

Care Quality Commission (CQC) Self-Assessment Executive Summary August 2024.



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Introduction.



Sefton's Adult Social Care (we) did a big check on how we help people. This check is called a Self-Assessment. We sent the report to the CQC in July 2024. The Care Quality Commission (CQC) inspectors will come to see if the care matches what we wrote in the report.



The report was made by talking to many people. We spoke with 600 partners, 300 staff, and over 60 experts with lived experience. This took 18 months to finish.

We have promised to use the report to make things better for people in Sefton. We want to show we have listened to what people said and acted on it.



The goal is for people in Sefton to live on their own as much as they can. When people need help, it should be good and make their lives better.

The report talks about what is going well and what needs more work. We want to make sure their vision becomes real for everyone.



The report is organised in four main themes. These themes are used by CQC inspectors to check how well the care is working.

- Theme 1 - Working with People (pages 4 – 10).

- Theme 2 - Providing Support (pages 11 -17).

- Theme 3 - Ensuring Safety (pages 18 -27).

- Theme 4 - Leadership (pages 28 -39).



Theme 1: Working with People.

Assessing Need - How we work with people.



The "Front door" team helps people with Adult Social Care. The team get lots of calls and messages each month. Most problems are fixed quickly, but some situations need more help. Changes in 2024 - 2025 will make things faster and better.

Accessing Support.

Learning Disability and Autism.



We are helping people with Learning Disabilities and Autism. Our specialist team has social workers and other social care experts. The team started in June 2024. People First Merseyside helped us interview and pick social workers. People Too is another organisation they help us talk to young people.

Carers.



In Sefton, 13% of people in Sefton give help to help others for free. That's over 35,000 people who are unpaid carers. In July 2024, 12,034 carers got help from Sefton Carers' Centre. They give advice and support to carers.



Sefton Carers' Centre also helps with advice and support accessing money. Last year, 516 carers had checks called carers assessments, 18% more than before. Now, 98% of Carers get direct payments.

The service was praised for its work helping people leave hospital.



Workforce.

Sefton's Adult Social Care staff are very good. In July 2022, a special peer review said our staff are the strongest part of our organisation. This shows how important the workers are to the service.



We value our staff a lot. New workers meet leaders to be welcomed and share our plans.

We celebrate their successes and nominate them for awards. We also help staff to grow through special support and development programmes.

It is important that we have roles including Principal Social Worker and Occupational Therapist.

Supporting people to remain at home.



We want more people to live at home. We have started a project called 'Better at Home'. We will spend more money on community help and change how people get adult social care. We will build more homes suitable for people's needs.

We have made some changes already.



In 2023 121 fewer people from the year before over 65 and 15 fewer people aged 18 - 64 went into care homes.

This means more people are staying in their own homes.



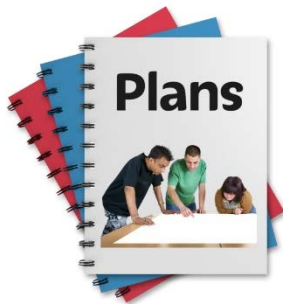
Continuing Health Care (CHC) and Joint Funding Arrangements.

In 2023, there was a check on how care is given to people. We looked at how the cost of care is shared. Now, the care teams are part of the Sefton Place ICB Team. ICB means Integrated Care Board.



These changes help people get better care.

Health and social care teams now work better together. We are quicker at checking if someone needs care. More changes are planned to make things even better.



Supporting People to Live Healthier Lives.

Working Together to help people be healthier.

The Sefton Health and Wellbeing Strategy 2020-25 is a big plan to help everyone be healthier. It started in 2019 and has ten goals for young, adult, and older people. The Sefton Partnership Place Plan shows how these goals work.



The Council Corporate Plan 2023 - 2026 also has actions to support people in Sefton to be healthier. It helps them live on their own and make choices. We work well with others and are asked to show our good services.



We help people stay healthy using health data. We have special centres and a service called Living Well Sefton. We also help care homes and stop people having falls.



Stopping and reducing the need for Care and Support.

Sefton helps people live healthy lives with special technology. Many people use things like alarms and sensors to stay safe at home. Soon, there will be an online "virtual home" to show all the helpful equipment.



There's an online tool called 'Ask Sara' that helps people find the right aids. Many people like it and would tell others to use it. This tool also helps with a plan to stop falls, and there are new talks about falls with care workers.



Sefton is testing new technology in care homes to stop falls. One place saw falls drop by 60%. We also give out lots of equipment quickly, often in just a week. A mobile clinic now helps deliver equipment every day.

Getting better Mental Health.



