

Cheshire West & Chester Council

Adult social care in Cheshire West and Chester

How we are doing



Easy
Read



Cheshire West
and Chester

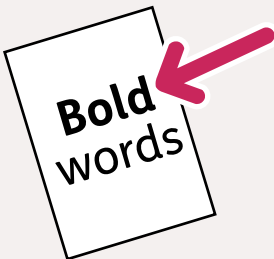
Easy Read



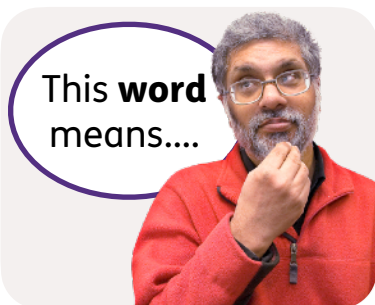
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

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About this booklet



This booklet is from Cheshire West and Chester Council.



We provide adult **social care** services.

Social care is the extra support some people need with everyday things, such as cooking or washing.



We have to check that:

- Our social care services are meeting the needs of the people who use them.



- We are following rules and guidelines about providing social care services.



We call checking our work a **self-assessment**.

Doing a self-assessment helps us to:



- Know what our social care services are doing well and what we are not doing well.



- Show that:
 - Our social care services are working well.



- We are following rules and guidelines.



This booklet is an Easy Read copy of our self-assessment.

Our self-assessment - working with people

Finding out people's needs

Some ways we work well in this area
are:



- Focusing on what people are good at and what their goals are when we find out their needs.



- Listening to people and treating them with respect.



- Making sure people know how to complain about our social care services when they are not meeting people's needs.

We are working better in this area by:

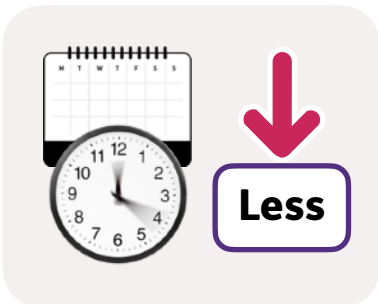


- Working harder to support people who are waiting for a **care assessment**.

A **care assessment** is when we meet you to work out what care or support you need.



- Using the information we collect to make better decisions.



- Reducing the amount of time people wait to get care and support in their homes.



- Doing **financial assessments** faster - this means fewer people are now waiting for a financial assessment.

A **financial assessment** is when we meet you to work out how much you can pay towards your care and support.

We are also working better in this area by:



- Improving our services that support people by managing their money and benefits for them.



- Starting to improve the way we offer **Direct Payments**.

Direct Payments are the regular amounts of money we give to people to spend on their care and support.



- Using new technology to provide people with care and support.

Helping people live healthier lives

Some ways we work well in this area are:



- Offering information and advice about being healthy in different ways, like online.



- Offering a support service called Let's Talk - this is a service where people can talk to different professionals about health and wellbeing.



- Helping mental health services work together to help people who have problems with their mental health.



We are working better in this area by making our website easier to use so people can find information and advice quickly.



Also, our **reablement team** are making good progress with their work.

Our **reablement team** supports people with getting back to their normal lives after being ill.

Providing services fairly

Some ways we work well in this area are:



- Using feedback about our services to make sure we treat everyone fairly.



- Working with disabled people to help us improve our services.

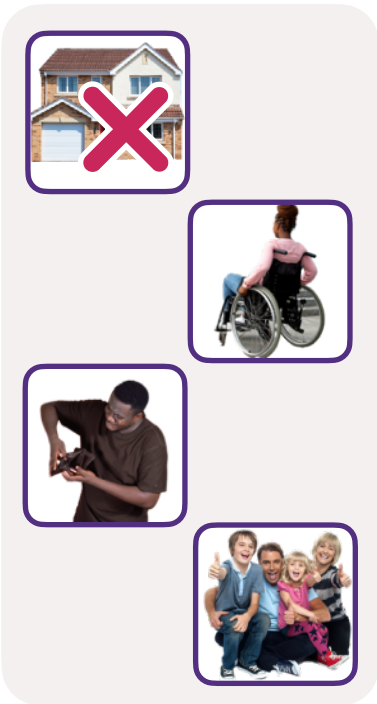


- Supporting carers by listening to their needs.

Some more ways we work well in this area are:



- Listening to groups of people who cannot get social care as easily as other people.



- Offering services to different groups of people, like:
 - Homeless people.
 - Disabled people.
 - People who have less money than others.
 - Gypsies and travellers.



- Giving money to projects that work to make sure everyone is treated fairly.



- Sharing our information in lots of different ways, like in Easy Read and Braille.

We are working better in this area by:



- Writing and sharing a new feedback survey with the help of local people, so that people can give us feedback easily.



- Paying for training and support for carers.



- Working with other organisations to learn how to treat people fairly.

