

2023



City of  
Doncaster  
Council

# YOUR CARE & SUPPORT: DONCASTER

Adults, Health and Wellbeing  
Local Account 2023

**CO-PRODUCED BY**  
Adults, Health and Wellbeing  
Making it Real Board



# Welcome



**Glyn Butcher, Peer Ambassador  
Making it Real Board co-chair**

**"In my Doncaster, no one is left behind"**

We've written this report to get a baseline of what's good and what needs to change. The report focuses on the things that matter to the residents of Doncaster.

It's based on real people, real experiences. It includes things we want to celebrate, and things we know we need to do more work on. We're not looking through rose tinted glasses. We know things aren't perfect. So this is about getting down to the nitty gritty of what's going on and agreeing what we need to focus on this year.

If you always do what you've always done, you'll always get what you've always got. This is about doing something different. Taking a different outlook from lots of different perspectives and being transparent.

This is our opportunity to change our position and our focus. To grow and develop together. To be more human and compassionate and to make every contact count. So in reading this, I hope you're assured that things are changing, and I hope you're motivated to get involved. If we work together we can create a better future for everyone.

**This report is about you, and for you.**



**Phil Holmes, Director of Adults, Health and Wellbeing  
Making it Real Board co-chair**

This report was put together by Doncaster's Making It Real Board. Half of the people who attend the Board are people who draw on, or who have drawn on, care and support in Doncaster. They didn't want to put their names to a report that tries to tick boxes, or to make things sound better than they are. "Making It Real" means talking the language of Doncaster people, and dealing in reality.

That's why there are challenging messages in this report, underpinned by information that shows how Doncaster compares to other places, and also by the voices of local people describing their experiences.

But the report also describes some brilliant approaches and examples of support that should give us cause for hope. The Making it Real Board feel strongly that, although there are huge pressures on Adult Social Care in Doncaster like there are across the country, there are reasons for optimism if we work together and harness the spirit of our people, our communities and our City. Adult Social Care needs to be about working alongside people, not doing to them. Thank you to everybody at Doncaster's Making It Real Board who have been a joy to work alongside, providing the challenge and also the hope we need to keep going together. As Glyn says, please join us.

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# Introduction

This report is about Adult Social Care in Doncaster. But what is Adult Social Care? Is it care homes and homecare? Is it helping people to leave hospital? Or can it be something more?

Adult Social Care is often associated with key services which are important for many people. But we think good Adult Social Care is about more than just getting a service. It's about getting a life.

"You've got to be person centred, you know. You can't put us all in the same box because we won't fit. You've got to take each person as you find them and work round them and make things fit for them. And it's got to be like that for everybody."

Wendy, Making it Real Board

**Our vision is that every person in Doncaster lives in the place they call home with the people and things that they love, in communities where they look out for one another, doing things that matter to them.**

A year ago we launched our simple, one-page Adults, Health and Wellbeing Practice Framework to anchor and focus everything we do. The framework (on page 4 of this report) describes how we need to work to make our vision a reality, and to achieve our overall aims of:

- better experiences and better lives for Doncaster people
- improved morale and job satisfaction for Doncaster's workforce
- more sustainable use of resources.

There's a lot to be proud of in Doncaster, and we're keen that this report showcases and celebrates what's good. We also want this report to serve as an honest reflection of what's not so good.

We know we need to continue to develop and improve in lots of areas, so this report includes the main things the Making it Real Board members feel we need to prioritise in 2023, and key actions we'll take this year to make these things happen.

To help us achieve our overall aims, and the priorities included in this report, we're committed to improving the way we work alongside people in Doncaster with lived experience of care and support. We want you to feel that your voice is heard and your opinions are valued, and that you have a key role in planning not just your own support but in designing, developing, delivering and evaluating our wider care and support offer too.

## About this report

This report has been coproduced by the Adults, Health and Wellbeing Making it Real Board. It's structured around the six themes of the Think Local Act Personal Making it Real framework.

There's more information about the Making it Real framework on page 5. We met several times as a Board to talk about each of the Making it Real themes, and to decide what we wanted to include in this report. You'll see things that we said highlighted throughout the report. For each theme, we've included:

- Spotlights on great things going on in Doncaster that we're proud of and we want to celebrate
- Data to show how we're doing, and how we compare nationally with other councils in England, and locally with the three other councils in South Yorkshire.
- Quotes and stories from Doncaster people who have shared their experiences
- Priorities we've all agreed that we want to focus on in 2023.

At the end of the report, we've set out some headline actions for 2023, and we've included information about different ways you can get involved in shaping these actions and helping to achieve our priorities.





# Making it Real

Making it Real is a framework that describes what good, citizen-focused, personalised care and support should look like to you. The framework was coproduced with people with experience of drawing on care and support, Think Local Act Personal (TLAP) and the Coalition for Collaborative Care (C4CC). We signed up to Making it Real to help us to continue to develop and improve what we do.

There are six themes in Making it Real, which reflect the most important parts of personalised care and support. Each theme includes 'I' statements, which describe what good should look like from your perspective, and 'We' statements that say what we should be doing to make sure your experience of care and support lives up to the 'I' statements. The rest of this report is structured around these six themes, and we've included data to show how we're doing in relation to particular 'I' statements.

## Wellbeing and Independence (pages 8-9)

*Living the life I want, keeping 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, and the positive conversations we should be having with you to support you to live the life you want.

## Information and Advice (pages 10-11)

*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 12-13)

*Living the life I want, keeping safe and well*

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 14-15)

*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 16-17)

*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 18-20)

*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.

