



making it real

LOCAL ACCOUNT

Adult Social Care in Nottinghamshire 2024



Nottinghamshire
County Council



Welcome to the 2024 Local Account which has been co-produced with people and carers who draw upon social care in Nottinghamshire. This report shares real stories, insights, and explains what matters to people who draw on care and support. It describes the social care priorities we will focus on during 2024.

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Dean Thomas **Marion Wardill**
Making It Real Forum Co-Chairs and members of Our Voice co-production group



Melanie Williams
Corporate Director of Adult Social Care and Health

"Our Voice co-production group and staff have produced this Local Account together drawing on what people said was important in the Big Conversation. People shared some good things but some of the things people said were very hard hitting, challenging, and shone a very clear light on areas that need to improve, such as how unpaid carers feel about the way they are treated and the services they receive. This report sets out the priorities for everyone to work on. We hope that it will bring far greater transparency to what our local authority is trying to achieve and deliver year on year."

"We want to support people in Nottinghamshire who draw upon care and support to enjoy a good quality of life and receive support from us that makes that happen. We know from people that we do this brilliantly at times and at other times not at all well. The Local Account is about setting out what is important to people, the duties we have including within the Care Act to meet people's needs, and brings those two things together by being clear about what we will do and how we will do it. We want to demonstrate every day how we care and meet the standards in our practice framework, and where we do not get things right the first time, we are accountable for our actions.

This is our first Local Account, and it is very important that this was produced with people who draw on care and support and these people are working alongside the Council as we strive to make the good life a reality for all of our people and those that care for them."

Coproduced by:
 The Adult Social Care Making It Real Forum





Introduction

“Our vision is that everyone in Nottinghamshire lives in a place they call home with the people and things that they love, in communities where they can look out for one another, doing the things that matter to them.”

This report is about adult social care in Nottinghamshire.

In Nottinghamshire lots of people need support to live their best life. Social care is personal, practical and emotional support for people who need it and works alongside health care. We know everyone’s experience of social care is different and the system can feel complicated. Although social care is often linked to key services, we think social care is about much more than getting a service - it is about having a good life.

During the last eighteen months we have worked on lots of different issues to help us move towards this vision.

We worked with a group of people and carers called Our Voice to write our co-production plan [Better Together](#), which explains how we will get more people involved in working with us to shape what we do.

We co-designed a one-page Practice Framework which helps us keep focussed on what matters (see page 6).

With support from [Community Catalysts](#), [Anna Geyer](#) and [Our Voice co-production group](#) we used this Practice Framework to design the 2023 [Big Conversation](#) to find out what people and carers, who draw on social care, in Nottinghamshire think.

This report pulls together key themes from the Big Conversation and other feedback. It is an honest reflection of what people have said is good, not so good and what we need to change. We are proud of our work so far and this report aims to celebrate some of the positives. However, we also know there is lots more we need to improve, so we have included the things we will focus on together with you over the next year.

We want you to feel your voice is heard and that you have a key role in planning not just your own support but in designing, developing, delivering, and evaluating policies, services, and our wider care and support offer. At the end of the report, we’ve included information about different ways you can get involved in helping work towards the priorities.

About this report

This report is structured around the themes from Making It Real. There’s more information about Making It Real on page 7.

In the report we have included:

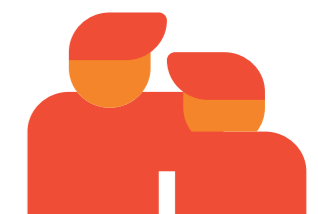
- Things we are proud of and want to celebrate.
- Data to show how we are doing, and how we compare nationally with other councils in England.
- Quotes and stories from people who have shared their experiences with us in 2023.
- The priorities we will focus on in 2024 for people who draw upon care and support and family carers.



Data in this report

The data in this report comes from three main sources:

- Feedback from the [Big Conversation online survey and listening](#) events we held across all districts in Nottinghamshire in 2023.
- The Adult Social Care Survey (ASCS) 2022-23. This is a national survey that takes place every year and is conducted by Councils with Adult Social Services Responsibilities (CASSRs). The survey seeks the views of people aged 18 years and above who draw on social care support and services.
- Adult Social Care Activity and Finance Report (ASCFR) 2022 - 2023.



Our practice framework



We want every person in Nottinghamshire to live in the place they call home with the people and things that they love, in communities where they look out for one another, doing the things that matter to them

Social Care Future

WHY

Wellbeing and Independence

Information and advice

Active and supportive communities

Flexible and integrated care and support

When things need to change

Workforce

WHAT

Living the life I want, keeping safe and well

Having the information I need, when I need it

Keeping family, friends and connections

My support my own way

Staying in control

The people who support me

WHO

Everybody

People with urgent needs for support

People with longer term needs for support

We listen to people to understand what matters to them.