In Sefton, we help people with mental health problems get better. Our team works with people for 12 weeks to help them live on their own and leave the hospital sooner. Most people we help don't need more services.



We also help people use their strengths, so they need less help in the future. Last year, we helped 148 people, and 67% of them didn't need more help after. This means our work is making a difference.

We support Crisis Cafés with other groups to help people in a mental health crisis. These cafés are open when other places are closed.



They help people feel less alone and connect with their community. Our work was praised in an award for good care.



Complicated Lives.

In Sefton, 1% of people have complicated lives. They may have health problems, no home, use drugs, or are abused. These people are part of a programme called "Complex Lives."



The High Intensity User service helps these people. It was praised in a big health awards event. Now, we want organisations to meet more to work together to help people in Sefton.

Equity of Experience of Outcomes.

Removing Inequalities.



In 2023, Sefton Council shared its plan to make things fairer for everyone. We want to help people stay healthy and make sure everyone is treated equally.

We use good information to make better decisions.



Sefton has a special doctor led service for trans, non-binary, and intersex people. It is the only one like it in the UK. In 2019, Sefton won an award from the NHS for helping these communities.

Sefton works with 'In Trust', a group for LGBTIQ+ people. This group helps make sure services are right for everyone. They also support a special award called the Navajo charter mark.



Sefton Council has earned the Navajo charter mark. This shows we are doing a good job supporting LGBTIQ+ people. We want to keep making things better for everyone in our community.



Navajo said we are doing well. Our leaders are helping, and we have a new plan for Equality, Diversity, and Inclusion.

The Council has many groups for staff. These include:

- Christians.
- People from Diverse Ethnic Background.
- LGBTQI+ staff.
- People with disabilities who work for us.
- Women.
- Apprentices.



The Chief Executive's team supports these groups.



Adult Social Care has also started a new group for Equality, Diversity, and Inclusion. This group makes sure our services follow the Council's plan. Our team also learns from other places to do better.



We are part of a bigger group that fights racism. This helps us learn from others in the Northwest and across the country. We want to make sure everyone is treated fairly and equally.

All staff must do Equality and Diversity training. So far, 91% of staff in Adult Social Care have done it. Special training for managers and leaders was given in 2022 and 2023 and continues.





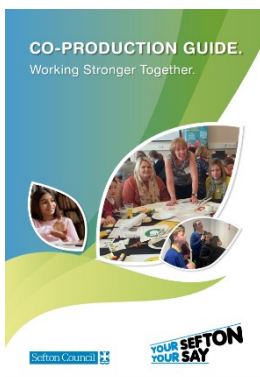
We are using Oliver McGowan training for neurodiversity. Tier 1 is being completed, and we are checking how we can start Tier 2 and 3. Staff also joined training events in Liverpool.



We have the Improving Information Group with volunteers with lived experiences of different communication needs. This group helps make information and our website easier to use and able to reach more people.



We know we must keep working on equality and diversity. We have plans to improve in the next year, like starting a Sefton Making it Real Board.



We will try new ideas with Partners 4 Change to find better ways to work together.

We have a coproduction guide that supports staff to work together with people. There is also information on the Council's website about [Working Stronger Together.](#)



Theme 2: Providing Support.



The Executive Director for Adults Social Care and Health in Sefton has a big job to do. They work with the Cheshire and Merseyside Integrated Care Board for Sefton. Public Health is now part of their team too.

Having one leader makes decisions quicker and easier. It helps with urgent care and planning for winter. It also improves how Continuing Health Care (CHC) works. Everyone shares responsibility and works together on budgets.



This teamwork helps make plans to save money. It stops costs from moving around unfairly. The Council and health services work closely to make sure money is used wisely.



What care we have, services working together and keeping things working.



Care Provision.

In Sefton, there are 121 care homes with 3,676 beds. Only 40% of these beds are paid for by Sefton. Other areas and people choose to live in Sefton. Most homes help older people, and some also have nurses to give extra care.

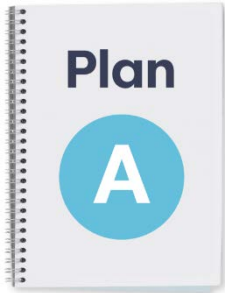


Out of the 121 homes, 98 are rated good or outstanding. One home is rated inadequate, and 21 homes need to improve. One home does not have a rating yet.



There are 54 places in Sefton that help adults live in the community. This includes 49 places for home care, 13 for supported living, and 1 for extra care housing.

Sefton's achieves average CQC ratings compared to other local authority areas. We are working hard to make care better for everyone who needs it.



