



Essex County Council

Adult Social Care

# Essex Local Account

## 2021 to 2022

How we support people



**Easy  
Read**



# Easy Read



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



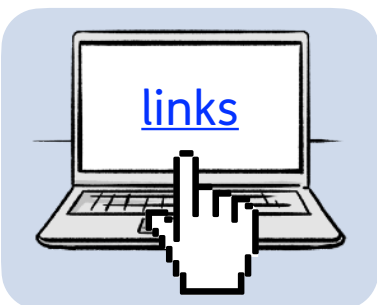
This Easy Read information uses easier words and pictures. You may still want help to read it.



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



These are words that some people will find hard. When you see a bold word, we will explain it in the next sentence.

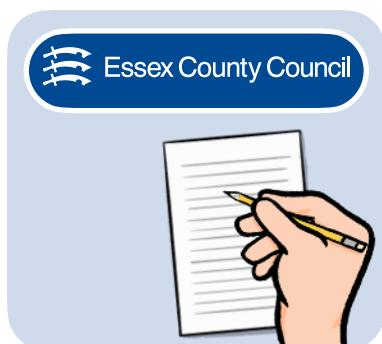


[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

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# About the Local Account



Essex County Council writes a report every year about our **Adult Social Care** work.

We call it our Local Account.



**Adult Social Care** is the extra support some people need with everyday things, like personal care.

# Adult Social Care in Essex



Every year we support about 35,000 adults to live good lives.

We want these adults and their carers to:



- Feel good about themselves.



- Have choice and control over their health and care services.



- Have friends and a chance to have a job.



- Get the same good health and care service as everyone else.

We also want adults and carers to:



- Have a good home.



- Be included in local life.



- Be safe.

# How we work



We work together with many different organisations.



We make sure our care and support is right for each person.



We do everything we can to support people close to their homes.



We are always trying to improve our work.



We listen to you and look at information to choose how we should work and what works best.



We always try to deal with problems as soon as we can, before they get worse.

# Challenges



In this report, **challenges** are what we need to work on to make Adult Social Care in Essex even better.

Our challenges include:



- There are more older people, and people with health conditions living in Essex than there used to be.



We also think there will be more people with learning disabilities and autism living in Essex in the future.



These people are more likely to need Adult Social Care.



Our challenges also include:



- We spend more than other councils on supporting people with learning disabilities and autism.



- The gap between the richer parts of Essex and the poorer parts is getting bigger.



- We are having difficulty finding staff to work for Adult Social Care services.



- We have less carers working for us than we used to.



- We do not know how much money we are going to get from the government to pay for Adult Social Care.

# Covid-19



**Covid-19** is an illness that spread around the world. It can affect your lungs and breathing.



Covid-19 meant that many people felt lonely and unhappy.



It made it more difficult to provide Adult Social Care.



This means we are still catching up on work, and some people are waiting to get the care they need.

# Keeping people safe



Last year, a lot of people told us they were worried that an adult who got Adult Social Care in Essex was not safe.

We have a group of people who:



- Listen to people who have told us they are worried.



- Find out what has happened.



- Work with other organisations, like the NHS, to keep people safe.

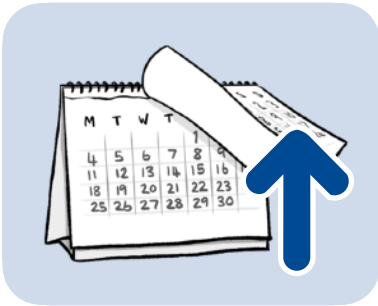


We have been working on new plans to keep adults safe.

# How well we work



Every year, we check to see how well we work.



We look to see if we are working better than last year.



We also look to see if we work better or worse than other local councils.

# Better than last year

We are better at:



- Supporting older people to live at home, and not in a care home.



- Supporting older people to live at home, a long time after leaving hospital.



- Helping people to choose the support they get.



- Supporting people for a short amount of time if they need it.



- Supporting adults with a learning disability to work in paid jobs.

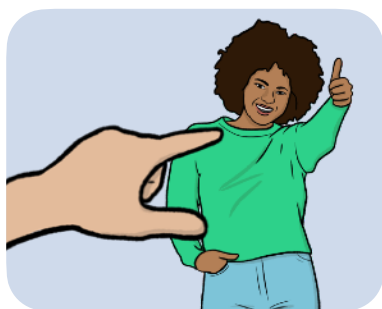
# The same as last year

We did the same at:



- Supporting people to get **direct payments**.

**Direct payments** are money given to you by the council to pay for your own support.



- Supporting carers to choose the support they get.



- Supporting carers to get direct payments.



- Supporting adults with a learning disability to live in their own home, or with their family.