We make connections and build relationships to improve people's wellbeing and independence

We don't make long term plans in a crisis. We work with people until we are sure there is no immediate risk to their safety, health or wellbeing and they have regained stability and control in their life.

If people need longer term care and support, we work with them to understand what a good life looks like for them. We make sure they have resources and support to live the life they choose and do the things that matter to them as independently as possible

HOW

We care

We behave

We're trusting

We're open

We're present

We're honest

We respect and understand people as individuals. We don't make snap judgements

We know and follow the law, ethics and best practice. We are always open to improvement

We trust people know what's right for them. We listen and we keep an open mind

We are open about our procedures, making them clear so people know what they can and cannot expect

We connect and engage well with people. We respond in a timely manner

We are honest about what we are going to do. When we say we are going to do something, we do it.

We know the language we use matters: we use plain, respectful and kind language

SO

Improving the health and wellbeing of Nottinghamshire people

Improved morale and satisfaction for our workforce

More sustainable use of resources

Making It Real

Making It Real is a set of statements that describe what good care and support looks like. They were co-produced with people and carers with experience of adult social care and support. In Nottinghamshire, we have been using Making It Real to guide our work and to spark ideas that help people to live better.



Here's an outline of the six themes:



Wellbeing and independence

pages 10 to 13

Living the life I want, staying safe and well

This theme focuses on you living a fulfilling life, connected to your family, friends and community, with support that promotes your wellbeing and independence.



Information and advice

pages 14 to 15

Having the information I need, when I need it

This theme is about the information you need to get on with your life, and how we should provide you with relevant, timely and accessible information.



Active and supportive communities

pages 16 to 19

Keeping family, friends and connections

This theme is about you leading a full and meaningful life connected to your family, friends and community, and how we should be creating opportunities to make sure you are connected to your community and you can do the things that matter to you.



Flexible and integrated care and support

pages 20 to 23

My support, my own way

This theme focuses on you having choice and control over your care and support, how we should be fully involving you in planning your support, and how we should make sure your support works for you.



When things need to change

pages 24 to 25

Staying in control

This theme is about you getting the support you need to plan for important changes and to stay in control, and the way in which we should be supporting you before, during and after significant changes in your life.



Workforce

pages 26 to 27

The people who support me

This theme is about you being supported by people who see you as an individual, with unique strengths, abilities, aspirations, requirements, and about how we should focus on what matters to you, and think and act creatively to make things happen.

To find out more about Making It Real and the 'I' and 'We' statements visit makingitreal.org.uk

Key facts and figures

Nottinghamshire people supported by Adult Social Care (April 2022 to March 2023)

Population

• NCC population statistics from ONS census 2021



60% of people in Nottinghamshire are aged 18-64 (496,020)



21% of people in Nottinghamshire are aged 65 years and over (175,300)

Nottinghamshire's population by ethnic group



24,527	Asian, Asian British or Asian Welsh	155
9,926	Black, Black British, Black Welsh, Caribbean or African	95
17,104	Mixed or Multiple Ethnic Groups	75
767,226	White	8,165
6,041	Other Ethnic Group	25

People drawing on long-term support by ethnic group



Number of new requests for support received from people (April 2022 - March 2023)

These requests led to:



We received **5,775** new requests to support for people aged 18-64

720	Short term care and support (reablement or rehab)	5,070
10	Long term nursing	185
5	Long term residential	425
300	Long term care and support at home	1,870
715	Equipment or adaptations	2,635
75	Short term care and support (other)	1,045
1,405	Information, advice or community led	4,700
<5	No services, person died	25
2,542	No services provided (other reasons)	8,345



We received **24,300** new requests to support for people aged 65+

People drawing on long-term support (April 2022 - March 2023)

The main reason for support was:



Aged 18-64

575	Physical support: access and mobility only	825
440	Physical support: personal care support	2,570
30	Sensory support: support for visual impairment	75
20	Sensory support: support for hearing impairment	50
<5	Sensory support: support for dual impairment	15
60	Support with memory and cognition	1,005
2,015	Learning disability support	245
595	Mental health support	340
<5	Social support: substance misuse support	<5
15	Social support: support for social isolation/other	50



65 years and over

People's long-term needs for support were met by



Aged 18-64

100	Nursing care and support	640
605	Residential care and support	1,525
995	Direct payment	785
460	Direct payment and council managed personal budget	330
1,595	Council managed personal budget	1,880



65 years and over

We completed 3,950 review conversations with people drawing on support in a year — 77% of people in long-term support

Money spent on care and support in Nottinghamshire (April 2022 - March 2023)

Gross expenditure by primary support reason (£,000)



Aged 18-64

22,920	Physical support	93,401
1,304	Sensory support	2,676
1,731	Support with memory and cognition	28,035
85,362	Learning disability support	14,839
8,529	Mental health support	8,529



65 years and over

*Gross expenditure by type of support (£,000)



Aged 18-64

2,211	Short term support	17,085
21,295	Community: direct payments	7,743
3,946	Community: home care	29,008
35,401	Community: supported living	8,023
15,090	Community: other long-term care	4,258
39,316	Residential care	56,213
5,933	Nursing care	25,104



65 years and over

* These figures represent total money spent on the reasons and type of support listed. They include care and support funded both by the Council and by people who have been assessed as being able to afford to contribute to their care and support.