Sefton has made new plans to meet people's needs in the future. These plans will help make sure there are enough care homes rated as good and show where more help is needed.

Better Care Fund.



Our Better Care Fund helps people stay in their own homes. We have £61 million to spend. £36 million comes from the NHS and £25 million from the local council. We want to make care at home better.



We have new ideas to help people quickly. We can get special equipment to people in 24 - 48 hours. We also have a plan to make health and social care work together better.

Every year, our plan is checked by the Sefton Health and Wellbeing Board. They look at it every month, and every three months, they tell NHS England how it is going.



In 2023, a review said our plan is strong. We want to make it even better.



Services joined together and Partnership Working.

We are changing how we work in our commissioning team. We want to make sure we do a good job working together. We talked to our staff and unions about these changes. We hope to finish this work in six months.



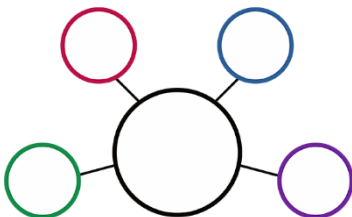
The team in social care is joined with the health team to make smart choices together. We listen to people who use our services to know what works and what doesn't. We have a plan to help local groups give better services.



We meet with providers often, including the care home groups. We listen to talk and learn from each other. We also teach care home workers about important things like safety and fairness. We have special training for care home leaders too.

We have a group that brings together different community helpers. Some important groups are:

- Sefton in Mind.
- Dementia Friendly Sefton.
- Sefton Partnership for Older Citizens.
- Equalities Network.



This group help us make sure everyone is included and heard.

We work with many partners to keep Sefton safe. This includes the police, fire service, and health services. We all work together to help and protect our community.



Service Developments.

In July 2022, we looked at Sefton New Directions, a service owned by Sefton Council. From May to December 2023, we checked how it works. We want to make it better and save money. This work is still happening.



We are working with local housing to help people find homes. We want to build more Extra Care Housing. We want to help people who might lose their homes. This is very important to us.

We got extra help to look at our Supported Housing in Sefton. We are adding up to 9 more places for people with different needs. These places can also help people leaving hospital.

Quality Improvement and Collaboration.



We have a team that looks after contracts and quality. We use a system called PAMMS to do full quality checks of social care providers. PAMMS stands for Provider Assessment and Market Management Solution. This system supports us to help providers to find possible improvements and develop action plans.

Using this system gives good information, helps services work better and easier.

We listen to feedback from many places. This includes reports from partners like Healthwatch Sefton and Advocacy services.

We also look at data about vacancies and fees. Our team checks this information to see how good services are.





We use a system called the Capacity Tracker. This helps us understand the local care market better. We also use feedback from the CQC to help us review services.



We are making a new tool to check how well care services are doing. This tool will help us make sure that adult care services are good and stay good. We want to keep improving care quality.

We will focus on better supported living and more personal care for people with complex care needs. We will look at care home costs, improve help for people with sensory needs, and work on advice and fall prevention.



All this information helps us make sure services in Sefton are good. We want to help services improve and make sure they are safe and helpful for everyone.

Partnerships and Communities.

In Sefton, we work well with others. In 2022, a peer review said we have strong partnerships. When the CCGs stopped, we made new agreements to work together and help our community.



We have a new group to help plan services. This team is led by the Adult Social Care and Health boss. The group talks about important issues and keep track of contracts and programmes.



A group of workers that buy services (commissioners) checks that we have good plans. They make sure we don't need to send people far away for care. They also help manage the demand for services.



Sefton arrange the Cheshire and Merseyside Older People's network. We work on plans for care homes.

We are part of a big team across the Liverpool City Region. We are working to make sure people get the right support in Supported Living services.

Co-Production - Working Together.

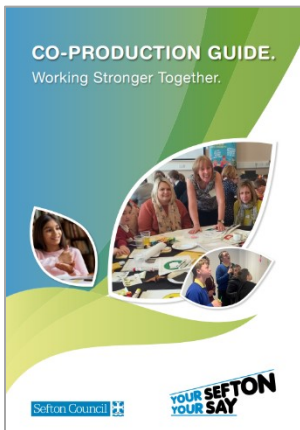
We have made a new guide called "Working Stronger Together." This guide helps staff plan and shows how to do co-production activities. It was made with People First Merseyside and the Sefton Improving Information Group.

The guide shows how staff can work with the public, partners, and local groups. This helps make services better or start new projects.

We also run a "Your Day, Your Say" interactive consultation to look at how COVID-19 affected people in day services and young people moving into Adult Social Care.

We know there is more to do to make co-production a regular part of all our service plans and decisions. We are working hard to make this happen in all areas.

