



Supporting residents to have a good quality of life through social care

Local Account 2022/23

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Sutton is a great authority to work for as they are considerate of not just our service users and workers, but the entire community.

Practitioner

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Foreword

Welcome to the 2022/23 Local Account for Adult Social Care in Sutton.

Thank you for taking the time to read this document. Over the next few pages, we want to share our achievements in 2022/23.

Adult Social Care is all about people and our aim in this document is to share some stories about some of the people we've worked with, and how we were able to keep them safe and independent. We are ambitious for our residents and we want you to be able to make informed choices to stay active and live well.

We'd love to hear from you, so if you would like to give us feedback on this Local Account or on any of our services, please use the feedback form included or write to us at the email address on the feedback page.

We would like to thank everyone involved in creating this Local Account, including the people we support, families and carers, partners and our workforce.



Guy Van Dichele
**Strategic Director
of People's Services**



**Councillor
Marian James**
**Chair of
People Committee**

Introduction

The Local Account in Sutton is produced annually to inform our residents about how Adult Social Care services help adults with care and support needs in the borough.

We've included quotes from our social workers, feedback from residents, and case studies to help demonstrate our achievements throughout 2022/23.

From our Adults Social Care Survey:

In our Adult Social Care survey 2022, 75% of people who use services said they have control over their daily life.

Working with People

Residents are at the heart of everything we do.

Our aim is to support people to manage their health, wellbeing and social care needs to maximise their independence for as long as possible. We want to offer people choice and control in how this support is offered and where possible to reduce future needs for care and support.

This starts with us investing some money in making information and advice available to residents and their families.

Information is delivered both through our website, through face to face conversations and through investment with our partners in the voluntary and community sector.

It also involves listening to residents about what types of information are helpful.

A key part of our work is prevention, which is about working with residents to be proactive about their own health and wellbeing. We work closely with colleagues across the council and with wider partners such as NHS, GPs and voluntary and community organisations to promote independence and reduce or delay the need for social care and support services, helping people to remain in their own community.

For those who may need more support we will have further conversations that may lead to an assessment of need to ensure we can identify what would help. This can range from support in the home including help with personal care, support to recover from a hospital stay or longer term support which might include supported accommodation, residential or nursing care.



4,848

new requests
for support
(3,828 in 2021/22)



2,994

people supported
with a long-term
support service
(2,685 in 2021/22)



76

permanent
admissions into
nursing and residential
care homes
(104 in 2021/22)



842

people helped
to continue in
their care role
(842 in 2021/22)

Bradley & the Learning Disabilities Team

Bradley was referred to the Learning Disabilities physio team in October 2022 as a result of his declining mobility. Bradley was unable to walk without assistance due to his loss of strength, and this was having an impact on his confidence.

Sarah, Learning Disabilities physiotherapist assistant and Adebisi, Learning Disabilities physiotherapist in our Clinical Health Team worked with Bradley to improve the strength in his legs and his walking. Each week they used a walker at the Sutton Inclusion Centre to build strength and confidence. The team also provided Bradley with six aqua therapy sessions in the pool at the centre to work on resistance and balance.

Bradley is now able to walk without the walker and only requires minimal assistance from his carers. Bradley's mother, Nicki has "seen an incredible difference in Bradley in such a short amount of time. He really enjoys his sessions with Sarah and Adebisi and they have been

brilliant with him. They have worked in such an encouraging and patient way with him. They have also really helped me too by finding and suggesting different places and groups I can take him too."

Sarah and Adebisi have built up a relationship with Bradley and been able to improve not only his walking but his confidence. Sarah tells us "It has been a real pleasure supporting Bradley with his mobility and seeing him grow in confidence over time. It's very rewarding to see him develop his independent walking and feels great to have been a part of that improvement."



Providing Support

We provide support in a number of ways.

The majority of care and support is delivered through a range of organisations across Sutton to ensure we have the right type of care and support available. This includes planning what care is needed both now and in the future. We also work with providers on the quality of this care and ask residents for feedback on the care they receive to ensure it is helping improve their quality of life. It is important to Sutton Council that care is joined up, flexible to meet people's needs and supports choice. We want people to be able to control their care and say if it is working for them.