People working in Care and Support in Nottinghamshire (2022/2023)

In 2022/23 there was a total of 31,000 posts in adult social care in Nottinghamshire, split between the local authority (5.8%), independent sector providers (87.5%) and people working for direct payment recipients (6.7%). 28,000 (90%) of those posts were filled.

The staff turnover rate was 32.4%, which is slightly higher than the regional average of 29.1% and slightly higher than the England average at 28.2%. The majority (83%) of the adult social care workforce were female, and the average age of workers was 43 years old.

Over half (57%) of the workforce usually worked full time hours and 43% were part time.

Unpaid Carers

There could be as many as 82,172 unpaid carers in Nottinghamshire. We recognise the important role that carers undertake in providing unpaid care to their family members, friends or others and how valued and vital their commitment and contribution is.

We also know that being a carer can be tough at times, so we want to make sure carers have the support they need to look after their own health and wellbeing, and to continue in their caring role for as long as they are willing and able to do so.

We launched our Nottingham and Nottinghamshire's Joint [All Age Carers Strategy](#) in 2023. The strategy outlines how we will support unpaid carers of all ages.

Wellbeing and independence

Living the life I want, staying safe and well



“I can live the life I want and do the things that are important to me as independently as possible.”

This theme is about how we support people to enjoy good health and wellbeing, the things we do as a Council that enable people with particular needs or facing particular difficulties, to get on with life in the way they want.

Health and wellbeing of people is impacted by different factors.

We want to make every contact count by talking to people about the things that are important to them, their strengths and interests, their family and friends and what they want support with to help them to live the life they want.

We asked people in Nottinghamshire who draw upon care and support how they feel about their quality of life. We are 62nd nationally, out of a total of 152 councils with adult social care responsibilities who took part in the 2022-23 Adult Social Care Survey. We want more people to say that they feel they have a good quality of life.

Carers have told us that when they get support it is good, but finding support can be difficult. In the same survey, we are 94th nationally out of a total of 152 councils who took part in the adult social care survey. We need to get better at this and have published a [All Age Carers Strategy](#) which will set out what we will do together to improve the quality of life of carers.

Waiting times in Nottinghamshire are a significant challenge, as people are waiting far too long for support. We are recruiting additional staff to help us reduce waiting times for people. We are trying to prioritise the people who are in most urgent need for support. It is taking an average of 36 days for social work teams to have a conversation about your needs and 16 days for occupational therapy teams. We are working really hard to reduce waiting times.

Carers and people who draw upon care and support should enjoy good access to wellbeing services and benefit from the joint work we are doing with our health partners, district and borough councils and voluntary sector partners in the [Nottinghamshire Joint Health and Wellbeing Strategy](#).

“I'd like a place to listen to music and dance.”

“Being able to work and have social opportunities like non-unpaid carers.”

“I want to live the life I choose, without labels blocking what I want and need, and to work and care for my family.”

“My support worker helps me do what I want to, go on holidays, visiting family and friends, going to a night club, go to the cinema, helps me in the garden...”

“I am treated with respect and dignity.”

This includes supporting people with a range of needs including mental ill health, domestic violence, homelessness and substance use, physical health conditions, and support to stop smoking.

We are trying to prioritise the people who are in most urgent need for support. It is taking an average of 36 days for social work teams to have a conversation about your needs.

‘Every year I have to request the annual care and support review for my son, and they are then done in a timely way. This year has been much more difficult without a named social worker for many months. I am left feeling that I’m not listened to, especially by duty officers. I requested a review before Easter because we wanted some changes to his timetable, it has been done in September. We made the changes anyway. Frustrating and annoying’.

Unpaid family carer

“You treat me with respect and help me to live as I want to.”

“Waiting lists and lack of resources make people feel very helpless and insignificant.”



“I’m able to use smart technology to help me live independently.”



“I have a place I can call home, not just a ‘bed’ or somewhere that provides me with care.”

In Nottinghamshire the number of older adults (age 65 years and over) with long term care and support needs who live in a residential and nursing home is higher than other councils nationally. We compare less well to other councils, placed 89 out of 152.

