

2024



City of
Doncaster
Council

Your care and support: Doncaster

Adult Social Care Local Account 2024



Easy read report

Co-produced by the
Adult Social Care Making it Real Board,
City of Doncaster Council

About this report



This is an easy read report about Adult Social Care in Doncaster.

Adult Social Care helps people to live good lives.



This report tells you about what things are like for people in Doncaster who are supported by Adult Social Care.

It tells you about things that are going well.



It also tells you about things that we need to improve.



At the end, it tells you about the nine things we want to do in 2024 to improve Adult Social Care in Doncaster.

People from the Making it Real Board have worked on the report together.



The Making it Real Board includes people with lived experience and people who work for Doncaster Council.

About social care in Doncaster



We want every person in Doncaster to live in a place they call home.



We want people to be able to share their lives with people and things that they love.



We want people to feel part of communities that help each other.



We want people to be able to do things that matter to them.



Adult Social Care supports people who need some extra help to live a good life.

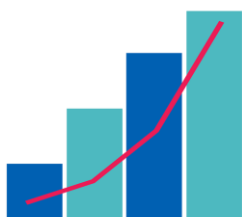


Our purpose is to listen to people to understand what that good life looks like for them, and to work together to achieve that.

Facts and figures



This page gives you some information about how many people were supported by Adult Social Care between April 2022 and March 2023.



A lot of people asked for support from Adult Social Care last year – more than in the year before.

We had 4,735 requests to support people aged 18-64. This was 1,390 more requests than in 2021-22.

We had 9,195 requests to support people aged 65 and over. This was 1,980 more requests than in 2021-22.



A lot of people were supported with some information or advice, some equipment, or some local help from the community.



1,435 people aged 18-64 and 3,000 people aged 65 and over drew on long-term support from adult social care.



We spent almost the same amount of money on younger adults than on older adults, even though we supported twice as many older adults.



There were 9,200 jobs in adult social care in Doncaster last year - 500 more than the year before.

Working together in 2023



In 2023 we wanted to work with more people with lived experience of care and support to make good changes happen in Adult Social Care.

We call this way of working **co-production**.

Co-production means making something together.



More people with lived experience joined our Making it Real Board this year.



People with lived experience interviewed people for jobs in Adult Social Care.

They played an equal part in making decisions about who should get the jobs.



We held some big events for staff.

People with lived experience helped to plan and run the events.



We paid lots of people with lived experience for their time.



People with lived experience said that being involved made them feel valued and proud.

Living good lives and keeping safe and well



In 2023 we wanted to improve what happens when people first ask for some support from Adult Social Care.



We have changed how we work so people do not have to wait as long to get support.



These changes also mean people do not have to talk to lots of different workers before getting some support.



We have changed our forms, so it is easier for workers to write down things that matter to people.

This also means workers can spend more time with people and less time on computers.



Many people supported by Adult Social Care told us they feel safe.

Most people said their care and support helps them to feel safe.

A lot of people experiencing, or at risk of, abuse or neglect, felt safer after we supported them.



People supported by Adult Social Care in Doncaster feel pretty good about their life, compared to people living in other places.

Having good information and advice



In 2023 we wanted to improve information about people's rights.



We have set up a group to work on improving information.

The group includes people with lived experience and people who work in Adult Social Care.



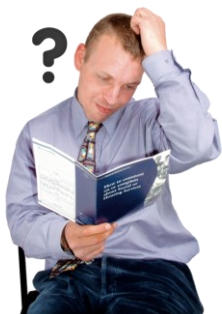
We have produced some easy read information about people's rights.



We have agreed a better way to organise information about support for adults on the Your Life Doncaster website.



We are developing some standards for information and a guide to make sure workers use plain, respectful and kind language.



Many people who had tried to find information and advice about care and support said it was easy to find.

Lots of people said it was hard to find though.

It is harder to find information about care and support in Doncaster than it is in lots of other places.

Keeping family, friends and connections



In 2023 we wanted to make sure more disabled people could get the right job for them.



Hardly any people with a learning disability in Doncaster have a paid job.



We have made some changes so we can support more people to get jobs they want to do.