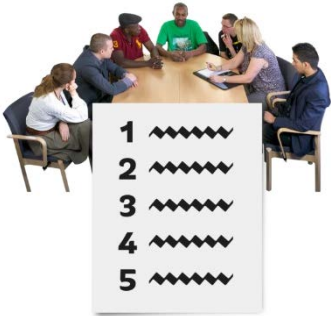
We are planning new ways to provide Advocacy services. This might include an Advocacy Hub with Children's services and Health partners. Right now, there is no waiting list for some advocacy services, but 65 people are waiting for Relative Persons Representatives. This is an independent advocate for a person who is deprived of their liberties (DoLS).





Partnerships and Communities.

We work with our CVS (Community, Voluntary and Faith Sector) groups that help people in the community.



We started a plan called 'New Realities' in 2015. This plan helps us work well with local groups and the council.

Many groups are involved to help make rules and plans. People from health and social care groups and children's groups join important meetings. We work with others to make sure everyone is healthy and safe.



A worker from Sefton CVS helps to make sure people are kept safe. They work with other groups to make sure adults are protected.

People all over the country know how strong our local groups are.



The chair of the Health and Social Care Forum and the Adult Forum is from a voluntary group in Sefton. Lots of voluntary organisations are involved in coproduction and in groups that inform local decision making.

The head of Sefton CVS leads a group to help organisations support people in poverty. Many groups like this help make important choices for our community.

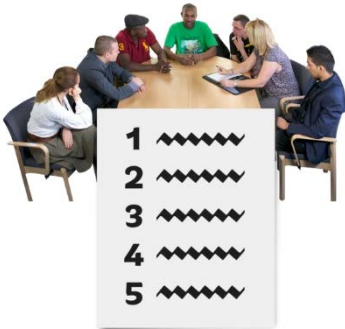




Theme 3: Ensuring Safety.

Safe ways of working, how people use services and transitions.

In the past three years, we've improved safeguarding by forming a dedicated local group. They work with organisations to ensure community protection, creating a secure environment where everyone feels safe and cared for.



We have hired senior staff to make sure everything is done well and safely. Adult Social Care gets support from a Senior Manager for Quality and Safeguarding who checks that everything is good and safe. This director tells the big bosses what is happening.



We have rules for when things go wrong. We work together with health and social care to handle any problems. This helps us keep everything running smoothly and safely.



Safeguarding Adults Partnership.

The Sefton Safeguarding Adults Partnership Board wants to keep adults safe from harm. They want everyone to know how to help protect people who need care. Sefton promises to give good, safe services to everyone.



They make sure their work matches important plans. They always learn and help their staff use a 'strength-based' way of working. One big plan is to make services better and follow best practices.



Sefton keeps adult care safe by learning from different information they have. They look at data, have team talks, and use special tools to check their work. We learn from complaints and feedback to improve services.



Making sure care services are good quality.

Our group meets to talk about how to keep people safe and make sure they get good care. We look at problems and find ways to fix them. We also share good ideas that work well.



Another group works to make sure care services are good and safe. They include people from different areas like health and social care. They talk about any problems and plan how to make things better.



We keep track of big risks in adult social care. If a risk is very serious, we tell the main leaders. The head of adult social care is kept informed and leads important meetings where action is taken.

We know moving between services can be risky. We work with others to make these moves better.



We focus on four main changes:

- from child to adult services.
- between health and social care.
- between different adult care teams.
- between different care providers.



Partnership Working.

In Sefton, keeping people safe is very important. Everyone works together to make sure people are safe and not hurt. This is called safeguarding, and it is for everyone who needs help and care.



Different groups work together to keep people safe. We follow special rules made by leaders in the Northwest. These rules help everyone know what to do and make sure people get the help they want.



The Sefton Safeguarding Adults Partnership Board started in July 2021. This was after another group across Merseyside stopped. It works with many groups to make plans and learn from past events. They also talk to the community to find ways to do better.



The board listens to everyone's ideas to make things better. They work with community groups to help people who might need extra care. A new communication and engagement officer helps talk to people and make sure they get the support they need.



The Partnership knows that reading can be hard for many people in Sefton. They make plain English and easy-to-read leaflets, posters, and cards. These materials help explain what abuse is and how to help people who need support.



The Board has its own website with a Learning Zone. This website started in November 2022. Last year, it had over 26,000 views. It helps people learn more about staying safe.