You can find out more about all the 'I' and 'We' statements and the Making it Real framework on the Think Local Act Personal (TLAP) website [www.thinklocalactpersonal.org.uk/makingitreal](http://www.thinklocalactpersonal.org.uk/makingitreal)

# Key Facts and Figures

Doncaster people supported by Adult Social Care (April 2021 – March 2022)

18 – 64 year olds



60% of people in Doncaster are aged 18-64 (184,205 people)

65 years and over

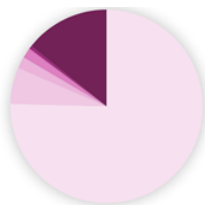


Almost 20% of people in Doncaster are aged 65 years and over (59,900 people)

New requests for support from Adults, Health and Wellbeing (April 2021 - March 2022)

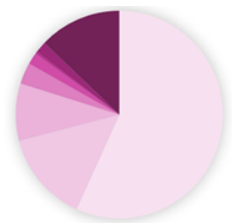
These requests led to:

We received 2,530  
3,345 new requests  
to support for  
people aged 18-64.



205	people receiving information, advice or community-led support	4,170
65	people receiving equipment or adaptations	1,040
55	people benefitting from short-term care and support	655
5	people receiving long-term care and support at home	245
0	people moving in to long-term residential care homes	135
15	people moving in to long-term nursing care homes	25
480	no services or support provided (person died)	130
	no services or support provided (other reasons)	945

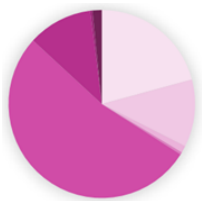
We received 7,215  
new requests to  
support people  
aged 65 years  
and over



People drawing on long-term support from Adults, Health and Wellbeing (April 2021 to March 2022)

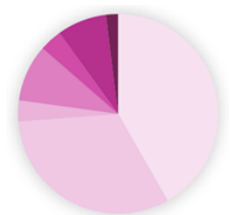
The main reason for support was:

1,395 people aged  
18-64 drew on  
long-term support

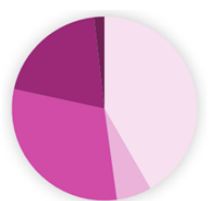


260	physical support (access and mobility only)	860
145	physical support (personal care support)	660
15	sensory support	70
5	support with memory and cognition	190
660	learning disability support	75
140	mental health support	165
5	social support (substance misuse support)	0
20	social support (e.g. social isolation, loneliness)	40

3,080 people aged  
65 years and over  
drew on  
long-term support

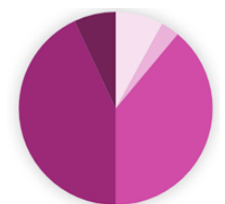


People's long-term needs for support were met by:



18 – 64 year olds

580	a direct payment	245
85	Direct payment and council managed personal budget	95
425	council managed budget	1,200
275	residential care and support	1,325
25	nursing care and support	215



65 years and over

We completed 1,050 review conversations with people drawing on support for over 12 months – just 43% of all the people drawing on long-term support.

# Key Facts and Figures

Doncaster's population by ethnic group



9086	Asian, Asian British or Asian Welsh	40
3742	Black, Black British, Black Welsh, Caribbean or African	25
4603	Mixed or Multiple ethnic groups	10
286955	White	2,935
3718	Other ethnic group	20

People drawing on long-term support by ethnic group



## Money spent on care and support in Doncaster (2021/22)

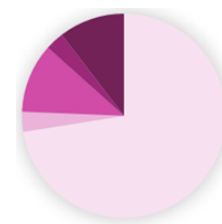
### Gross expenditure by primary support reason (£,000)

18 – 64 year olds

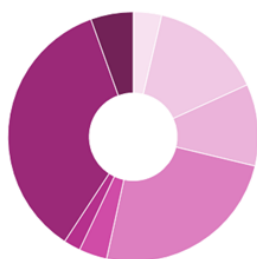


£5,694	Physical support	£30,488
£542	Sensory support	£1,327
£143	Support with memory and cognition	£4,618
£32,622	Learning disability support	£1,245
£3,563	Mental health support	£4,387
£42,564	<b>Total expenditure</b>	£42,065

65 years and over



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



£3,104	Short term support
£12,291	Community: Direct payments
£8,971	Community: Home care
£20,894	Community: Supported living
£3,071	Community: other long term care
£1,837	Supported accommodation
£29,910	Residential care
£4,646	Nursing care

**YOU CAN FIND  
INFORMATION ABOUT  
DATA SOURCES USED  
IN THIS REPORT ON  
PAGE 21**

## PEOPLE WORKING IN CARE AND SUPPORT IN DONCASTER (2021/22)

In 2021/22 there were an estimated 8,700 posts in adult social care in Doncaster, split between the local authority (9%), independent sector providers (85%) and posts working for direct payment recipients (6%). Approximately 8,000 of those posts were filled.

The staff turnover rate was 30.7%, which is similar to the regional average of 28.1% and similar to England, at 30.0%. The majority (85%) of the workforce in Doncaster were female, and the average age of workers was 45 years old.

Less than a quarter (11%) of the workforce were on zero-hours contracts. Around two thirds (60%) of the workforce usually worked full-time hours and 40% were part-time.

## UNPAID CARERS

There could be as many as 78,000 unpaid carers in Doncaster. We recognise the significant and vital contribution carers make in our communities, and we value the support you offer to the person you care about, which often prevents, reduces and delays the need for more formal services.

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

We launched Doncaster's All Age Carer's Strategy 'We hear, we listen, we care, if you care' in 2022. The strategy outlines how we'll support unpaid carers of all ages.

# Wellbeing and Independence

*Living the life I want, keeping safe and well*

## JODY AND MARY'S STORY

Wellbeing Officer Jody met Mary at one of our Conversations Points. Jody gave Mary information about groups in Doncaster, and she supported Mary to get some equipment to help her at home.

Mary is now a volunteer for a befriending organisation, and now she sees Sue - a lady she met through the group - once a week. Mary is now supporting Sue to get out and about, in the same way Jody previously supported Mary to do the same.