We are doing much worse at this than other local councils.

# Not as good as last year



We have more younger people in care homes than we did last year.

We are also not so good at:



- Supporting older people to get used to living at home again after leaving hospital.

- Supporting adults who get help for mental health issues to:



- Have paid jobs.



- Live in their own homes.

## Other councils



We cannot tell if we are better or worse at some things than last year.



But we can see if we are better or worse than other councils.

We were better than other councils at:



- Supporting carers to live good lives.



- Supporting carers to spend time with others.



- Including carers when we choose how to support the person they care for.



We were also better than other councils at:



- Supporting people who use Adult Social Care to have good lives.



- Making a difference in people's lives.

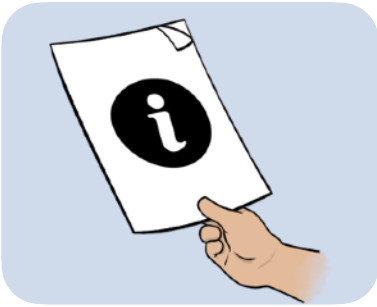


- People being happy with the work we do.



- Making people feel safe with our work.

We were the same as other councils at:



- Helping carers to get information about the support they can get.



- Supporting people who use Adult Social Care services to spend time with others.

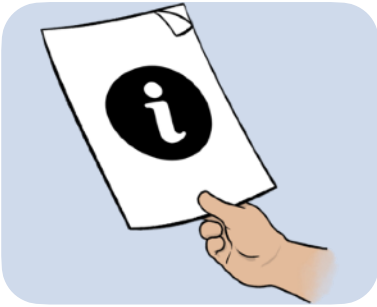


- Helping people who use Adult Social Care services to feel safe.

We were not as good as other councils at:



- Giving people who use Adult Social Care services control over their lives.



- Helping people who use Adult Social Care services to find out information about the support they can get.



Carers were less happy with Adult Social Care services than in other councils.

# Compliments and complaints

## Compliments



A **compliment** is when you tell us we have done something well.



From 2021 to 2022 we had 146 compliments.

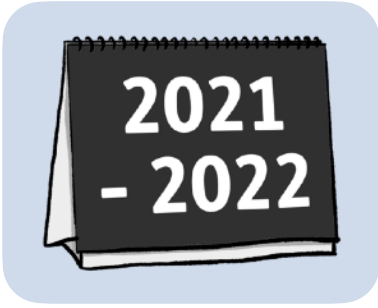
## Complaints



A **complaint** is when you tell us you are not happy with what we have done.



Complaints help us improve our service.



From 2021 to 2022 we had 464 complaints. This was more than the year before.



We agreed with 137 of these complaints. We will use these to improve our service.



We did not agree with 262 of the complaints.

# Adult Social Care Survey



Every year, every council asks people what people think about Adult Social Care.



This is called the Adult Social Care Survey.



It helps us find out what people think of our work.

# Involving people



We have worked with local people to help us improve services.

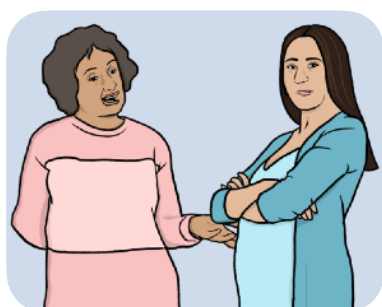
This is called co-production.

We have used co-production to improve how we work on:

## Domestic abuse



**Domestic abuse** is when you are harmed by a family member or someone you live with.



We worked with people who had lived through domestic abuse to help us improve our service and support others.



We made sure we found out what people thought, in ways that were good for them.

# Essex All Age Carers Strategy



The **Essex All Age Carers Strategy** was a plan for how we would support carers in Essex.



We listened to carers to find out what they thought was most important.



We used what they told us to help write our plan.



# Collaborate Essex and Abilities B4 Disabilities



**Collaborate Essex and Abilities B4 Disabilities** are groups where local people can help us to improve services.



More people are taking part in these groups than they used to.



They have helped us come up with new ways to support people with different disabilities.

# How we want to improve

We want to improve by:



- Setting up new services that help people quickly before they get worse and need a lot of support.



- Providing better support to carers.

- Making it easier for people to:



- Get the home they want.



- Get a job.



- Have the chance to do the activities they want.

We also want to improve by:



- Supporting our staff to work together more.



- Helping organisations that provide care and support.



- Training staff and care workers so they improve how they care for and support people.



- Using computers, phones and the internet to help people to live good lives.

# Work we are proud of

## Meaningful Lives Matter



**Meaningful Lives Matter** is a project we set up in 2019.



It supports people with a learning disability or autism to take part in local life.