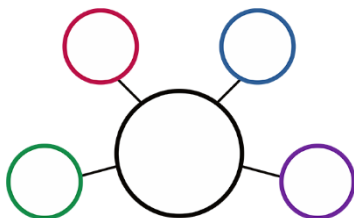


The Board works with other groups like the Sefton Children's Safeguarding Board. They also work with the Sefton Domestic Abuse Partnership Board. This helps everyone work together to keep people safe.

The Board holds meetings to help people do their jobs better. They talk about important topics like sharing information, hoarding, and self-neglect. This helps everyone learn and improve.



Sefton Council and other groups work together to keep the community safe. They have a plan called Sefton Vision 2030 and the Safer Stronger Together Strategy. They also have a toolkit to help partners understand what being safe means to people.



The Board wants to get better at working with other groups. They have a plan called the Sefton Inter Board Protocol. This will help them learn and work better with other boards and partnerships.



Moving between services and managing risks.

Adult Social Care has clear ways to move between services. We have steps to help people move smoothly. Senior Managers meet every day to make quick decisions about who can get help, so there are no delays.



- We have rules to approve decisions quickly. Sometimes, staff can approve their own decisions if it is right. This helps keep things moving smoothly while making sure everything is done well.
- Our Care Arranger team helps find the right care quickly. They make sure people get the help they need without waiting too long.



Moving between hospital and community.



In Sefton, we work closely with health care teams to help people leave hospital safely and quickly. We have a special group called the Urgent Care Board to plan for winter and make sure everything runs smoothly.



We have Care Transfer Hubs where Social Workers help decide when people can leave hospital. They join meetings with doctors to make sure people can go home first. Our strong ties with voluntary sector and carers organisations help the hospital discharge service do this well.



We want to keep getting better with our 'Better at Home' plan. We aim to grow the 'Home First' idea and make our Care Transfer Hubs work the same everywhere.

Moving between hospital and home (Mental Health).



We have two mental health care services in North Sefton and South Sefton. These teams help people with mental health needs. They work with social workers and support workers to give care to those who need it.



The teams help people get into hospital quickly and leave when they are ready. Managers meet every week to make sure people leave hospital safely and on time.



Our main mental health worker (Approved Mental Health Practitioner) helps run our mental health service. They make sure people who might hurt themselves or others get the right care. They follow the rules to keep everyone safe and respect their rights.



We have made a new supported housing service for people who need short-term help. This helps free up hospital beds for others who need them.

Substance Use team and Detox (stop using) pathways.



Our team helps adults in Sefton who have problems with drugs or alcohol. We work with doctors, nurses, and other helpers to keep people safe and healthy. We also try to stop these problems from passing to children.



We want to help people feel strong and reach their goals. We try to stop them from needing to go to hospital. We work with families to make sure everyone stays safe and well.

Moving from Children's to Adults Services.



We help young people as they grow up. We want them to use regular services and do well without needing extra help. We also have events for young people and their families when they turn 18.



We work with young people and their families, especially if things are difficult at home. We team up with parents and other helpers to make growing up easier. We have meetings with different care groups to help.



We have training events for adults and children's care workers. This helps them understand each other's jobs better. This way, everyone knows how to help young people best.



Responding to unplanned events and care services closing.

We have a plan for when care services close or change. This helps people move from one service to another smoothly. We also check plans to make sure services can keep going if there are problems.



We have rules for whistleblowing. This means staff can report problems safely. These rules are for Council workers and others who work with us. We also have guidance for people in trusted roles to keep everyone safe.



Since 2023, no big care homes have closed. We work with local care providers and people who need care to solve any big problems. We also work well with the CQC to keep care safe and good.



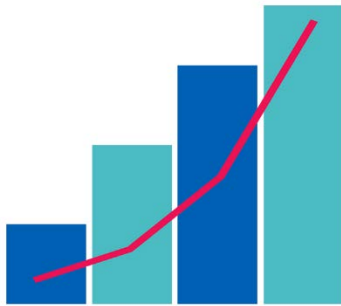
We have a Care Improvement Programme. This helps make care better, especially for people with complex needs. It also looks at how we give medicine to make sure it is done right.



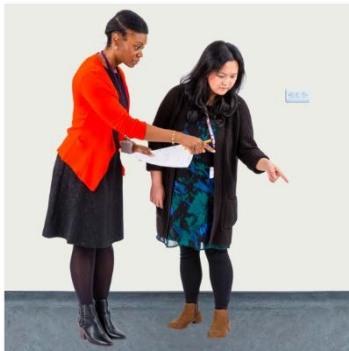
Safeguarding.

Safeguarding is the protection of a person's health wellbeing and human rights. It is about the prevention of abuse or neglect.

Approach to managing safeguarding concerns.