Mary said "I can't believe I'm doing this and it's you that got me here. It started with you taking me to these groups and now I'm taking someone else. I wouldn't have believed I'd be doing this even six months ago, but it feels really good to give something back to someone else after everything you've done to help me."

"It really makes me feel better to know I've got your support."

"I didn't want a service. I was lonely. I just wanted some company."

"Without people like you we honestly wouldn't be able to get through day to day life. You are amazing - thank you so much."

## "I can live the life I want and do the things are important to me"

Doncaster ranks very low compared with other councils in England in relation to how people who draw on care and support feel about their quality of life. We're 146th nationally, out of a total of 149 Councils with Adult Social Services Responsibilities who took part in the 2021-22 Adult Social Care survey, and 3rd out of the four councils in South Yorkshire. Our score was particularly low for older adults aged 65 and over (148th nationally and 4th locally), while the score for younger adults aged 18-65 indicates slightly higher quality of life (62nd nationally and 3rd locally).

## DONCASTER RECOVERY GAMES

Our Complex Lives team help improve the wellbeing of people going through tough times. On Saturday 24 September 2022, Complex Lives staff and some of the people we support joined forces to form a team to compete in the Doncaster Recovery Games - a fun-packed day of gladiator style games and obstacle courses on the ground and in the water. Every person in the team involved themselves in at least one event.

Everyone was supported and encouraged at every point and some even came first in some of the challenges. Here are some of the things people said:

"I love this, it reminds me of being young again when I didn't have to worry about the things I do now."

"I could be your support worker or you could be mine, nobody knows because we are all doing the same thing."

"I cannot believe I won, I'm buzzing!"

"I am definitely going to make some better choices [around substance misuse] to make sure I am fit for next year, I will get us a win!"





# Wellbeing and Independence

*Living the life I want, keeping safe and well*

**"The waiting time for an Occupational Therapy assessment is too long."**

## **"I am treated with respect and dignity"**

It took an average of 51 days for social work teams to complete assessment conversations with people in 2022. Our target is 42 days (6 weeks). It took an average of 137 days to complete Occupational Therapy assessments with people in 2022. Our target is 100 days.

**People are waiting too long. We've got this idea that if people just need a little thing from us, we see that as low priority and we make them wait months for that little thing. If we just did it straight up without the bureaucracy, it would help them, and it would help us."** - Phil, Making it Real Board

## **"I feel safe and am supported to understand and manage any risks"**

Almost two thirds of people who draw on care and support in Doncaster who responded to the survey say they feel as safe as they want to (260 out of 400 people). We're ranked 126th nationally and 3rd in South Yorkshire for this indicator, with younger adults generally reporting feeling safer than older adults.

The majority of people who draw on care and support in Doncaster who responded to the survey (88%) say that their care and support services help them to feel safe (340 out of 385 people). Doncaster is ranked 60th nationally and 2nd in South Yorkshire for this measure.

We aim to complete all safeguarding enquiries in 130 days. Our data shows that in 2022 it took an average of 143 days to complete a safeguarding enquiry. Our data for 2022 also shows that 70% of people experiencing, or at risk of, abuse or neglect, felt safer after we supported them. Our target is 75% of people.

## **"I have a place I can call home, not just a 'bed' or somewhere that provides me with care"**

Four in five adults with a learning disability in Doncaster live in their own home or with their family. Doncaster is ranked 82nd nationally and 3rd in South Yorkshire for this measure. Half of adults in contact with secondary mental health services live independently with or without support. Doncaster is ranked 18th nationally and 3rd in South Yorkshire for this measure. We're ranked 22nd nationally and first in South Yorkshire for the number of younger adults (aged 18-64) with long-term care and support needs who live in residential and nursing care homes (7.6 per 100,000). We rank 55 nationally and first in South Yorkshire for the number of older adults (aged 65 and over) with long-term care and support needs who live in residential and nursing care homes (479 per 100,000).

## **Priorities for 2023**

- To increase the number of people in Doncaster who draw on care and support who say they have a good quality of life
- To reduce the time people have to wait for conversations and further support
- To increase the number of people in Doncaster who feel the support they draw on helps them to feel safe and to manage any risks.
- To reduce the number of people in Doncaster who draw on care and support who live in places that don't feel like home to them

**"You want to put us in care homes far too early before our time. I've seen a lot of my friends go in care homes before they were ready."**

## Information and Advice

*Having the information you need, when you need it*

Almost two-thirds of people who draw on care and support in Doncaster who responded to the survey – and who had tried to find information and advice in the last year (145 out of 225 people) – felt information about support and services was very or fairly easy to find. However, over a third of people reported they felt it was either fairly or very difficult to find information. We rank 112th in England for this indicator and 2nd out of the four councils in South Yorkshire

**“It’s all very well to have it all down on paper but there needs to be more of a visible presence too. And things need to be well advertised.”**

**- Angela, Making it Real Board**

### COMMUNITY CONVERSATION POINTS

We have over 50 Community Conversations Points in Doncaster, based in convenient locations throughout the city, including libraries, community centres, churches and supermarkets.

Community Conversation Points are places for people to meet with volunteers and Council staff to have conversations about things that are important to them, including their care and support, their housing, their environment and their community.



Our Stronger Communities Teams support the development of these Community Conversation Points, sometimes referred to as Community Led Support (CLS) Hubs. Approximately 32 hubs are now running entirely independently and providing support that is truly community led.

Staff and volunteers at the Hubs provide information and advice, with a strong focus on involving people in their communities, making and maintaining meaningful connections and supporting people to remain safe, independent and healthy in their own homes for longer. They support people with a multitude of actions, ensuring people ‘tell their story once’ rather than referring people to lots of different teams.