Similarly, the number of younger adults (age 18-64), with long term care and support needs who live in a residential and nursing home is higher than other councils nationally. We compare less well to other councils, placed 114 out of 152.

There are too many people living in residential care homes in the county and we want to support more people to remain in their own home.

The number of adults with learning disabilities who live in their own home or with their family, is very low compared to other councils, placed 128 out of 152.

The number of adults in contact with secondary mental health services who live independently, with or without support is lower than other councils nationally. We placed 71 out of 152.

We know there is currently more demand than supply for accommodation for people who need support to live in their own home.

As described in our [Market Positioning Statement](#) we continue to strive to enable more people to live in their own home. We are working closely with colleagues from district and borough councils to achieve this.

In 2023 we built five purpose-built homes in Mansfield with money from NHS England to allow people with a learning disability and autism who were living in hospital to move into their own home.



“I live in a home which is accessible and designed so that I can be as independent as possible.”

Many people and carers have told us the difference that adaptations, equipment and technology is making in supporting them to remain independent. We heard stories of people using technology to help with communication, planning and remembering things like taking medication. We know for some people getting their home adapted to meet their needs can be a challenge. We will continue to work with our partners to improve what we offer, so more people will benefit from adaptations, equipment, and technology.

In Nottinghamshire we have seen a 35% increase in people requiring Mental Health Act assessments in the last 12 months (2021/22) which has meant we know people are struggling with their emotional wellbeing.

We want to improve the help available to people. We believe a good starting point is for our staff to have good conversations with people about this. We provide a 24-hour support service and have moved the location of our Countywide Approved Mental Health Professionals team to be based alongside health colleagues so that everyone is working together. We are developing our staff so they can support you better, we have invested in training for colleagues on mental health, suicide prevention and self-harm, so they can provide good support at the earliest opportunity.

The following are the priorities we have agreed for the theme ‘Wellbeing and independence’. These are the ones we will be focussing on during 2024, some of these priorities will take longer than one year to achieve:

- 1 To increase the number of you who feel the support you draw on improves your quality of life, makes you feel safe and helps you to live your life the way you want.
- 2 To reduce the time you have to wait for conversations and support.
- 3 To work with partners to increase local housing options so you have a long term and secure place to call home.
- 4 To increase the number of you who feel that your home is adapted to your needs, so you remain independent and have a better quality of life.
- 5 To work with colleagues from different organisations to improve your emotional and mental health wellbeing.



“We age-proofed a property seven years ago, hoping we can stay in it always. Ground floor bedroom and wet room created. Very near local amenities and public transport links.”

“The equipment is working great for mum, I thought they would struggle to get her to wear the MyAmie but it turns out mum knowing it’s there gives her a ‘sense of peace’, knowing she will have help should she need it.”

“Many people talked about the impact caring has on their mental health.”

“People talked about the negative impact on their mental health as a result of interactions with the council and other services.”

“Unpaid carers recently talked about having to ‘run two houses’ and the strain of this on their mental health and financially.”

Information and advice



Having the information I need, when I need it

This theme is about the information you need to get on with your life, and how we should provide you with relevant, timely and accessible information.

“I can get information and advice that helps me think about and plan my life.”

In our Big Conversation survey, we asked people who draw upon adult social care support the question ‘Do you have the right information to make choices about the care and support you need?’ In response, 54% of people said they did and 46% didn’t.

We asked the same question to carers, 67% of carers said they did and 33% didn’t.

This means that half the people and a third of carers said that they were unable to access the right information to make well informed choices.

We know there is more we can do in making sure that people and carers can access information and advice so they are more in control of their care and support needs. We are working with an external organisation to make changes to our [Website](#). We hope this makes it easier to find information there.

The Nottinghamshire Carers Hub will be working to support carers to access relevant and appropriate information, advice, and guidance.

People and carers have told us that they find it difficult to find easy read information on our websites.

In 2024 we will be launching a Notts easy read website to make it easier for people with learning disabilities to find ‘key’ information.

Nottinghamshire has a countywide benefits team who support people to claim the benefits they are entitled to. During 2022 to 2023 a total of 2,063 people were advised by this team of four people. This team has also been providing cost of living support sessions at locations across Nottinghamshire.

We know we need to improve the information we provide to you about paying for the cost of your care. We need to reduce the time we take to provide this information to you.

Work is underway to improve our factsheets, the letters you receive and our web pages. We have invested in training for colleagues to increase their knowledge to support you better with benefits and financial information.

We have a [care calculator](#) which will give you an early indication of the amount you may be asked to pay towards your care and support. As we know people have been confused in the past we have an online financial assessment tool which was launched in October 2023. This will help you to tell us your financial situation digitally and allow us to explain what you will need to pay in a timely way.