More people are asking for help from Adult Social Care. Each month, we get about 237 calls. Of these calls 206 or 85%, need more checking. Some of these, 39 or 19%, need even more looking into.



Most people, 96%, feel happy with the help they get. This is similar to other places nearby.

In Sefton, when someone needs help, we check how serious it is. We make sure the person gets the right support. Family or friends can help too. Staff are trained well. You can ask for help by phone, email, or online.



The Safeguarding and Quality Assurance Teams work with others to keep people safe. They lead meetings to plan and check on safety.

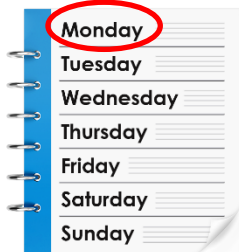
They also look into safety concerns and help with important safety reviews and checks.



Sefton's Safeguarding Adults Practice Guidance helps social care workers know what to do to keep adults safe. It explains how to handle safety concerns and the steps to follow when checking on these concerns.



People who work in social care must learn how to keep others safe. They learn to help people make their own choices. It is important that people are part of decisions about their own lives.



When someone is in danger, it is important to act quickly. The team works hard to make sure they have good information. They meet every week to talk about keeping people safe.

Deprivation of Liberty Safeguards (DoLS).

The Deprivation of Liberty Safeguards team checks when people in care homes or hospitals are kept there without their choice. This is called Deprivation of Liberty. The team has 16 full-time workers who do most of these checks. Some workers are in the community too.



There are more people needing checks now, with a 7% rise in the last year. To help with this, some checks will be done by other workers from agencies. These are usually the simpler cases.



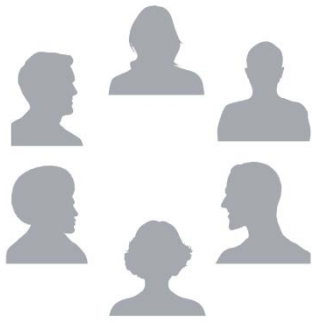
The team gives special advice about keeping people safe and free. We are doing well in some areas but need to get better because more people need help each year.



For special cases needing legal help, there are monthly meetings to guide workers. We know they need to finish some checks faster.



They want to get better at checking and finishing cases on time. They will look at how they train workers and improve meetings to help with difficult cases.

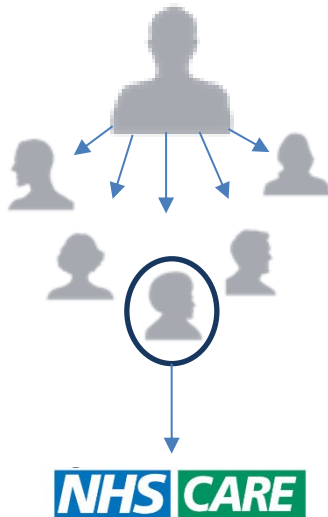


Theme 4: Leadership.

How services work, who is managing and keeping them going.

Governance and Leadership.

Sefton Council is overseen by our Councillors. These are elected by members of our communities. The Council has a leader for Adult Social Care and Health. This person is also the Deputy Leader of the council. They help make important decisions for people who need extra support in Sefton.



The Chief Executive of Sefton Council has a team of five main leaders. One of these leaders is in charge of Adult Social Care and Health. They also work with the NHS in Cheshire and Merseyside.

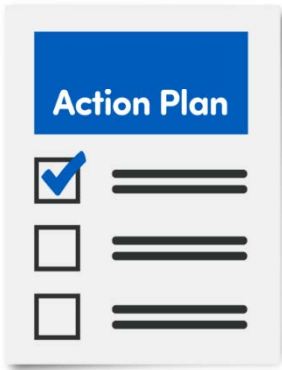
This leader looks after a team that includes the Assistant Director of Adult Social Care and Health, the Assistant Director of Commissioning (buying services), and the Director of Public Health. They all work together to help people.



Meetings are held to talk about important things like the quality of care, money, and plans. People from both the NHS and Adult Social Care join these meetings. They make sure everything is going well and work together to solve problems.



Every week, there is a special meeting to talk about money, plans, and any problems. Decision makers like the Assistant Director of Adult Social Care and Health and the Director of Public Health are there.



Governance Arrangements.

Adult Social Care (we) have a strong plan to check how services are working. We have regular meetings with leaders to talk about quality of services, money, and how well things are working. We want to make things better.



We are working with Healthwatch to make a 'Making it Real' board. This board will help people who use services have a say and be heard more. It is important for their voices to matter.



In meetings, we use different tools to look at reports, information, and risks. We have special meetings to check how well services are doing. Other groups also help make sure everything is working well.