We recognise that people's care changes and so continuity of care is also important. This can mean stopping and starting care for people who may need to go into hospital or providing temporary respite care for only parts of the year to give both the cared for person and the carer a break and to attend to their own needs.

We do this best when we work in partnership with care and support organisations. Good communication and sharing information is essential to enabling us all to provide the best possible care and support and help us to improve services.

Some specialist services are provided outside of the local area to meet some individual needs and we apply the same checks to ensure good quality care that is supporting improvements in people's lives.



We use a strengths-based approach to help people to stay independent, drawing on their own strengths and abilities and those of the people around them, helping people to remain connected to their community.



We look at how we can adapt people's homes to enable them to live as independently as possible.



We help people to stay well and safe from harm and abuse.

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The words are not enough to express how thankful we all are for your support, kindness, empathy and your loving professional and heartwarming attitude since we met! So we just want to say a big THANK YOU for being so kind to us and for helping us! It means a lot!!! Hope to see you again very, very soon after a successful surgery!

Resident

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LEARNING DISABILITIES CONFERENCE:

Action Together, Making it Happen

In March, Sutton Council held a Learning Disabilities Conference focusing on ‘Action Together, Making it Happen’.

This was the first Learning Disabilities Conference since the new Learning Disabilities Strategy was formally finalised in December 2021 at the People Committee. We worked with people with lived experience and the voluntary to produce the strategy.

Over 60 people came along to hear from adults and young people with learning disabilities, and families and carers about what life is really like for them in Sutton. They spoke about the challenges they face in the borough, what works and what doesn't work for them.

Presentations from different community groups including Sutton Mencap, Community Action Sutton, Nickel Support, Choice Support were given alongside the Sutton Parent

From our Adults Social Care Survey:

In our Adult Social Care Survey 2022, 83% of people who use our services were made to feel safe and secure.

Carers Forum Sunflower Lanyard presentation which underpinned the message ‘a community is not a community when it does not include everyone’.

Attendees also took part in a series of ‘mini workshops’ discussing the positives, negatives and ideas for improvement in certain areas including:

- transport,
- access to health,
- social care,
- housing,
- leisure & culture,
- town centres and work.



Everyone had the opportunity to comment on three areas of their choice.

The three action groups, Health and Health Care Services, Receiving the Right Support and Being Part of the Community and Living in a Place called Home gave an update on the work identified in the Learning Disability Strategy and plans for the next year.

During the event, organisations and departments within the council were invited to make promises on what they can do to help make Sutton a better place for people with learning disabilities, their families and carers. These will be followed up in September and progress reported back to everyone invited. Promises made include:

Sutton Council

The Leader, Chief Executive and Strategic Directors want all people to equally play an active part in their community. They promise to remind their teams and all colleagues how in all areas of council business, people with learning disabilities, people with autism and their parents and carers should be involved, so this work is everybody's business.

Health and Health Care Service Action Group

- Give Sutton GP practices ideas how to make appointments easier for people who have a learning disability
- **By September this year** - Find out from people with a learning disability what you think would make it easier for you when you visit your GP practice

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Working in Adult Social Care has its challenges but rewarding at the same time. I enjoy working with people and making a difference in their lives however small. I have learnt that every person is unique and no day is the same which makes Adult Social Care in Sutton enjoyable!

Practitioner

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Receiving the Right Support and Being Part of the Community Action Group

Improve access to employment:

- work with partners to improve the % of people with a Learning disability accessing paid employment within the borough,
- support more people with a learning disability to access:
 - employment opportunities, paid or otherwise,
 - opportunities in education, that support the development of skills, qualifications and experience,
- expand these opportunities in the Council and in health.

Living in a Place Called Home Action Group

Work with landlords, support providers and planning department to increase the number of good quality supported living services in Sutton.

Transport (Sutton Council Transportation & Regulatory Services)

Consult more with people with learning disabilities alongside transport providers and partners. This will help make sure public transport is safe, affordable and accessible and that more people with a learning disability use public transport which could help improve their opportunities to access employment and other facilities.