Disability Related Expenses (DRE) are an extra allowance in the financial assessment to cover extra or higher costs a person has because of their disability, for example needing extra heating or specialist equipment.

A group of people who draw on care and support continue to meet to review good practice. The group’s next focus is the information we provide which tells you how your disability related expenses are calculated.

The following are the priorities we have agreed for the theme ‘Information and advice’. These are the ones we will be focussing on during 2024, some of these priorities will take longer than one year to achieve:

- 1 To provide the right information in accessible and different formats in a timely way so you can make well informed decisions about your care and support.
- 2 To provide accurate, timely and transparent information on finances and work with partners to provide benefits information so that you know your rights and can make well informed decisions.
- 3 To increase the number of you who say you know how you can get in touch with us, when you need to.
- 4 To make it easier for you to share information with us in the most appropriate format for you, for example digitally, in person or on the phone.



“Use letters that use simple language and instructions.”

“As a carer I don’t understand the funding process.”

“Funding – I don’t understand my personal contribution.”



Active and supportive communities

Keeping family, friends, and connections



This theme is about you leading a full and meaningful life connected to your family, friends, and community, and how we should be creating opportunities to make sure you can do the things that matter to you.

“I have people who support me, such as family, friends, and people in my community.”

In Nottinghamshire 44.9% of people who draw on our services reported that they had as much social contact as they would like (2022/23). Although this is above national averages, we want to improve this percentage. We know we need to continue to talk to people about how we can support them to feel more connected and have more social contact with others.

We continue to work with partners to support people who may feel lonely. We fund the 'Tackling Loneliness Collaborative' (a group of different organisations). We are sharing information to enable people to build relationships, take part in activities and connect with friends in their community.

Nottinghamshire has invested in Local Area Coordinators (LACs) to support people and help them connect locally. The aim is to support people with increased activities and opportunities. Each LAC works with a defined neighbourhood. LAC's support people to find out and think about what's going on in their local area and how they can overcome any personal challenges they face. Here are some personal reflections from people who have been supported by a LAC:

"I am getting out and about more and feel less isolated. I have secured some employment which is helping my mental health. My Local Area Coordinator has supported me to do this. "I feel a lot more reassured due to the support I received to understand our benefits position".

“The volunteers make such a difference.”

“I used to have a really good social life but now I hardly have the time to leave my home because of caring.”

“I like chatting to others and sharing experiences.”

“I feel able to leave my home and go for a walk to the local shop.”

“I have now registered with my GP and I am attending some social clubs.”



“I have opportunities to learn, volunteer and work and can do things that match my interests, skills and abilities.”

In Nottinghamshire just 1.5% of adults (18 to 64 years) with a learning disability are in paid employment. We recognise that we need to improve our support to people in helping them find employment or volunteering opportunities.

“Bring people together with shared interests not just disabilities.”

“I'd like to have more opportunities for paid work.”





Callum

Here's Callum's story about the support he gained whilst at Brooke Farm which led to him gaining a role at Nottinghamshire County Council.



"I came to Brooke Farm for more experience and what I found was much more than that. The staff have been very supportive in helping me achieve many targets, like getting my Level 1 Food Hygiene Certificate. I am very grateful for the role Brooke Farm has played in my development and I look forward to my new job."

Settling into his new job as a Kitchen Assistant Callum reflects
"Since starting my job at Ashfield Day Service I have been supported by Tracey from the i-work team. She is supporting me to complete my training and getting me used to my new job role. I am really enjoying it and it is really satisfying that I am being paid for doing something that I enjoy. I have enjoyed meeting new people in work and am getting used to my work routine. I am building my confidence, feeling more independent and learning new skills".

Brooke Farm offers employment and training opportunities for people with learning disabilities and autism.

We want to continue to work with a wide range of partners to support people to access education, training, and employment, where appropriate. AutonoMe provide support to people to find employment and develop their life skills. Inspire continue to develop our libraries as community and learning hubs, enabling people to access adult learning opportunities close to home.

In 2022/23 we supported 90 younger adults to travel around independently using public transport. This has provided people with more opportunities to connect with family, friends and activities and access employment and learning.

“Why can't we use our travel pass before 9.30am or after 11.30pm?”

“I want staff and support that will teach me how to use public transport safely.”

“Having the support I need to get out with travel training and good accessible transport.”



Sheree

Here's Sheree's story...

I was introduced to the enablement service as I was struggling with a variety of chronic conditions which meant I had lost confidence in leaving the house to do anything other than medical appointments. I was having no quality of life and the pain was making me anxious about using public transport, the only way I have of going anywhere at the minute. The enablement service introduced Emma, a Promoting Independence Worker to me to help me use public transport and get back out. At the beginning I was so anxious. We started going out together with my assistance dog Maple in tow. Emma came with me every step of the way, at my own pace. The first time we went out and had a coffee, such a simple thing, but something I realised I'd been unable to do for 4 years, I cried! But this time they were tears of happiness! We built it up from there, hiring mobility scooters and even went around a few shops. At the end I managed to travel alone and meet Emma at our destination. Something I didn't think I could do at the beginning. It really has changed my life, enabling me to do it by myself with my trusty assistance dog Maple.