We share information in many ways. We have team meetings, newsletters, and talks on Teams. We also have workshops where people can meet in person to learn and share ideas.

The whole of the Council gets updates through a One Council Brief. Managers get special briefings too. The Chief Executive listens to staff in staff listening sessions to hear their thoughts and ideas.

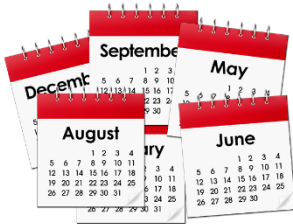


In May 2023, a new group started to check how well Adult Social Care (we) are doing. This group is called the Adults Improvement Board. It helps make sure everything is ready for important checks.

We work with many people and groups to make things better. This is part of our plan called "The Reach We Have." We meet often to share ideas and improve services.



Our team has strong leaders who know a lot. We have added more managers to help with important tasks. We also focus on making sure everything is done well and fairly for everyone.



Every month, important meetings happen to talk about how things are going. These meetings help us see what is working well and what needs fixing. The person in charge of Adult Social Care also talks to the staff who work directly with the public.

Planning in the Council.



Back in 2016, Sefton Council consulted with thousands of residents to develop a plan to make Sefton a better place by 2030. They want everyone to have a good life, from young to old, and to be healthy and happy.



Sefton Council's plan has 8 main goals. They want to help people who need it most and make communities strong. They also want to provide early help to stop problems before they start.



Sefton's Health and Wellbeing Strategy aims to make it easy for everyone to be healthy and happy. They want to help people who need it most to have better health and wellbeing.



In 2022, Sefton Council made a full Council plan for 2023 - 26. This plan is to help them reach their 2030 goals. One important part of this plan is to improve Adult Social Care.



We want to help people live in their own homes and make their own choices. We check how well people are doing every few months to make sure we are helping them in the right way.

Sefton Council is updating their plan for 2024 - 2028. We will also update how we check our progress.



The Adult Social Care plan will also be updated in the summer 2025. This is to make sure we keep helping people in the best way possible.

Planning Health and Social Care services together.



We have meetings to check how we use our money. We make sure it helps us reach our goals for Sefton's Place Plan and the Better Care Fund.

We hired a new manager to help health and social care work together better. This manager finds ways to plan and work together.



The Sefton Delivery Group helps make and carry out plans. They work on health, social care, and public health commissioning. Right now, they are updating plans for Dementia and Learning Disabilities and Autism.



"Community First" is a big idea in the Sefton Plan. It focuses on helping the community and growing the economy. Sefton CVS made a tool to see how much the community helps the economy.



Risk Management.

We have a plan to check and manage risks to people in our care services. This helps us do our jobs well and safely. We follow the Care Act rules to make sure everything is done right.



We use special lists to track risks. These lists are checked every few months. If a risk is big, it goes on a bigger list for the Council to see. The Council checks these lists carefully.



Talking about risks is important in our meetings. Managers get help from specially trained officers to understand and manage risks. This keeps everyone informed and ready to act.

Risks can be shared in meetings or directly with the top director. The director has regular meetings with key staff to discuss important issues and risks.



We have a plan to keep things running if something goes wrong. This plan is updated often. We practice this plan, like when we checked how safe our computers are.

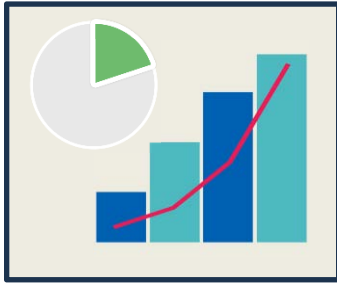


Every year, we write a report about how we manage our services. We also have checks from outside groups to make sure we are doing a good job. This helps us improve and stay safe.

Good information.



In the last 2 years, we worked with our Business Intelligence team to make our data better. In July 2022, a review said we needed more help with information around how we perform. We got better information with extra support.



We have a team for Adult Social Care that makes special dashboards. A dashboard is a presentation of statistics and information. These dashboards help us see how we are doing and set goals. They also help us compare with others and manage our budget better.



We are now using these dashboards everywhere in our service. This helps us improve and make sure we are doing a good job. It also helps us plan for the future and meet our targets.

Looking after information.



The Council has rules it must follow about how we use and keep information safe. These rules are on our website. They include how we protect data, use computers, manage records, and share information safely.

We have steps to follow if something goes wrong with data. We also have rules and training for staff and helpers to keep information safe and reduce risks.



We only share information when needed and have agreements for sharing. Some jobs need special access to our system, and we have rules for that too.