**“From a personal perspective you need to get that first point of contact right. Everything is ok until something goes wrong. Three phone calls to doctors, to hospital, to council, couldn’t get any information. If we’d have known about things locally we’d have gone there”.**

**“It’s not a friendly language that’s used. I think the council should involve the right people in writing their information leaflets, and I think that’s where peer support needs to come in.”**

**The online offer isn’t brilliant.”**

**““Not everybody knows how to use a computer”**

**You need to explain how it all works.**

**“This isn’t just about information on websites or on bits of paper. It’s about people and connections that people make. So whatever we do in our work in this domain, it’s going be about better connections in local communities. We need to be present in communities and share information and advice in that way.” - Phil, Making it Real Board**

# Information and Advice

*Having the information you need, when you need it*

## Language Matters

Our Practice Framework includes a line about the importance of language, and commits us to using plain, respectful and kind language. We want to make sure that all our communication at a strategic, service, team and individual level is clear and friendly, without any jargon or acronyms. We're challenging defensive language and othering labels like 'difficult', 'hard to reach' and 'vulnerable' that are so often attached to people.

We're also committing to stop referring to people as 'service users', 'clients' or 'customers', as we aim to work alongside people as equal partners with choice and control over their lives. You'll see in this report that we talk about 'people', 'people with lived experience', 'people with experience of...' and 'people who draw on care and support' instead.

**"We are not service users, patients, clients or any other derogatory term people choose to use. I find these terms offensive and disempowering. These negative terms place an unnecessary inequality between people and services... It's about working together. There is no them and us, there's only us".**  
**– Glyn, Making it Real Board**

We've had several conversations about the meaning and impact of particular words and phrases as part of wider conversations around changes we want to make. For example, we've been doing some work to improve people's experience when they first contact us for support. We've talked with people with experience of seeking and drawing on support about the term 'front door' and what it symbolises in terms of access: closed doors, eligibility criteria, thresholds, exclusion, signposting people away - the gatekeeping approach we want to shift away from. This helped shape our conversations about developing a much more open, welcoming, proactive and personalised approach, focusing on responding quickly, building connections and relationships, and peer support.

**"The language should be made understandable to everyone. It's as simple as that. You speak jargon that your average person will not understand. It's an alien language."**

## Priorities for 2023

- To improve the information we provide about people's legal rights and responsibilities, so you know what your rights are.
- To make sure public information is tailored to people's individual needs, including the needs of people with sensory impairments, people with learning disabilities, Autistic people and people who do not have English as a first language.
- To provide simple information in a timely and proportionate way to make sure you can make informed choices and decisions about your care and support.
- To coproduce the content and structure of the Your Life Doncaster website to make sure you can get information and advice that is accurate, up to date and provided in a way that you can understand.
- To work with health partners to improve information sharing with and about people, and to make sure you can get information and advice to enable you to be as well as possible – physically, mentally and emotionally.

# Active and Supportive Communities

*Keeping family, friends and connections*

## A WARM WELCOME FOR ALL – CANTLEY NEIGHBOURHOOD CENTRE

Cantley Neighbourhood Centre was founded in June 2014 and is a fabulous community led facility. The Centre is run by Angela, a retired teacher and a real community gem. Angela has well over 30 volunteers from the local community who keep the place ticking over very nicely.

They have a thriving community café that offers people the chance to sit, chat, relax and get some advice. Our Adults, Health and Wellbeing practice framework could literally have been written around the Centre's goals and ways in which they work together for the good of the whole community, in a very non-judgemental way.

Don't just think it's a community café however. Over the years the Centre has adapted to the needs of the whole community. They reuse and recycle household goods, have a food bank and a clothes bank, and have in their phone book no end of tradespeople who are on hand to help out in a trusted way.

**"I think it's a real strength of Doncaster, that there is so much out there. So it's not about us going in and inventing new things. It's really about recognising what's there already, investing in that and supporting it to build and grow. And supporting our teams to connect people up more and to have that linking, connecting role."**

**- Bryony, Making it Real Board**



**"I like Digit N Gro.  
I like staff at SMILE. I like  
that it's in Rossington."**

## "I have opportunities to learn, volunteer and work"

Just 4% of adults with a learning disability in Doncaster are in paid employment. This is similar to other local authorities (we rank 71st nationally) and locally we rank joint first in South Yorkshire). We know we need to do more work to increase employment opportunities for adults with a learning disability in Doncaster. 11% of adults in contact with secondary mental health services are paid employment. Doncaster ranks relatively high nationally (23rd) and 3rd locally in this measure.

## MO AND JAKE'S STORY

When 20 year old Mo contacted our Community Adult Learning Disability Team (CALDT), he was feeling isolated, with no real confidence or structure to his day. It was important to Mo that he wasn't treated as someone 'different' because he's Autistic, and he didn't want to access support or services specifically for Autistic people. He was clear he just needed a bit more time and a bit of extra support.

CALDT worker Jake connected Mo up with the Council's Employment Hub. The team were really welcoming, which gave Mo the confidence to go to the Hub by himself. Jake also found a Computing course, which Mo is able to complete at home and use towards his work with the Employment Hub. "The Employment Hub, the course and the support I've received has given structure to my day and given me something worthwhile to work towards." – Mo

**"Jake has worked with the Employment Hub to look at reasonable adjustments to help staff to support adults with a learning disability to look for paid employment. These are people who could have ended up being sucked into a more traditional route with really limited options, whereas this is about, you know, actually finding a job in the same way that anyone would go about finding a job."**

**- Nina, Making it Real Board**



# Active and Supportive Communities

*Keeping family, friends and connections*

**"Council workers aren't visible and feel detached."**

**"I can keep in touch with and meet up with people who are important to me"**

Only 43% of 18-64 year olds (95 out of 220 people) and just 14% of people aged 65 and over (25 out of 175 people) who draw on care and support in Doncaster who responded to the survey report that they have as much social contact as they would like. Overall Doncaster ranks last place in the country and locally for this measure.