Emma, I would say that you personally are the most wonderful, kind and beautiful person inside and out, an absolute blessing to me and has changed my whole perspective of being disabled. You helped me learn that being disabled doesn't mean life's over, it has changed yes, but with adaptations and support you can live a full life. It's all about embracing the change.



The following are the priorities we have agreed for the theme 'Active and supportive communities'. These are the ones we will be focussing on during 2024, some of these priorities will take longer than one year to achieve:

- 1 To increase the opportunities for you to engage in further education, employment, or volunteering.
- 2 To make the best use of our spaces and buildings to support community activities and peer support.
- 3 To work with our partners to improve transport options, so you can connect with family, friends and do the things that matter to you.



Flexible and integrated care and support



My support, my own way



This theme focuses on you having choice and control over your care and support and how we should be fully involving you in planning your support, and how we should make sure your support works for you.

“I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths, and personal goals.”

We want to improve the conversations we have with you during your care and support review and ultimately change the way you feel about it. Many people who draw on care and support said that they often felt nervous ahead of their review conversations with adult social care staff.

We have produced a [review factsheet](#) with people who draw upon care and support, to help you to prepare for your review and understand what to expect. It explains what a review is, what happens during and after the review. We are also encouraging staff to ask for your feedback on how well we are doing and how we can improve.

Amanda

Here's Amanda's story...

Amanda cares for her son Richard, who also has paid carers a few times a week to support him and to give Amanda a break from her caring role. Richard had a recent review of his care and support and Amanda wanted to share their experience.

“We've had visits before when we didn't feel listened to, I sometimes felt like a stranger in my own home and that I was being judged. I was starting to get into debt because of the cost of Richard's care and becoming unwell because of the stress of it, so had decided to cancel his care.

Jo came to do a review of Richard's care and she was like our 'guardian angel' sent from heaven to help us. She took the time to come and visit us at home, she listened to Richard asking him what he wanted to do instead of focusing on his disability. Jo also listened to me, she made me feel like a person, I didn't feel judged, and she explained Disability Related Expenses to us, which we had not been told about before. I saw the light at the end of a dark tunnel, Jo helped us reduce the amount that Richard has to pay, and we kept the care, so Richard can continue to do the things he wants to, and I get a break, she was brilliant.”

Nottinghamshire compares well to other councils in England in relation to the number of people who receive a direct payment. We are placed 5 out of 152 councils in the country. However, people who draw on care and support, have told us, that the control over their daily life is not as good as they want it to be. We are placed 91 out of 152 councils, we want to understand how we can improve this.

“When people have person centred reviews at the college it can be hard to get someone from the council to attend... It doesn't help families feel confident about what happens next.”



“I've not seen a copy of my support plan.”

“You keep asking the questions you have the answers to...”

“I would like to have face to face contact, especially for review.”

“Ask me how things are: is this review a positive experience?”

“Keep trying to revisit a support package which doesn't work – it's like picking a scab.”

“For staff to read the information about 'me' beforehand and follow it so they know how to communicate with me.”



“I know how much money is available to meet my care and support needs. I can decide how it’s used – whether it’s my own money, a health or social care personal budget, or a budget managed on my behalf.”

Dean

Here’s Dean’s story....

“I have over 30 years personal and “professional” experience of employing Personal Assistants through Direct Payments. This has in no uncertain terms facilitated me to live an active and empowering life, including going to university, enjoying a sports career, being in a few paid jobs, being an active citizen, volunteer, campaigner and most importantly, to raise my son”.

Direct Payments have given me the flexibility to organise my support in the best way to meet my needs my way. I do however think the way Direct Payments are administered can be greatly improved, as they are presently: overly bureaucratic, poorly communicated and under supported.

“I want to be recognised as an individual and listened to - read my notes before you contact me, so you know the best way to communicate with me.”



“I can choose who supports me, and how, when and where my care and support is provided.”

We want carers to receive the breaks they need in the way they want them. We will be working with partners on our short breaks offer as we want this to be more flexible.

We will ensure carers and staff are aware of the options available to enable them to take a break, through clear communications and messaging.

“I have care and support that is coordinated, and everyone works well together and with me.”

