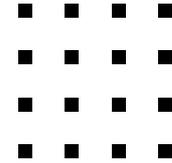


Cambridgeshire County Council Adult Social Care

Local Account 2019-21 - summary



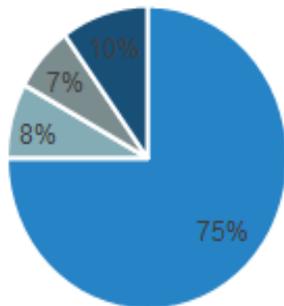
Activity Overview for 2020-21

- 18,569 contacts from people who needed some support or information and advice.
- 5,293 people provided with technology or equipment.
- 3722 people to whom we provided a short period of support to recover from illness or a stay in hospital.
- 7694 people to whom we provided some longer term care and support.



How we spent our budget in 2020-21

Where we spent the money



- care and support purchased
- social care staff
- directly provided support
- other

Who we supported



- learning disabilities
- older people
- physical disabilities
- mental health

Top three achievements for 2019-2021

Working Together

Cambridgeshire shares management of some services, where there are clear benefits, with Peterborough City Council.

Working across the two councils means that we have the same boundaries as many of our other partners.

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Response to COVID-19

Adult Social Care's response to COVID-19 has focused on promoting independence, Technology Enabled Care, and supporting carers.

We redeployed staff to establish COVID-19 community hubs, fill gaps in reablement staffing, provide public information about COVID-19 and support shielded residents.

Supporting care providers

We have received positive comments and compliments from care providers about the support they have received from us throughout the COVID.

These focused on the flow of information, support with interpreting government guidance, vaccinations and financial support.

Top three risks and challenges during 2019-21

Supporting people in their homes

COVID-19 and lockdowns has created high levels of need in the community. We are seeing more complex cases, increased levels of frailty, reduced confidence and mobility and increased strain on carers.

People who work in social care

The social care workforce has been under an unprecedented amount of pressure during the last year with potential longer-term impacts on health and wellbeing.

Indications are that older, more experienced workers might choose to retire sooner.

Financial situation

The challenging financial position of the local NHS, and the growing costs of care, has increased pressure in the system.

This is not helped by the temporary nature of some current national funding streams, including those for hospital discharge and infection control.

Partnerships

- **Health** – GPs, hospitals, learning disability specialists
- **Public Health** – dedicated support, shared campaigns
- **Mental Health** – Section 75 for social care, the Good Life Service
- **Childrens social care** – 0-25 service
- **Housing** – new housing related support strategy
- **Voluntary and community sector** – Care Together and other community project such as innovate and cultivate

Community Engagement

Healthwatch

- Supporting Partnership Boards and Adult Social Care Forum
- Hospital discharge and impact of Covid surveys, valuable insight and shared action plans

Experts by experience

- **Sun Network** – those who use mental health and drug and alcohol services
- **The Speak Out Council** – those who are autistic or have a learning disability
- **Counting Every Adult co-production group**

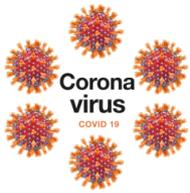
Adult Social Care Outcomes Framework – indicators where Cambridgeshire did better than the regional average

- Higher social care related Quality of Life
- Higher satisfaction with care and support
- More people with control over their daily life
- More people with as much social contact as they want
- More people receiving self-directed support
- More adults with learning disabilities living in their own home or with family
- Fewer permanent admissions to care homes
- More people completing reablement who need no further long-term care and support

Adult Social Care Outcomes Framework – indicators where Cambridgeshire did worse than the regional average

- Fewer people said they find it easy to get information and advice
- Fewer people accessing long-term support receiving Direct Payments
- Fewer adults with learning disabilities in employment
- Fewer older people still at home 91 days after leaving hospital
- Fewer older people receiving reablement services after leaving hospital
- Fewer people who use services who feel safe
- Higher number of delayed transfers of care

Impact of COVID-19



The impact of COVID-19 on the council and on social care has been unprecedented. Adult Social Care has been given high priority, with additional resources at times of peak demand and dedicated public health support.

The system-wide response to COVID-19, including voluntary and community sector colleagues, has provided an opportunity to build sustained relationships, levels of trust and mutual understanding.

Key changes due to COVID-19

- **Leaving hospital** – short term funding for those needing care after hospital and new discharge processes – discharge to assess
- **Family carers** – focus on What If Plans and proactive contact
- **Working with providers** – guidance, PPE, infection control, financial support
- **Working with local communities** – flexible prevention and early intervention, linking to community hubs.
- **Impact on people** – working with Healthwatch to gather experience