This year, it supported 225 people to get paid jobs.

# Support for carers



We support carers of all ages to have good lives.



We wrote a plan for this, called the All Age Carers Strategy.



We worked with carers to help us write this plan.

# The Connect Programme



The **Connect Programme** is a project to improve services for older people.

It meant that:



- Care staff gave even better care to over 2000 people.



- Over 4000 people could be cared for by us, instead of having to go into hospital.



- Over 360 more people went home after being in hospital, instead of a care home.

## Lifeboat crews



**Lifeboat crews** are groups of staff who offer to do extra work to help people who need care right away.

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They have helped 11 people so far.

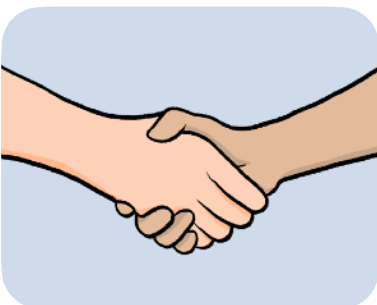


One of our social workers won a prize for their work.

## Care organisations



There are lots of very good care organisations in Essex.



We work together with them to help people.

This year we have:



- Started using more information and technology to help us care for people.



- Worked more with the NHS.



- Showed our new ideas to other care organisations.



- Worked with care organisations to make sure there are enough staff to care for everyone.



# Working with the NHS



We are part of 3 **Integrated Care Systems**.

**Integrated Care Systems (ICS)** are where we plan and buy health services for local people. They include local councils and the NHS.

We are part of ICSs for:



- Mid and South Essex.



- Hertfordshire and West Essex.



- Suffolk and North East Essex.

# Changes to the law



There are new laws that say how to manage Adult Social Care.



We are working with ICSs to make sure that everyone carries on getting good care.



We think the new laws will mean that more people will use our services.



There are new rules for how the **Care Quality Commission (CQC)** will check our services.

We will use these rules to make sure we are giving everyone a good service.



**Care Quality Commission (CQC)** is a government organisation that checks the standard of health and social care services in England.

# Information and support



Our website has a lot of information about the different kinds of support you can have.

Go to:

[www.essex.gov.uk/topic/adult-social-care-and-health](http://www.essex.gov.uk/topic/adult-social-care-and-health)



## If you need support

If you need support you can contact us. We will talk with you about what you need.

Phone: 0345 603 7630

Out of hours phone: 0345 606 1212

Email: [socialcaredirect@essex.gov.uk](mailto:socialcaredirect@essex.gov.uk)



## Help for carers

Carers can get information and advice from Carers First at:

[www.carersfirst.org.uk](http://www.carersfirst.org.uk)



Or if you need help from the council you can have an **assessment**.

An **assessment** is a meeting with our staff to work out what support you need.

If you need an assessment, you should go to:

[www.essex.gov.uk/request-carers-assessment/carers-assessments](http://www.essex.gov.uk/request-carers-assessment/carers-assessments)



## Keeping people safe

If you think that someone is not safe or in danger you should phone us on:

- 0345 603 7630 Monday to Thursday, 8:45 am to 5pm.
- 0345 758 5592 Friday, 8:45 am to 4:30pm.

If it is urgent, you should phone 999.



You can find out more about keeping people safe by contacting the Essex Safeguarding Adults Board.

Website: [www.essexsab.org.uk](http://www.essexsab.org.uk)



## Domestic abuse

If you need to report some domestic abuse you should contact the police by phoning:

- 101, extension 180340., or
- 0800 358 0351



Phone 999 if someone is in urgent danger.

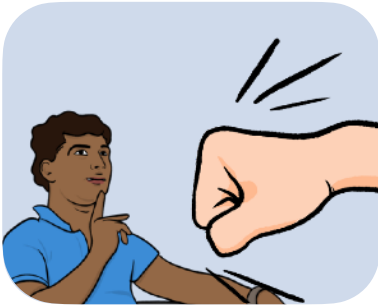


People who have suffered from domestic abuse can get advice and information from Compass:

Website: [www.essexcompass.org.uk](http://www.essexcompass.org.uk)

Phone: 0330 333 7 444

## Hate Crime



**Hate crime** is being harassed or attacked because people think you are different.



We are working closely with other organisations hard to stop hate crime.



We have written plans of how we are trying to stop hate crime. You can download these plans here: <https://www.victimsupport.org.uk/>

# Find out more



You can look at our website here:  
[www.essex.gov.uk](http://www.essex.gov.uk)



If you need more information please contact us by:

- phone: 0345 603 7630



- email:  
[socialcaresdirect@essex.gov.uk](mailto:socialcaresdirect@essex.gov.uk)

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