The following are the priorities we have agreed for the theme ‘Flexible and integrated care and support’. These are the ones we will be focussing on during 2024, some of these priorities will take longer than one year to achieve:

- 1 To increase the number of you who feel positive about your review conversation and have a copy of your support plan.
- 2 To promote Direct Payments to increase choice and control. To make them easier to access and use, including developing a support network to help everyone.
- 3 To increase the options for short breaks, so that you and staff understand what the options are.



“My break isn't flexible in terms of timing, there aren't enough options, there isn't enough respite.”

“Respite is limited in this area and timing isn't good – 10am pick up 4pm drop off!”



When things need to change



Staying in control

“I am supported to plan ahead for important changes in life.”

This theme is about you getting the support you need to plan for important changes and to stay in control, and the way in which we should be supporting you before, during and after significant changes in your life.

We want to provide support that helps people get on with their lives when they are facing a crisis or a significant change.

We are working with partners to enable people in hospital to leave and return home as quickly as possible.

We want people to have the right support in the short term whilst they are making longer term plans about their life.

“When I move between services, settings or areas, there is a plan for what happens next and who will do what, and all the practical arrangements are in place before change happens.”

The Maximising Independence Service (MIS) provides short term support to people to regain or learn new skills after a stay in hospital or feeling unwell.

The number of people who have been supported to regain their skills after a stay in hospital in 2022/23 was 1,825 which represents a 6% increase from 2021/22.

“Provide a family advocate to support the whole family.”

“Many carers shared their concerns for the person they care for ‘when something happens to me’.”

“Be proactive and provide support before a crisis.”



The number of people who have been supported to learn new skills in 2022/23 was 706 which represents a 55% increase from 2021/22.

We are looking to expand this to teenagers aged between 14-18 years.

Our Preparing for Adulthood team continues to work with young people, families and carers, supporting them to prepare for their adult life.

Joseph

The Preparing for Adulthood Team supported Joseph to explore opportunities for when he left school and attended college. Joseph already had a direct payment in place from children’s services which funded a PA who supported Joseph to access a number of activities in the evenings and weekends which he was keen to continue with but was keen to do more. Before leaving school Joseph did work experience at his favourite shop HMV in Nottingham and wanted to explore this as an on-going opportunity. HMV were approached and happy to trial this and Joseph has been attending once a week. He is getting support to learn to travel there and back independently. Joseph is really enjoying his volunteering role at HMV and aims to travel independently without the support from the Promoting Independence Worker. This will open up lots of new opportunities for Joseph in the future.



The following are the priorities we have agreed for the theme ‘When things need to change’. These are the ones we will be focussing on during 2024, some of these priorities will take longer than one year to achieve:

- 1 To be responsive to you to when you are facing a crisis or significant life change.
- 2 To increase the number of you who are supported to learn new skills or regain your day-to-day skills after a period in hospital or being unwell.
- 3 To increase the number of young people and their parents who say they were supported well in preparing for adulthood.



Workforce



The people who support me

This theme is about you being supported by people who see you as an individual, with unique strengths, abilities, aspirations, and requirements, and about how we should focus on what matters to you and think and act creatively to make things happen.

“I am supported by people who see me as a unique person with strengths, abilities and aspirations.”

Nottinghamshire is experiencing the same ongoing challenges of recruiting staff as seen nationally, for both our internal and independent care provider social care workforce. To attract more people, we have developed a recruitment campaign called ‘Shining Stars’. We want to attract the right people to work in adult social care who share our values and want to make a positive difference to your life. You can find out more about [Careers in Adult Social Care](#). We are also investing in apprenticeships to grow our own qualified workers. We have 70 colleagues on different levels of apprenticeships.

Social care providers in Nottinghamshire are in the same position as there is a 10.1 % vacancy rate across the county (April 22 to March 23). To support external providers, we have paid a digital advertising agency to promote job opportunities and hold careers events and fairs.

We want social care to attract and keep staff by making it a good place for people to choose to work with clear career pathways. We are working with colleagues, partners and [Skills for Care](#) to do so.

Our provider services and market shaping teams work with providers of social care across Nottinghamshire. We have a number of groups that focus on issues and opportunities across the health and social care system. The aim of these groups is to develop our social care and nursing workforce and to shape specific services we provide, such as homecare, residential care and day services. These groups would welcome more colleagues to join from providers or partners across Nottinghamshire.

For further information, please email istraining@nottsc.gov.uk or MarketShapingTeam@nottsc.gov.uk



“I have considerate support delivered by competent people”

Nottinghamshire County Council has a commitment to all staff that they should receive regular supervision and an annual appraisal. We want to regularly review the opportunities for staff to develop and learn, to ensure we have staff with the right skills, values and behaviours to support you with compassion and understanding.

We want to increase the diversity of our workforce so it reflects the diversity of our community. We are working with Nottinghamshire’s Equalities Group to develop our knowledge and understanding of the actions we need to take to achieve this. We are one of 26 Local Authorities that have committed to improve practice by joining the [Social Care Workforce Race Equality Standard](#) facilitated by Skills for Care.