South West London Integrated Care System Engagement Lead - Make sure that the voice of Learning Disability is heard across all health services - to ensure access, experience and outcomes.



Town Centre Works (Sutton Council Development Growth and Regeneration)

Listen to and act on the views of people with learning disabilities about our town centres work in Sutton. We will link up with Mencap, Sutton Parent Carers Forum, Speak Up Sutton and other groups to make sure we've heard from the right people.

The event was the first of its kind here in Sutton and something we intend to do again. For further information please contact rachel.carse@sutton.gov.uk

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A big big thank you from the bottom of my heart. The help and advice given to both my husband and myself are invaluable. We have since a safer environment and much improved living quality..... !

Resident

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Keeping People Safe

Sutton Council is committed to keeping people safe.

Sutton Council is committed to keeping people safe. This means having regular reviews with people to make sure their goals are being met, ensuring support is good quality and meeting people's needs and that, as needs change, care and support can adapt as easily and smoothly as possible.

We work with our regulator the Care Quality Commission who inspect care and support services in Sutton and across the country to meet national standards.

We work with residents to protect a person's right to live safely, free from abuse and neglect. We may work with people to put plans in place if people need extra support to do this.



“We are now in a much better position to manage my mother’s dementia”

When Pam was diagnosed with dementia, her daughter Emily noticed that she was finding it hard to accept her diagnosis. This was affecting both Pam and her dad, who is Pam’s carer.

Our Admiral Nurses Team were able to provide much needed support to Emily and her parents, to help them navigate this complex situation.

Emily was referred to our Admiral Nurses Team to access support for her mother and for her father. In Sutton, the Admiral Nurses Team work alongside people with dementia and their families in complex situations, providing one-to-one support, guidance and practical solutions to help residents to live in their own homes for longer, maintaining independence in their lives.

Admiral Nurse Vincent Goodorally met Emily and her parents and was able to put in place strategies and provide support and the tools needed to help the whole family. “With this particular family I was able to provide firstly a listening ear to the father who was coping with his wife’s changing personality and needs, while trying to keep his daughter protected from the situation. It’s about assessing the needs of the whole family in a holistic way, not just the individual diagnosed with dementia.



I worked with Emily and her parents to put in place coping strategies to help everyone adapt. This included making a referral so that care could be arranged, ensuring the same carer could attend to build up a relationship with her mother. I introduced Emily and her parents to a day centre where her mother could meet with others socially in a safe place while also allowing her father, as the main carer, to have some time to himself. I encouraged Emily's father to attend a GP appointment to check his own health and wellbeing and provided guidance on what support services are available to the family across the borough."

Vincent's support enabled the family to move forward in a much more positive way. Emily is 'thankful to Vincent for the support and guidance he was able to give me and my parents. He was able to quickly see our situation and the characters involved and suggest ideas and strategies to best suit our family. His input made a great difference to us all and we are now in a much better position to manage my mother's dementia."

Find out more about the support available for adults with dementia in Sutton

The Admiral Nurse Dementia UK Helpline is available. Call the Helpline for free on 0800 888 6678, email helpline@dementiauk.org

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It gives me pleasure to make a real difference in people's lives. Being able to advocate for some clients who do not have family or representatives can empower them to feel included.

Practitioner

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Leadership

Sutton council, its councillors, its managers and its staff are all passionate about delivering good quality care and support for its residents.



Whilst delivering good services we also want to continually improve and learn from residents when things have worked well and when they haven't.



We do this in a number of ways. Feedback from residents is vital to help us understand what matters most to people. For example, we have increased support for people in their own homes, joined up more services with our health partners and reduced reliance on residential care because this is what people tell us matters to them.



We have systems in place to ensure we provide a range of services of good quality and that we build upon these to ensure we meet residents needs, We measure our performance and we compare ourselves to others.



We invest in our workforce through a range of learning and development options so that they can be effective in working with people, and we contribute to research to influence and bring the latest developments in social care to Sutton.



In 2022/23, we worked hard to move talented agency staff into permanent positions, and to reduce our vacancy rates.