**"This is a judgement about adult social care. It's not a judgement about Doncaster."**  
- Phil, Making it Real Board

**"I can feel welcome and safe in my local community and can join in community life"**

Just 32% of people who draw on care and support who responded to the survey (125 out of 390 people) feel they can spend their time as they want, doing things they value or enjoy. A third of people (125 people) feel they don't do enough things they value or enjoy, and 8% (30 people) don't do anything they value or enjoy.

37 of the 85 people living in residential care homes and four of the ten people in nursing care homes who responded to the survey reported that they don't leave their home. 25% of people who draw on care and support but don't live in residential care homes reported that they don't leave their home (71 out of 285 people).

Overall almost a third of people who draw on care and support in Doncaster who responded to the survey reported that they don't leave their home (118 out of 380 people). Just 22% of people who draw on care and support who responded to the survey say they can get to all the places in their local area that they want to (84 out of 380 people). A quarter of people find this difficult (98 people), and 21% of people say they're not able to get to all the places that they want to (81 people).

**"I do think we need to look at how we organise ourselves around places. You know, as social workers, as wellbeing and community teams, as health teams. Going back to how we used to work. You knew your patch, you knew what was going on and who to go to."**

**- Debbie, Making it Real Board**

**"I think location is a key part of this. It's not just about whether people are accessing their local areas, it's whether the local area is somewhere they want to access at all. You can have as many wheelchair ramps as you like, but it's no use if you're rolling in to a bin fire in the middle of your high street because you live in an awful area."** - Zac, Making it Real Board

**"It still feels pretty disparate in terms of investment into the community and how you as a council are leading through things like commissioning work. There are lots of frustrated community organisations out there that feel they can't have the right kind of conversation with the Council in a balanced way."**  
- Martin, Making it Real Board

## Priorities for 2023

- To increase social care workers' visibility in – and engagement with – Doncaster communities
- To increase the number of older people who draw on care and support who say they have as much social contact as they'd like
- To increase the number of people with a learning disability or in contact with secondary mental health services who have opportunities to learn, volunteer and work
- To increase awareness of, and investment in, community groups in Doncaster, and work alongside groups as equal partners to make sure opportunities are available and accessible to all Doncaster citizens

## Flexible and Integrated Care and Support

*Your support, your own way*

### AIYSHA AND JOAN'S STORY

When Community Care Officer Aiysha first met 83 year old former nurse Joan and her family, Joan was feeling isolated and was frightened to leave her house. She'd always been very sociable and used to enjoy going out and about in the local community, but despite living in her house for over 60 years, it no longer felt like home, and issues with crime and anti-social behaviour in the area meant she had become anxious and did not feel safe going out.



Aiysha talked with Joan about the possibility of moving house, and went on to support Joan to move in to a new home in one of Doncaster's extra care communities. Following the move, her son and daughter in law say they can't believe the change in Joan's mental health, and that moving to her new home has been 'life-changing'. The family now have quality family time and look forward to spending time together. Now Joan laughs, smiles, feels safe and is 'so happy in life'. She has increased her wellbeing and regained her independence. She has made new friends and joins in with all the activities and events. She enjoys bingo and socialising and feels that she has a 'new life'.

### FAMILY CARER, KAY'S STORY

Direct payments have given my son the choice and control to use local services and travel further afield while having support he values. Being safe, being happy and being independent. Most of all, the "feel good factor".

We also use the Shared Lives respite service, and as a carer this has enabled me to have time for myself and do things I would like to do. Holidays with friends or just nights away. My son is happy there, it's a change of environment and it's comforting I know he is safe and looked after."



**"I can feel welcome and safe in my local community and can join in community life"**

Two thirds (65%) of people who draw on care and support who responded to the survey said they were extremely or very satisfied with their care and support (261 out of 400 people), and a further 26% (104 people) were quite satisfied.

Doncaster ranks 58th nationally in terms of the percentage of people who draw on care and support who are satisfied with the care and support they receive – just below the average score for the country. We rank 3rd out of the four councils in South Yorkshire. Satisfaction is higher amongst older adults (we rank 34 nationally and 3rd locally) than younger adults (we rank 86 nationally and 3rd locally), and much higher for men (18th nationally and 2nd locally) than women (83rd nationally and 3rd locally).

**"Nothing has been too much trouble and I know where I am going now which is great"**

**"You have helped us put in place things for both of us that have made it far better"**

# Flexible and Integrated Care and Support

*Your support, your own way*

**"I am in control of planning my care and support"**

**"I can choose who supports me, and how, when and where my care and support is provided"**

**"I have care and support that is coordinated and everyone works well together and with me"**

Doncaster ranks highly (8th in the country and 1st locally) for the number of people who receive direct payments, ranking 3rd nationally and 1st locally for the number of 18-64 year old direct payment recipients and 16th nationally and 1st locally for the number of people aged 65 and over who receive direct payments.

Over 80% of people who responded to the survey said they felt that care and support services help them to have control over their daily life (320 out of 395 people).

Despite these high rankings, we're placed 100th in the country and 3rd locally in terms of people who draw on care and support feeling they have control over their daily life. Only 115 people said they have as much control over their daily life as they want, while 195 people said they have adequate control, 60 people said they have some control but not enough, and 25 people said they have no control over their daily life.

**"It's all too rigid. And it takes too long or you have to wait for certain things to happen before other things can happen. It's not flexible at all."**

**"There's nothing that's easy on the person who is trying to get the help. It's all hard work. It's like you're fighting against everybody."**

**"I want a personal plan where I'm fully involved and all decisions are shared with me, and I have a copy of the plan."**

**"You've got care workers coming in stipulating when a person has to go to bed because it fits in with their work time. Stipulating what time they get up. We can't handle that, you know."**

**"You only see part of the picture. We're the ones that have to keep that picture together. How can you just work on one piece? You need to see the whole picture."**  
- Valerie, Making it Real board

**"We can say well look on one hand we've got a really high number of direct payments. On the other hand, many people have said they haven't got choice and control. Therefore we have to ask ourselves whether we're doing direct payments in the way that they're intended to be done."** - Phil, Making it Real board

## Priorities for 2023

- To increase the number of people in Doncaster who draw on care and support who say they have control over their daily life
- To make sure you are supported to navigate and coordinate care and support
- To make sure you are supported by knowledgeable and competent workers who are willing and able to adapt, and that you can choose who supports you and how, when and where you get support
- To make sure you are fully in control of planning your care and support, and you receive a copy of your personalised care and support plan in a format that is accessible to you
- To make sure you know how much money is available to meet your care and support needs, and you can get skilled advice and support to enable you to understand charging arrangements and make best use of the money available.