“Support me with empathy, respect, continuity, compassion, independence, consistency to live my best life.”

“Increase the diversity of staff – Recruit more male care workers.”

The following are the priorities we have agreed for the theme ‘Workforce’. These are the ones we will be focussing on during 2024, some of these priorities will take longer than one year to achieve:

- 1 To recruit staff who have the right skills, values and behaviours as set out in our practice framework.
- 2 To support our staff through good supervision, training and streamlining our ways of working so they have more time to have good conversations with you.
- 3 To provide equal opportunities for our staff to develop their potential so that we grow a stable and consistent workforce for you.
- 4 To encourage and support organisations we buy support from to work co-productively so they can support you well.



Get involved and help us shape social care in Nottinghamshire

We know that we need to change things about the way we work if we are going to move towards our vision for Nottinghamshire adult social care.

We are doing some good things that we want to do more but we also know we need to change some of our processes to make them easier for everyone, we need your help to do this.

There are lots of ways to get involved depending on your interests and the time you have available.

“Everyone in Nottinghamshire lives in a place they call home with the people and things that they love, in communities where they can look out for one another, doing the things that matter to them.”

How people who draw upon care and support can get involved:

Making It Real Forum

Our Making It Real Forum helps to provide oversight to adult social care and health, influencing and challenging decisions and agreeing priorities for improvements and developments. Our forum is co-chaired by a member with lived experience, a carer, and our Director of adult social care and health and currently meets bi-monthly in person.

“Being part of the forum is extremely empowering and provides an excellent insight into how the department works as a whole, providing me with real opportunities to shape and change policies and practice for the best”.

Dean – Making It Real joint Co-Chair

Our Voice

Get involved with Our Voice co-production group. Members have got involved with a wide range of activities like interviewing, training, marking tenders and designing policies and procedures.

“Co-production is a radical way of working, to be able to share equal power with staff, where we are listened to and services change from looking inwards to processes to looking outwards to people and carers.”

Alyson - Carer with lived experience.

Carers Space

If you are a carer, you can join [Carers Space Notts steering group](#). Carers Space co-design information sessions for carers on issues that really matter to them. They also share information about things that are happening across the county and how you can get involved.

Nottingham co-production group

If you have lived experience of adult social care and want to share your story with peers whilst developing your skills and confidence you can [join Nottingham co-production group](#)

Projects

You could get involved with or share your thoughts about one of our [projects](#)

“I joined a project to make the council’s information about direct payments easier for everyone to understand as it wasn’t. I worked with staff and other people designing new factsheets and a webpage. I felt my opinions were heard and taken on board and I learnt a lot too. Now I feel very empowered and want to do more.”

Ami - Person with lived experience

E Bulletin

You can [Sign up to receive the Better Together E bulletin](#)

Want to know more about getting involved? email workingtogether@nottscc.gov.uk

Local account – glossary

Word	What it means?
Annual Care and Support Review	This is a review which should be carried out every year to make sure the support provided to a person is working for them.
Big Conversation	The Big Conversation was held in February-March 2023. This allowed people who draw on care and support, and their carers, to share their experiences, ideas, and visions for the future of social care in Notts.
Co-Production	Means people working together equally on a problem or issue to come up with the best solutions.
Direct Payments	Payments made by the local authority to people who draw on care and support, or their carers to allow them to arrange their own support and equipment.
Local Area Coordinator	A person who acts as a point of contact in the community, building relationships with people.
Local Government Association	A national membership body for local authorities in England and Wales.
Making It Real	Making It Real is a set of statements that describe what good care and support looks like. They were created by Think Local Act Personal and co-produced with people and carers with experience of adult social care and support.
Maximising Independence Service	A team in adult social care which promotes independence and wellbeing.
Mental Health Act Assessment	An assessment to decide whether a person needs to be admitted to hospital under the Mental Health Act for an assessment or treatment.
Nursing Care	Nursing care is support provided by trained carers and overseen by a qualified clinical nurse.
Our Voice	Strategic co-production group in Adult Social Care in Nottinghamshire.
Practice Framework	A framework which describes best practice for staff in Adult Social Care

Word	What it means?
Reablement	Support which enables people to retain or regain their skills and confidence often after a period of illness.
Residential Care	Care provided in a care home for older people or people with disabilities who require 24-hour care and support.
Respite	A service to give carers a break, by providing short-term care for the person with care needs often in their own home or in a residential setting. It can mean a few hours during the day or evening, 'night sitting', or a longer-term break.
Supported Living	An alternative to residential care or living with your family that enables adults with disabilities to live in their own home, with the help they need.
Unpaid Carer	A family member or friend who provides care and support.





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