Our self-assessment - providing services

Providing social care

Some ways we work well in this area are:



- Thinking about people's needs when providing social care.



- Working with disabled people to improve our social care services.



- Creating new job roles to help manage the amount of people who need social care.



- Making sure we work well with social care organisations and give them enough support.



Another way we work well in this area is by checking our social care services are meeting people's needs.



Market Oversight Group

We have a special group that does this, called our Market Oversight Group.

We are working better in this area by:



- Improving the way we give care and support to people in their own homes.



- Spending more money on care homes for people with dementia and people who need extra help from nurses.



- Writing and sharing a plan about how we will manage care and housing from 2023 to 2033.



We are also improving the way we hire and then keep social care services staff.

Working with other organisations

Some ways we work well in this area are:



- Working with other organisations in different ways, like by running conferences.



- Having guidelines on how we should work with other organisations.



- Offering social care training to other organisations.

Some more ways we work well in this area are:



- Agreeing on some shared goals and ways of working with the organisations we work with.



- Sharing and following our plan on how we will support carers.



- Supporting younger carers.



We are working better in this area by hiring a new member of staff who is in charge of helping organisations work together.

We are also working better in this area by:



- Keeping all the money we get for social care services in 1 place, called the Better Care Fund.

Doing this helps different organisations share and plan how money should be spent.



- Giving more carers a **carer's assessment** and including them in our Let's Talk support service.

A **carer's assessment** is when we meet with a carer to work out what support they need.

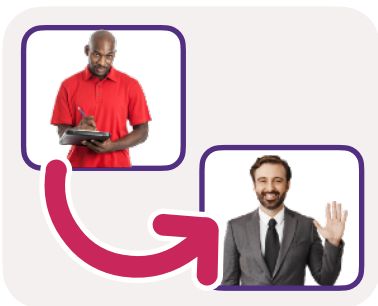
Our self-assessment - keeping people safe

Providing safe services

Some ways we work well in this area are:



- Helping people to live independently by providing safe services that are of good quality.



- Making it safe and easy for people to move from 1 support service to another.



- Making it safe and easy for young people to move from children's services to adult services.

Some more ways we work well in this area are:



- Working closely with other organisations to make sure they are providing safe care and support.



- Giving training to staff in social care services about safety.



- Having plans to support people who get care and support outside of Cheshire West and Chester.



We are working better in this area by improving the way we support people who are moving from hospital back to their home.

We are also working better in this area by:



- Writing and following a plan to support young people when they move from children's services to adult services.



- Learning how other organisations support people moving from 1 support service to another.

Safeguarding



Safeguarding means keeping people who need extra support safe from harm.



We work well in this area by having clear rules and guidelines about how we safeguard people who need extra support.



We also have a Local Safeguarding Adults Board, which brings together organisations like the NHS and police.



The Local Safeguarding Adults Board manages and checks safeguarding work.

We are working better in this area by:



- Following the improvements we were given by **Partners in Care and Health**.

Partners in Care and Health is an organisation that checked our safeguarding work and then gave us ways to improve.



- Giving more safeguarding training to our members of staff and other organisations.



We are also learning from **safeguarding reviews**.

Safeguarding reviews are when we look at when a person has not been kept safe, to see what we could do better in the future.



We have noticed that more people are reporting when they are worried about someone's safety.



This may seem like a bad thing, but it means more people know how to report their worries and feel confident with reporting.

Our self-assessment - leadership

Our rules and ways of working

Some ways we work well in this area are:



- Having a clear plan for making decisions, and sharing the way we make decisions with people.



- Having management meetings often.



- Working well with local councillors to make good decisions.

Some more ways we work well in this area are:



- Making sure our staff members can find and understand information about our rules and ways of working.



- Managing our money well and planning how it should be spent in the future.



- Working well with **trade unions** to make sure our staff members are supported.

Trade unions are organisations that help and speak for staff and workers.



- Asking other organisations to check our rules and ways of working.



We also hire managers and leaders that have the right skills to do their job well.

We are working better in this area by:



- Helping local councillors visit care homes to see what life is like for the people that live there.



- Regularly checking that we are working well and making the right decisions.



- Finding new ways to reduce our **debt**.

Debt is when you owe another person or organisation an amount of money.



We are also helping people who will need care in the future understand the cost of care.

Learning and improving

Some ways we work well in this area are:



- Listening to the feedback we get from other organisations and learning from what they do well.



- Using the information we collect to improve the way we make decisions.



- Working closely with disabled people to learn from them and use what they say to improve our services.

We are working better in this area by:



- Using technology to find problems with our social services and to improve staff training.



- Setting up a Customer Experience Review Group that manages the feedback we get and makes sure we use the feedback to make changes.



- Setting up a working group with disabled people to make sure they are involved in all our decisions.



- Setting up a new team that will manage and check our improvement projects.

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