. We need to ensure that the public voice is at the heart of the integrated service design, delivery, and improvement throughout the coming year. We look forward to working with our partners to make this happen.



Pat Harris
Chief Executive Officer

June 2024

Appendices

Appendix 1

Adult Social Care Outcomes Framework

Domain and key performance indicator (KPI)	2022/23 Outturn	2023/24 Outturn Provisional	2022/23 England Average	2023/24 England Average
Domain 1: Enhancing quality of life for people with care and support needs				
ASC 1A: Social care-related quality of life	19.3	19.3	19.0	TBC
ASC 1B: The proportion of people who use services who have control over their daily life	80.6%	80.6%	77.2%	TBC
ASC 1C part 1A: The proportion of people using social care who receive self-directed support (adults older than 18 receiving self-directed support)	100.0%	100.0%	93.5%	TBC
ASC 1C part 1B: The proportion of people using social care who receive self-directed support (carers receiving self-directed support)	100.0%	100.0%	89.3%	TBC
ASC 1C part 2A: The proportion of people using social care who receive direct payments (adults receiving direct payments)	19.8%	19.2%	26.2%	TBC
ASC 1C part 2B: The proportion of people using social care who receive direct payments (carers receiving direct payments for support direct to carer)	91.9%	94.3%	76.8%	TBC
ASC 1D: Carer-reported quality of life	n/a	7.2	n/a	TBC
ASC 1E: Proportion of adults with a learning disability in paid employment	7.2%	6.3%	4.8%	TBC

ASC 1F: Proportion of adults in contact with secondary mental health services in paid employment (commissioned outside Devon Partnership NHS Trust)	1.6%	4.8%	n/a	TBC
ASC 1G: Proportion of adults with a learning disability who live in their own home or with their family	79.1%	83.2%	80.5%	TBC
ASC 1H: Proportion of adults in contact with secondary mental health services who live independently, with or without support (commissioned externally)	36.1%	17.6%	n/a	TBC
ASC 1I part 1: Proportion of people who use services who reported that they had as much social contact as they would like	46.3%	47.7%	44.4%	TBC
ASC 1I part 2: Proportion of carers who reported that they had as much social contact as they would like	n/a	29.8%	n/a	TBC
ASC 1J: Adjusted social care-related quality of life – impact of adult social care services	0.397	0.410	0.411	TBC
Domain 2: Delaying and reducing the need for care and support				
ASC 2A p1: Permanent admissions to residential and nursing care homes, per 100,000 population. Part 1 - younger adults A low outturn signifies better performance.	20.8	35.2	14.6	TBC
ASC 2A p2: Permanent admissions to residential and nursing care homes, per 100,000 population. Part 2 - older people A low outturn signifies better performance.	771.6	736.5	560.8	TBC
ASC 2B p1: Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services. Part 1 - effectiveness	73.4%	73.6%	82.3%	TBC

ASC 2B p2: Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services. Part 2 - coverage	7.2%	6.0%	2.9%	TBC
ASC 2D: The outcomes of short-term support % reablement episodes not followed by long term SC support	86.2%	89.3%	77.5%	TBC
Domain 3: Ensuring that people have a positive experience of care and support				
ASC 3A: Overall satisfaction of people who use services with their care and support	68.6%	67.3%	64.4%	TBC
ASC 3B: Overall satisfaction of carers with social services	n/a	35.9%	n/a	TBC
ASC 3C: The proportion of carers who report that they have been included or consulted in discussions about the person they care for	n/a	65.6%	n/a	TBC
ASC 3D part 1: The proportion of people who use services who find it easy to find information about services	73.4%	68.9%	67.2%	TBC
ASC 3D part 2: The proportion of carers who find it easy to find information about services	n/a	64.7%	n/a	TBC
Domain 4: Safeguarding adults who circumstances make them vulnerable and protecting from avoidable harm				
ASC 4A: The proportion of people who use services who feel safe	68.5%	71.2%	69.7%	TBC
ASC 4B: The proportion of people who use services who say that those services have made them feel safe and secure	89.0%	86.1%	87.1%	TBC

Appendix 2

Key area	2022/23	2023/24	Comments
Adults who received long term support services	3,287	3,518	(+7.0%) 36% are aged 18-64 and 64% who are 65 and older
Adults who had accessed long term support services	2,463	2,619	(+6.3%)
Requests for support	8,571	8,689	(+1.4%)
Adults receiving one-off support	717	710	(-1.0%)
Short term reablement services provided	2,339	2,302	(-1.6%)
Adults who started to receive an ongoing support service	1,068	1,004	(-6.0%)
Adults who did not go on to receive a service post assessment	1,915	2,136	(+11.5%) e.g. self-funder / not eligible, etc
Registered carers	5,206	5,392	(+3.6%)
Carers who received an assessment	1,226	1,581	(+29.0%)
Carers who accessed direct payments	585	741	(26.7%)
Adults with mental health issues supported by services	394	437	(+10.9%)
Adults in receipt of home care support	1,862	2,019	(+8.4%)
Adults in permanent residential placements	968	1,050	(+8.5%)
Adults redirected to alternative provision	1,694	1,810	(+6.8%)
Adults in receipt of direct payments	392	465	(+18.6%)
Safeguarding concerns raised	1,161	1,180	(+1.6%)

Appendix 3

Facts and Figures

Measure	2022/23	2023/24	% change
Number of requests for support	8,571	8,689	1.4%
Number of people received who received one-off support	717	710	-1.0%
Number of people who received short term reablement services	2,339	2,302	-1.6%
Number of people who did not go on to receive a service	1,915	2,136	11.5%
Number of people who started to receive an on-going support service	1,068	1,004	-6.0%
Number of people who were directed to other types of help and support	1,694	1,810	6.8%
Number of services users receiving direct payments	392	465	18.6%
Number of safeguarding concerns raised	1161	1180	1.6%
Number of people who received long-term support services	3,287	3,518	7.0%
Number of people who were accessing long term support services at year end	2,463	2,619	6.3%
Number of people who received home care support	1,862	2,019	8.4%
Number of people in permanent residential placements	968	1050	8.5%
Number of Carers on carers register	5,206	5,392	3.6%
Number of Carers assessed and reviewed	1,226	1,581	29.0%
Number of Carers with direct payments	585	741	26.7%
Number of people with mental health issues who were supported by services	394	437	10.9%
Number of people with learning disabilities living in residential or nursing accommodation	85	86	1.2%