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Being a social worker gives me the opportunity to provide help and support to those individuals who are not able to achieve this by themselves.

Practitioner

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How we spend our money

THIS IS HOW WE SPENT OUR MONEY DELIVERING ADULT SOCIAL CARE 2022/23



Placements
(Residential and Nursing)
£26.581m



Supported
Living
£8.445m



Domiciliary
Support
£20.411m



Direct Payments &
Self Directed Support
£5.106m



Staffing
£10.891m



Other*
£5.538m

TOTAL GROSS SPEND £76.972M

*This includes day care transport, Deprivation of Liberty Safeguards, and other social care costs.

Innovation in Social Care

In Sutton, we are always looking for innovative ways to improve the services we provide to our residents. Some examples include:

Technology Enabled Care (TEC) products can transform the lives of people requiring support

Technology enabled care is the use of devices like falls sensors to support residents to maintain their independence and to reassure carers. Sutton has been at the forefront of digital innovation in this area winning awards for its life saving work. The aim of these new services are to help people stay safe and improve their lives, providing a more proactive model of support.

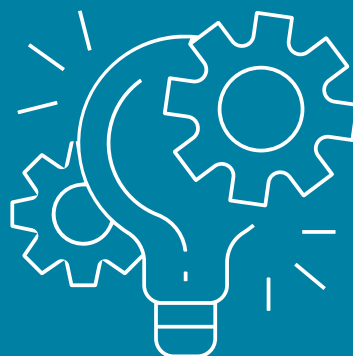
Innovation in the Community

Sutton delivers care technology services to over 1,600 residents across the borough. The service provides a 24/7 Mobile Responder, providing a personal response to people's homes in the event of an alarm call. This support service promises a responder will attend within 45 minutes of a call, helping to prevent unnecessary ambulance callouts and hospital admissions. www.sutton.gov.uk/w/care-technology

Innovation in Care Homes

Sutton has a variety of projects taking place in care homes, including:

- **Remote Health Monitoring in Care Homes** - Enabling care home staff to record residents' vital signs via Bluetooth devices and observation, to help them recognise changes in health and wellbeing.
- **Sensor-Based Falls Prevention technology (SBFPT) pilot AllyCares** - Care homes in the borough have been supported to adopt a new technology that identifies when someone is at risk of falling. Find out more here: www.allycares.com
- **Smart Cups Hydracare technology** - With this technology, fluid intake is monitored with bluetooth-enabled 'smart cups' to promote adequate hydration.
- **RITA (Reminiscence/Rehabilitation & Interactive Therapy Activities)** - This pilot involves touch-screen interactive tools that blend entertainment with therapy. Six Sutton homes are now taking part.



Digital Social Care Records

Through funding from the Department of Health and Social Care (DHSC) Sutton has been transforming and replacing out-of-date software and paper-based systems in our reablement team (START), Care Homes, and Nursing Homes. Switching systems to digital-based recording means that tasks can be performed more efficiently, information can be shared more securely, and more time can be spent focusing on person-centred care.

Pathways to Care

Sutton has developed computer software to solve the challenges faced by services and residents when being discharged from hospital. The new Pathways to Care software supports all local hospitals, residents and support staff by reducing time spent on admin tasks, improving the safety and quality of the discharge process through better communication. Since it has been in place, we have seen hospital delays reduce significantly. As a result of this fantastic project we were nominated for two awards and were selected as examples of excellence in digital innovation.

Dymond House Reablement Service

Dymond Housing Reablement service supports residents discharged from hospitals that require bed based care and support. The reablement team combines physiotherapy, direct care and the use of digital reablement technology. A new system has been installed that can detect when a resident falls or may be becoming unwell and alerts support staff for them to assist.



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As a Manager in Sutton it is very rewarding seeing the career progression opportunities available to Sutton’s employees.

In my team during the last year we have had a home care assessor, who was a registered Social Worker in Hungary, successfully complete her Social Work England registration, and is now showing herself to be an excellent Social Worker in the team.

Practitioner

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Your feedback

How did you find the local account?

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What would you like to see in future editions?

Please share any feedback you have on our services:

Please send your completed form to:

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