## When Things Need to Change

### Staying in Control

#### SAFE SPACE

Safe Space is hosted by the People Focused Group (PFG) based in Intake. It's a pioneering alternative approach to addressing mental health crises in our own local community, supported by people with lived experience.

People are offered a safe, homely environment with fast access to support at a time when it is needed the most. The service operates from 2.00pm – 2.00am, seven days a week, 365 days per year including Christmas, New Year and bank holidays.

The team work with people for as long as required, offering a range of support options from telephone calls to face-to-face appointments. Over half of the Peer Supporters are people with lived experience who have used Safe Space themselves for support and are now employed in the service.

All referrals to Safe Space come through the Single Point of Access (SPA) Team and the Safe Space team respond to 12% of all crisis calls to SPA. There's also a new mental health ambulance service that brings people to Safe Space once they've been deemed medically fit, and a new pathway for the police to bring people with mental health problems to a safe place rather than to taking them to hospital.

#### DONCASTER LIONS MESSAGE IN A BOTTLE

Lions Message in a Bottle is a simple but effective way to keep essential personal and medical details where they can be found in an emergency – the fridge. Bottle kits provide piece of mind and assurance to people and their loved ones that vital and accurate information can be accessed easily by emergency services. Lions clubs supply the bottles to health centres, doctors' surgeries and chemists, and emergency service workers know to look in the fridge when they see the Lions Message in a Bottle stickers.



Doncaster performs badly in terms of the number of older people (aged 65 and over) offered reablement services following discharge from hospital. Reablement services are free for up to six weeks, and support people to retain or regain their skills, confidence and independence while they're recovering from being unwell. We are ranked 123rd nationally for this measure and 4th in South Yorkshire.

82% of older people (aged 65 and over) were still at home 91 days after discharge from hospital into reablement/rehabilitation services. We ranked relatively low compared with other councils – 94th nationally and 2nd out of the four councils in South Yorkshire.

**"If we're not having people stay at home effectively after a period of crisis, which is what this boils down to in terms of older people, then we're likely to have more people going to live in care homes. That's the ultimate test of whether we've helped or not." - Phil, Making it Real Board**

**"Your head is such a shed when you come out of hospital. You need to know what you need to do, who you need to contact".**

**"So a lot of people are getting stabilised, and then like that's it, done. Off you go. And there's nothing in place after. So it's just this big chain that is going round and round and round."**



# When Things Need to Change

## Staying in Control

**"Invariably we're in crisis. There's so much information you should know before you get to the point where you need it. And you know, that information's not there. There's nobody giving you that information. You're in an intense anxiety and stress when you go looking for it. There's nobody helping you before you get to that point."**

**- Valerie, Making it Real Board**

**"I know from myself when I have been mentally poorly, you haven't got the strength to keep fighting for this appointment that you need, this referral that you need. You're forever fighting. It's tiring, it's very tiring."**

**- Glyn, Making it Real Board**

**"Why do my loved ones or the people in our communities have to go into crisis before you react?"**

**"I know you're all paperless but we need something in place. Then we can see what the plan is. And we know what should be happening when something goes wrong. We know who is who, what's what. It gives you some control".**

**"It's an arm's length, half hearted, fob you off, come back to us when you have another crisis approach."**

**"I became a carer at hospital discharge. My husband was discharged with life changing injuries, and no support was offered to me. He went back in to hospital because I couldn't cope."**

**"I have some concerns, based on some recent experience, about whether services are still only reacting to crises rather than pre-empting them, which I feel definitely should be addressed going forward."**

**- Zac, Making it Real Board**

**"We need to be having more conversations about what could happen next, what might happen next, what would you like to happen next, all of those, so everything is not just reactive and urgent. So we have those plans in place"**

**- Bryony, Making it Real Board**

## Priorities for 2023

- To improve the way we support you to plan ahead for important changes in life that you can anticipate, and to stay in control in emergencies.
- To communicate compassionately and in a coordinated and timely way about changes to care and support or housing arrangements.
- To work alongside health colleagues to increase advance decision making and improve end of life care and support.
- To stay alongside you during and after significant changes until we're sure there is no immediate risk to your safety, health or wellbeing, and you have regained stability and control in your life.
- To connect you with peers who have personal experience of a particular health condition, disability or situation and who can provide practical and/or emotional help and support based on their shared experience.
- To increase workers' awareness of different health conditions and sources of support to connect you to.
- To agree with people and families when it is time to end our involvement and make sure you know what to do and who to contact should you need further support in the future.

## Workforce

*The people who support you*

### SURVIVOR LIAISON OFFICER, LAURA'S STORY

Laura was appointed to the role of Survivor Liaison Worker in our Domestic Abuse Service in June 2021 and has since been promoted to Senior Survivor Liaison Worker. Her role aims to make sure the voice of survivors is heard and elevated through one-to-one support, monthly 'Experts by experience' groups and wider coproduction initiatives. As a survivor of domestic abuse herself, Laura says "I've been where people have been, and I've experienced some of the things they've experienced, felt the fear, isolation and lack of control over my life. I want to make sure that people don't feel like that anymore or ever again.