Now we can help people to find work by supporting with things like writing a CV, interview practice and using public transport to get to interviews.



Lots of people supported by Adult Social Care in Doncaster don't feel they have as much social contact as they would like to.



Almost a third of people supported by Adult Social Care said they don't leave their home.



Lots of people said it was hard for them to get to all the places they want to go.

Having support that works



In 2023 we wanted to make support at home more accessible to people who need it.

We also said we'd make direct payments work better, so people have more choice and control.



We have worked with people in Supported Living, and their families, to decide together about who should provide their support in future.



We have made some changes to the way our Managed Accounts service works.

This service helps people who have a direct payment to manage their money.



We have helped home support providers in Doncaster to employ more workers.

This means more people can get support at home when they need it.



Lots of people said they are very or quite happy with their care and support.



A lot of people in Doncaster who are supported by Adult Social Care have a direct payment.



Quite a lot of people said they have enough choice about their care and support.

People said the support they have helps them have control over their life, but lots of people said they would like to have more control.

Staying in control when things need to change



In 2023 we wanted to make sure more people could leave hospital and return home.



We offered more older people support to recover after being in hospital last year than the year before.



We have made some changes to our learning disability service so we can help people in crisis.



We helped some people with a learning disability to leave hospitals they had been in for a long time.



People who are in hospital because of their mental health can get more help from social workers now.



We are starting to listen more to people who have had support with their mental health in hospital, so we can make changes that mean more people can return home quickly.

People working in care and support



In 2023 we wanted to make sure more workers understood the law about human rights and decision-making.



We have set up a group for workers to meet up and talk about the law and good practice.



We held a festival of practice week in November.

The week was about people's human rights.

Lots of people talked about their lived experience, and about what good care and support looks like.

Workers said they really enjoyed the week.



We have encouraged workers to try out new ideas to improve Adult Social Care.

This helps us to test out what works well and helps us to make bigger improvements.

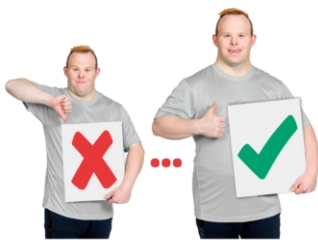


Teams now get together in 'huddle' meetings. This is helping them to support each other and to make decisions together.



Our Central Locality Social Work Team were runners up in a national award for social work team of the year.

Things we want to do in 2024



We want to keep making things better for people in Doncaster who are supported by Adult Social Care.

We want to improve things for people working in Adult Social Care too.

We also want to make the best use of the money we have.



There are 9 main things that we want to do in 2024 to improve Adult Social Care in Doncaster.



1. We want to work with even more people with lived experience of care and support to make good changes happen in Adult Social Care.



2. We want to make sure that information about rights, advocacy and care and support is easy for people to find and understand.



3. We want to continue to improve what happens when people first ask for some support from Adult Social Care.

We want to make sure we listen to people and understand what matters most to them.

More things we want to do in 2024



4. We want to make sure more disabled people can get the right job for them.



5. We want people to have more choice and control about care and support at home.



6. We want to help more people to leave hospital and have more freedom.



7. We want to improve the way we support young people who need care and support, to make sure they get the right support when they become adults.



8. We want to develop and support the wellbeing of people working in Adult Social Care so they can support people in Doncaster to live their best lives.



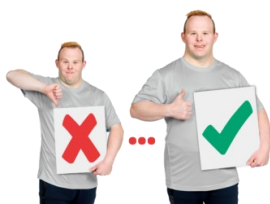
9. We want to make things fairer and more equal for people in Doncaster.

Help shape the future of care and support in Doncaster



We are proud of what we have done together in Doncaster.

We think we have come a long way in 2023.



We know we need to do a lot more to keep making things better.



We want to work with even more people with lived experience of care and support to make good changes happen in Adult Social Care.



Would you like to help?

You could interview people for jobs in Adult Social Care. Or help to make information easier to find and understand. Or work with us to improve direct payments. Or do something else you think is important.



We pay people with lived experience for their time and any extra money they spend, for example on bus fares or parking.



If you would like to know more, please talk to your social worker or email coproduction@doncaster.gov.uk

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