The principle or main social worker checks how we handle information. They report to a director. We make sure everyone is trained in keeping information safe. A special officer helps with this.

The Council meets the NHS rules for keeping data safe. An NHS check in May 2024 showed we are doing well with data security.

Partnership Agreements.



The Council and the Integrated Care Board (ICB) have an agreement to work together to manage the Better Care Fund. They check each year to make sure services meet the needs of people in Sefton and follow the rules of the Better Care Fund.



The Health and Wellbeing Board looks after the Better Care Fund money. Senior managers from the Council and ICB (Integrated Care Board) make sure the money is used properly and follows the rules.



There is a special agreement between the Sefton Partnership Board and the wider Council. This shows their promise to work well together and understand we all want to help people in Sefton. The Integrated Care Board thinks this is a good example for others.



There is agreement about the money set aside for the Sefton Safeguarding Partnership Board. They have agreements to make sure everything is done safely and well.

What the money situation is like – Information from the Chief Finance Officer.



The Council is using the money it has well. They plan and check budgets every year. Most of the money goes to Adult Social Care, which is the biggest part of the Council's budget. Together with children's services, they use 72% of the whole Council budget.



Each year, the Council makes a three-year money plan. They check budgets every month and report to the Cabinet. Everyone involved knows about the plans for the money, including Adult Social Care. This helps keep everything clear and fair.



The Council has a team to help with money and performance. They work with Adult Social Care. Important people like the Chief Executive and Chief Financial Officer also help. They meet every month to talk about the budget.



A new whole Council wide plan is being made. The plan helps make services better.

One big project in the plan is called 'Better at Home' for Adult Social Care. This will help save money and be better for people.



The Council wants to make good choices about money for Adult Social Care. In 2024/25, we will spend £121.7 million. This is more than we spent in 2022/23.



We also get grants and taxes to help. Even though money is tight, Adult Social Care and Children's Services get other support. We have saved £11.8 million in the last three years. We plan to save £9.4 million more from 2024 to 2027.



The Council pays a fair wage for care work. Some care providers charge more for their services than the standard Council rate. The Council will make sure care workers get a fair wage from their employers in 2024. We will work with an organisation called Care Analytics to look at costs and set fair prices.

Getting and keeping good staff.



Sefton Adult Social Care wants to hire and keep good staff. Since January 2022, we meet every month to talk about how to do this. In 2023, we held workshops to plan for staff.



Only a small number of staff come from different ethnic backgrounds, this is less than 2%. We want to hire more people from the Liverpool City Region area. We also want to include diverse voices in job interviews.

Learning, improvement and doing things in new ways.



Adult Social Care helps people learn and grow in their jobs. We have a plan to make sure workers get better at what they do. This plan helps with hiring, keeping staff, training, and checking progress.



There is a group that meets every month to talk about training. They make sure workers learn what they need. This group helps other important groups in the council to make good decisions.

Questions

1. What do you think about it?

Good

Bad

Not sure

A hand is shown pointing to the "Not sure" option with a black pen.

A recent survey showed that workers are happy. Many said they are willing to work hard and do extra to help Sefton Council do well. Most workers feel good about their jobs and want to help.



There are still things to improve. We want to keep helping workers learn and grow using the Professional Development Review (PDR) process.

We want to make sure managers are trained well. We will support staff when starting new jobs, this is called induction. How this is done has been developed by our current staff.



Learning and doing things differently.

We help make sure social work is safe and good. Our main social worker joins groups to share ideas and good ways to work in national networks. We work with others in Cheshire and Merseyside to teach and learn about social work.



Our Learning Coordinator helps with learning projects. These projects help new social workers learn and grow. Their work has been praised for being very good.



We started a new group to make sure our care is top quality. This group helps us follow rules and work well with others. It makes sure our services follow the rules and are good for everyone.



We use special tools to check our work. These tools help us learn and get better.

We teach our staff about important topics like mental health and how to care for people better including those that have had a bad experience or have not looked after themselves well.



We listen to what people say about our care. This helps us make better choices and improve our services. We want to make sure everyone is happy with the care they get.



The 3 Conversations is a new way of working in social and health care organisations. It's about having open and interested conversations with people and families who need support.



We will develop the '3 conversations' model to change the culture of looking at what people can do and not only on what they can't.



We have plans to keep getting better and learn from inspections in our Children's services. We want to hear more feedback and help our staff learn.



1 in 4 of our staff will be retiring in the next 10 years. We need to make sure we have enough staff in the future.



We also want to make sure our staff and leaders are as diverse as the people we serve.



For more information about the CQC Assessment and to get involved with our work, please contact:



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