"No training or awareness is better than lived experience, we are the most qualified of all. Survivor voice is a critical part of service delivery. Without this 'real' component which can only come from the voice of survivors, services do not gain a real sense of what works well and what we need to improve. Laura is an absolute asset, not only to the survivors in Doncaster but to influence service delivery and contribute to strategies and plans."

- Alicia Lee - Domestic Abuse Navigator Manager

### WENDY AND DEANNE'S STORY

"Deanne has worked for me for 6 years. This has made it possible for me to stay independent and still living at home. She makes it possible for me to attend meetings, appointments, and helps me to go shopping. Keeping me social and not isolated. Having a Personal Assistant (PA) has been the best thing as I still get to be a wife, a mother and a granny." - Wendy

"I have worked for Wendy for 6 years. I help to supervise and support her with shopping, cooking, appointments, medication and generally anything she needs. The best thing is knowing I help make Wendy and her family's days a little easier, so her husband can still go to work and not worry, and her children and grandchildren can enjoy their time together when they visit. She is fun loving and outgoing and her personality is infectious. I am so grateful to be on this journey with her. Every day is a different day but we look forward to what it has in-store for us." - Deanne



"I would like to thank you for your kind support and help, I do not know how I would have managed without it. It is nice to know that there are people who certainly know their job and do it so professionally. A big, big thank you."

"I want to thank my Wellbeing Officer for everything she has done for me. It's lovely that people like her are in the world, she makes me feel a lot happier in myself. I've told her she is a little angel in disguise. When someone like her comes along it really makes a difference because she's so polite and I can tell she cares about me."

## Workforce

*The people who support you*

**"There's no cultural competence. For example, if someone is coming to seek help, they don't speak the language or it may not be their first language. People dealing with them do not understand their religion or their culture, and the communication is not there to start off with, so they've come in with a problem that's overwhelming for them and on top of that they've got all these barriers. It's just enforcing and adding to their problems rather than helping them. So cultural competence I think is very important."**

**"It feels like council staff are fighting us not fighting for us"**

**"It's about listening more than anything. Listening to people."**

**"I don't want people to change me. I want people to accept me."**

**"There seems like an obvious link between the low numbers of people with a learning disability in paid employment and wanting a representative workforce. I am confident that there are many workforce roles that could be performed very well by people who have experience of the system from the other direction, assuming they were properly supported through the recruitment process and in the workplace."**

**- Zac, Making it Real Board**

### Priorities for 2023

- To embed a more compassionate and curious approach within and by our workforce, with a focus on promoting listening, trust and autonomy, and reducing bureaucracy and blame.
- To increase the legal literacy of our workforce to ensure that workers inform people about their rights and promote autonomy, choice and self-determination, particularly when supporting people who are unable to make decisions about their care and support.
- To develop a programme of activity that improves the cultural competency of our workforce, to ensure that people are treated equally and fairly, and that the diversity of individuals and communities is recognised and as a strength and reflected in planning and commissioning care and support.
- To develop a supportive, accessible, values-based approach to recruitment, aligned with the principles and behaviours described in our Adults, Health and Wellbeing practice framework, to attract, recruit and retain the workforce we need.
- To actively encourage and support people with lived experience to join our workforce in paid roles and/or to engage in coproduction work where you are paid in recognition of the value of your time and expertise.
- To develop a Workforce Strategy alongside Doncaster social care employers which supports the above priorities while ensuring Adult Social Care is a sustainable career of choice.

## Workforce

*The people who support you*

If you're thinking about working in care and support, there are lots of different roles to choose from in Doncaster. There are also plenty of opportunities to progress or specialise in a particular area. Depending on your skills and interests, you could choose:

- Direct work supporting people to live the life they want and do the things that matter to them, including self-employment as a Personal Assistant
- Team leader and management roles
- Regulated roles like Social Worker, Occupational Therapy or Counselling
- Support areas, for example as a trainer or adviser

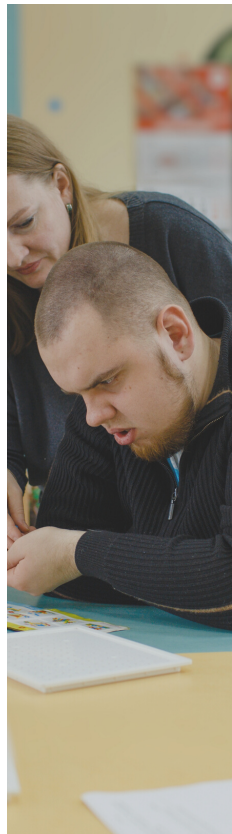
We hold regular recruitment open days, where you can meet our Proud to Care support team and find out more about different roles and current vacancies. The team can support you with application forms and interviews, and answer any questions you might have. You can also contact the Proud to Care support team directly – we look forward to hearing from you.



**Proud to Care**  
DONCASTER

Find out more and apply for a range of care roles in doncaster

GET IN TOUCH  
01302 737908  
[proudtocare@doncaster.gov.uk](mailto:proudtocare@doncaster.gov.uk)





## A NOTE ON THE DATA IN THIS REPORT

The data in this report comes from two main sources:

- Information from the records we – and other councils – keep about the people we support and serve. All Councils with Adult Social Services Responsibilities (CSSRs) send local data every year to NHS Digital.
- The results of the national 2021-22 Adult Social Care Survey. Around 400 people who draw on care and support in Doncaster completed the survey between January and March 2022. We've included details of the number of people who answered the survey questions we refer to in this report.

Not all 400 people answered every question, so sometimes you'll see it says for example '125 out of 390 people'. Overall people who draw on care and support from 149 of the 152 Councils with Adult Social Services Responsibilities (CSSRs) in England took part in the 2021-22 survey. We've included our statistics, and information about how we compare with the other four councils in South Yorkshire (Barnsley, Rotherham and Sheffield) and with the other 148 councils across England that took part in the Adult Social Care Survey last year. More detailed data is available for Doncaster and all other councils from the NHS Digital Adult Social Care Analytical Hub.

## Key Actions for 2023

We've agreed the following actions to make the priorities identified through this report real in 2023. All these actions will involve us working alongside people with lived experience to make these things happen.

- 1 Increase opportunities for local people with lived experience of care and support to influence Doncaster's approach, from improving our services to recruiting the right people**
- 2 Make sure that we make public information and advice about rights (including to independent advocacy), responsibilities and sources of support routinely available**
- 3 Reduce bureaucracy and delays by improving local access to care and support and safeguarding, and making sure that all conversations start with what matters to people**
- 4 Improve local access to social work and occupational therapy that works preventatively alongside people and communities to increase their quality of life**
- 5 Increase the number of people who maintain or regain their independence by improving access to equipment, technology and housing support**
- 6 Help more people to leave hospital and mental health in-patient stays promptly, increasing the proportion of people who return home and regain independence**
- 7 Make support at home more accessible to people who need it by developing a more personalised and local approach that improves satisfaction and outcomes**
- 8 Increase the choice and control that people report when they use direct payments**
- 9 Create and sustain more employment opportunities for autistic people, people with a learning disability and people in contact with secondary mental health services**
- 10 Reduce the number of people living with restrictions on their liberty by increasing understanding of human rights and mental capacity legislation**

# Get Involved

We know that we need to change a lot about the way we work if we're going to achieve our three aims of better experiences and better lives for Doncaster people, improved morale and satisfaction for Doncaster's workforce, and more sustainable use of resources.

We're doing some really good things that we want to do more of. We also want to get rid of a lot of our processes and bureaucracy, because this gets in the way of us spending time with people, listening and understanding what matters to them, and working together to achieve whatever that is.

The Making it Real Board members have decided our priorities and key actions for 2023. Now we need more people with lived experience to help us make these priorities real. This is your opportunity to get involved and help shape care and support across Doncaster.

**There are lots of ways to get involved. If you're interested, or you'd like to know more, please email [coproduction@doncaster.gov.uk](mailto:coproduction@doncaster.gov.uk).**

## MAKING IT REAL BOARD

Our Making it Real Board gives strategic oversight to Adults, Health and Wellbeing, influencing and challenging decisions and agreeing priorities for improvements and developments.

The Board has an equal mix of adults with experience of seeking or drawing on care and support (people with lived experience) and senior leaders from Adults, Health and Wellbeing. Board members work together as equal partners to make sure the practice framework and Making it Real framework are embedded across Adults, Health and Wellbeing.

Most Board members with lived experience represent wider networks or groups, for example in relation to autism, learning disability, mental health, family carers and equality, diversity and inclusion. Healthwatch Doncaster are also part of the Board. The Board is co-chaired by a Board member with lived experience and the Director of Adults, Health and Wellbeing, and meets at least once a month. Currently the Board meets online, but in 2023 we'll explore other options for meetings to make sure we make the Board as welcoming and accessible as possible.

**"I really enjoy attending the meetings and having my own voice so thank you for that."**  
- Wendy, Making it Real Board

## PARTNERSHIP BOARDS

There are several Partnership Boards and other networks of people representing groups of people who draw on care and support in Doncaster. These forums give members the opportunity to get involved in shaping care and support for particular groups of people.

- Learning Disability Partnership Board
- Autism Partnership Board
- Carers Action Group
- Mentally Well Alliance

## PAYING YOU FOR YOUR TIME AND EXPERTISE

Coproduction starts from the idea that no one group or person is more important than any other group or person. Everyone is involved as an equal, and valued for the unique knowledge, skills, experience and aspirations they bring. There are responsibilities and expectations on everyone, and people involved should receive something back for putting something in. In 2022 we introduced a 'Coproduction payments policy' to ensure a consistent, fair and equitable way of recognising and rewarding people who get involved in working alongside us, for example through participation in Making it Real Board meetings, working groups, project teams, recruitment and selection, and learning and development.

The policy means that we will pay people with lived experience for your time and expertise as well as travel and any other expenses if you are involved in specific coproduction activities and if you are contributing either in a personal capacity or as the representative of an organisation that does not already pay you or cover your expenses.

## PARTNER NETWORK

We want to involve people with lived experience at the very earliest stages in work to make our priorities real, and in other areas of work where coproduction can have a genuine impact. This includes project work, recruitment, induction, learning and development opportunities and the evaluation of practice and services. To help with this, we're setting up a Making it Real partners network with the aim of establishing a pool of people we can listen to, share information with, and work alongside to develop and improve.

The network is open to anyone who is interested in improving care and support in Doncaster, including people with lived experience, council staff and partner organisations. From January 2023 we'll be sending out regular updates by email and on social media, with information about lots of different ways you can get involved if you're interested, for example by taking part in recruitment and selection to make sure we're employing the right people, helping to coproduce clear and accessible public information, improving our policy and practice around Direct Payments, or sharing your experience to help develop our workforce.

Whatever you get involved in, we'll make sure you have the support you need before, during and after the time you spend with us.

## FEEDBACK

Although we've included quotes and stories throughout this report, we know we need to get better at routinely gathering feedback about people's experiences, and using this to inform and improve how we work and the care and support we provide. We'll be working with the Boards and networks mentioned here to develop the ways we gather and use feedback in 2023.

People we support and serve, and the people close to them, should expect to have plenty of opportunities to share their experience and ideas with us during our involvement, and once it ends. We welcome honest opinions and suggestions, so please do tell us what you think and feel, and help shape the future of your care and support in Doncaster.

**"We need to do some work to make sure that we're properly alongside people properly understanding their experience." - Phil, Making it Real Board**

**"If we work together we can create a better future for everyone." - Glyn, Making it Real Board**

# YOUR CARE & SUPPORT: DONCASTER 2023



City of  
Doncaster  
Council

